



The Gift of Resources to Empower II

REGULATORY & COMPLAINT RELATED RESOURCES

Illinois Long-Term Care Ombudsman Program: This is the resident-directed advocacy program which protects and improves the quality of life for residents in a variety of long-term care settings. Ombudsmen work to resolve problems of individual residents and to bring about changes at the local, state and national levels to improve care.

<https://ilaging.illinois.gov/programs/ltombudsman.html>

Types of facilities in IL, where to file a complaint and who can assist with advocating: There are several different types of long-term care facility types in IL. This listing guides the user on who and where to go to gain more information on the facility type, including where

https://alternatives-my.sharepoint.com/:w:/g/personal/smaxwell_alternativesforyou_org/EQAnnn1YGYxBigK-S62FwDABulTE7NLCH7lfCsZtPQJ7lw?e=MZlZ1N

Resident's Rights Booklet: Everyone who lives in long-term care facilities have rights. This brochure defines what those are so that you can understand how to be empowered when living in long-term care.

<https://webapps.illinois.gov/AGE/OmbudsmanSearch/Content/ResidentsRightsBooklet.pdf>

Brochure on Electronic Monitoring in Long Term Care Facilities: The Illinois Attorney General's office worked closely with resident advocates and long-term care facility associations to create a framework that allows residents and their families to use cameras while protecting the privacy rights of others and ensuring there is no cost to facilities.

<https://ilaging.illinois.gov/content/dam/soi/en/web/aging/programs/ltombudsman/documents/electronic-monitoring-brochure.pdf>

Senior HelpLine: information to help you locate services in your community, evaluate your needs and answer questions. They will also link you to local care coordination services, and provide information, assistance and literature.

Monday - Friday, 8:30 a.m. - 5:00 p.m. CST

Toll-free: 1-800-252-8966, 1-888-206-1327 (TTY)

Phone: 217-524-6911 / FAX: 217-524-6968

E-mail: aging.ilsenior@illinois.gov

Illinois Home Care Ombudsman Program: Home Care Ombudsmen are located throughout the state of Illinois and work to protect the rights of older persons and adults with disabilities living in the community who are enrolled in the Medicare Medicaid Alignment Initiative (MMAI) and receive services from a managed care organization (MCO); or receive services Home and Community Based Services (HCBS) Waiver Programs

<https://ilaging.illinois.gov/programs/ltombudsman/the-home-care-ombudsman-program.html>

GENERAL LONG-TERM CARE INFORMATION

Resident and Family Support Council: The goal of this Council is to educate and connect people about issues relating to residents and families in the long-term care system. These occur on the second and fourth Tuesdays of the month at 3:00. Previous meetings, resources from each meeting and how to connect for future meetings are found here:

<https://ilaging.illinois.gov/programs/ltombudsman/resident-and-family-support-council.html>

YouTube Page to view past meetings:

https://www.youtube.com/channel/UCCrBVZjLs65Fn_6X9AHcrbw

Consumer Voice: The Consumer Voice is the leading national voice representing consumers in issues related to long-term care, helping to ensure that consumers are empowered to advocate for themselves. They provide information and tools for consumers, families, caregivers, advocates and ombudsmen to help ensure quality care for the individual.

<https://theconsumervoice.org/home>

Care Plan information Sheet: Provides information on what is the requirements for care plans, services plans, etc. at each of the various types of long-term care facilities.

<https://alternatives->

my.sharepoint.com/:b:/g/personal/smaxwell_alternativesforyou_org/EbrmvMRHCCxMI6PZQ28n2OcBhfMa3mhZNXSeqYpYIVsdbQ?e=OnUxIC

ADVOCACY GROUPS

Ombudsman Face book page (see info under Regulatory and Complaint Related on the first page as well.

<https://www.facebook.com/profile.php?id=100072406419232>

Illinois Caregivers for Compromise (ILC4C) was created to advocate for our loved ones living in residential long-term care. They have worked on issues to address visitation in long-term care and stay abreast of what is happening in IL regarding long-term care issues.

https://m.facebook.com/groups/1549471258547362/?ref=group_browse

Equip for Equality: Mission is to advance the human and civil rights of children and adults with disabilities in Illinois. Resource for assisting with legal issues that you may encounter in LTC including human issues.

<https://www.equipforequality.org/about/what-we-do/>

Illinois Guardianship and Advocacy Commission protects the rights and promotes the welfare of persons with disabilities. A board of eleven Commissioners, who serve without compensation, govern the agency by safeguarding the rights of persons with disabilities.

<https://www2.illinois.gov/sites/gac/Pages/default.aspx>

SITES TO EMPOWER WITH MAKING LONG-TERM CARE CHOICES

Compare Nursing Home Quality: This is the federal site that compares the nursing homes you're considering by these criteria: Health inspections, Nursing home staffing, Quality of resident care.

<https://www.medicare.gov/what-medicare-covers/what-part-a-covers/compare-nursing-home-quality>

Access to Nursing Home Inspection Surveys: by clicking on the name of the facility, you are able to access information regarding who owns the home, annual inspection reports and complaint visits.

