



**Illinois Long-Term Care
OMBUDSMAN PROGRAM**

The Long-Term Care Ombudsman Program is working to provide services to support residents during and beyond the COVID-19 pandemic.

Ombudsmen help maintain the rights, safety, and well-being of residents.

The Ombudsman Program continues to respond to and investigate complaints made by and on behalf of residents.

Anyone can make a complaint to the Ombudsman Program:

- Residents
- Resident Representatives
- Staff
- Family Members
- Friends
- Others

Our priority is to let the residents know that we are here to assist and support them through this challenging time.

Contact your Ombudsman:



The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and federal statutes. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call the Senior HelpLine at 1-800-252-8966; 1-888-206-1327 (TTY).