<https://ltc.dph.illinois.gov/webapp/LTCApp/ltc.jsp>

Illinois Department of Public Health Long-Term Care Informational Page:

Includes information on How to select a Nursing home, quarterly reports of violators, information on Advance Directives and Veteran nursing home info.

<https://dph.illinois.gov/topics-services/health-care-regulation/nursing-homes/violator-quarterly-reports.html>

Nursing Home Inspect: Use this database to compare nursing homes based on the deficiencies cited by regulators and the penalties imposed in the past three years.

<https://projects.propublica.org/nursing-homes/>

The Illinois Pioneer Coalition advocates for person centered elder care in the state of Illinois by providing education and support to long term care providers. The resource, [Your Way! How to find dignity and Choice in a Nursing Home](#) is a great resource for when you need to make long-term care decisions. (find under the Resource tab; to go directly to the questionnaire, click on the questionnaire under Resource)

<https://illinoispioneercoalition.org/>

Consumer Choice Website: Assists individuals in making informed decisions when seeking a long-term care facility. Individuals are able to search in a variety of ways as well as learn about what makes each facility unique. The site also provides valuable info regarding Residents' Rights.

<https://webapps.illinois.gov/AGE/OmbudsmanSearch>

25 Common Nursing Home Problems & How to Resolve Them published by Justice in Aging: This reader-friendly guide covers 25 common nursing home problems encountered by residents and their families and provides guidance on how to respond.

<https://justiceinaging.org/25-common-nursing-home-problems-how-to-resolve-them/>

WHO DO I CONTACT IF I WANT TO MOVE SOMEWHERE ELSE?

The Colbert Consent Decree came out of a class-action suit that requires the State of IL to provide Cook County Nursing Home residents with the necessary supports and services to move out of Nursing Homes into community residency. To be eligible, you must live in a Nursing Home located in Cook County and be receiving or eligible to receive Medicaid.

Williams Decree is another class action suit that resulted in those Illinois residents living in Institutions for Mental Diseases (IMDs). and all those being admitted into an IMD in the future be informed of their right to seek community placement and offered an evaluation to determine if that option is right for them.

Common Resources for both Colbert and Williams:

Program Fact Sheet: <https://www.dhs.state.il.us/page.aspx?item=136628>

Frequently asked questions: <https://www.dhs.state.il.us/page.aspx?item=136629>

Retaliation Hotline: https://drive.google.com/file/d/1StQgSt_GGqweHfdgRYoXAd2COOlale3s/view

List of Community Resources: <https://drive.google.com/file/d/1hgfSJaHNfOGmNA8bE21Mc-79BjU9ByF/view>

Illinois Department on Aging's Community Care Program (CCP) helps senior citizens, who might otherwise need nursing home care, to remain in their own homes by providing in-home and community-based services. The CCP provides services to any person who applies for the program and meets all current eligibility requirements.

<https://ilaging.illinois.gov/programs/ccp.html>

United Way 2-1-1: Service that connects people to specialists through the online portal or phone 24/7. They help locate assistance during times of non-emergency crisis and for everyday needs such as providing direction on locating long-term care services

<https://unitedwayillinois.org/211-2/>

PANDEMIC RELATED RESOURCES REGARDING VISITATION:

CMS Guidance: Guidance by the federal Government that was updated on September 23, 2022

<https://www.cms.gov/files/document/gso-20-39-nh-revised.pdf>

IDPH Guidance: State of IL guidance that enhances/corresponds to the federal guidance that was updated on November 4, 2022

<https://ilaging.illinois.gov/content/dam/soi/en/web/aging/programs/litcombudsman/documents/litc-guidance-for-reopening.pdf?>

RESOURCES THAT SPEAK FOR THEMSELVES

AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering people to choose how they live as they age. They promote legislation that advocates for increased awareness to aging, needs, services and awareness. You can also become a member which then provides access to a variety of resources including tips that come in handy as we age, discount coupons, classes that you can take and even games that you can play on your computer!

<https://www.aarp.org/what-we-do/?intcmp=GLOBAL-HDR-LNK-CLK-WWD-UXDIA>

AARP Illinois has more specific information that are specific to those who live in IL:

<https://states.aarp.org/illinois/>

MAGAZINE/RESOURCES:

Caregiving Magazine: Online publication that provides resources for seniors and those who care for them.

<https://chicagocaregiving.com/>

Skilled Nursing News: This online source provides news and information covering skilled nursing.

<https://skillednursingnews.com/>

DEMENTIA RELATED RESOURCES:

Alzheimer's Association <https://www.alz.org/>

Add additional resources that they have:

Alzheimer's Association Virtual Learning: This site has video and live learning opportunities on topics that you can access any time on the web. Topics range from communication tips and Ten warning signs of Alzheimer's.

https://www.alz.org/illinois/helping_you/education/virtual_learning

Help and Support Information: provides information on care options, stages and behaviors, care support, etc.

<https://www.alz.org/help-support>

Illinois Cognitive Resource Center: This organization has taken the charge in Dementia Friendly Illinois. You can find out more information about what communities in IL have become Dementia Friendly as well as other resources information on navigating the Dementia journey.

<https://ilbrainhealth.org/>