

Ombudsman Program throughout the State

- Every long-term care facility in the city has an Ombudsman assigned to the facility.
- To make a complaint or talk with an Ombudsman, call (800)252-8966

Ombudsman Program Contact Information

Kelly Richards, Deputy State Ombudsman

Kelly.Richards@Illinois.gov

Lee Moriarty, Deputy State Ombudsman;

Lee.Moriarty@Illinois.gov

Chuck Miller, Deputy State Ombudsman

Chuck.Miller@Illinois.gov

Joe Danner, Acting Deputy Home Care Ombudsman

Joe.Danner@Illinois.gov

Call the Senior HelpLine for more information:

1-800-252-8966(V), 1-888-206-1327 (TTY)

or

email the Long-Term Care Ombudsman Program at:

Aging.SLTCOProgram@illinois.gov



Like us on
Facebook!

Ombudsman Advocacy



Regularly visit long-term care facilities to talk with residents about their care and their quality of life.



Provide education to community-based organizations and facilities



Meet with individuals on a one-on-one basis



Ombudsmen engage in PERSON-DIRECTED advocacy.



Ombudsmen do not take action without the permission of the resident or participant.

Program Structure

- ▶ Housed at Illinois Department on Aging
 - ▶ *Office of the State Long-Term Care Ombudsman*
 - ▶ Home Care Ombudsman Program
 - ▶ Long-Term Care Ombudsman Program
 - ▶ *Ombudsman Provider Agencies*
 - ▶ Regional Ombudsmen
 - ▶ Long-Term Care Ombudsmen
 - ▶ Volunteer Ombudsmen

Resident and Family Support Council

- Why we started these – to connect people and empower them as they navigate the long-term care path.
- Held on the 2nd & 4th Tuesday of each month
- Topics are determined through group engagement
- Held via Zoom – if you would like to be added to our invite list, please drop your email address in the chat and we will add you!

IDOA Planning and Service Areas (PSAs)

Ombudsmen provide services to individuals living in each PSA

To locate an Ombudsman call:
1-800-252-8966 (V), or
1-888-206-1327 (TTY)



State Ombudsman Initiatives

2022

- *To promote increased awareness of the Ombudsman program to residents and families and the community at large.*

2023

- *To Ensure residents are protected against improper involuntary transfers and discharges*

Residents have a right to:

- be treated with dignity and respect
- safety and quality care
- participate in planning for their own care
- privacy
- manage their own money
- safety of personal property
- appeal an involuntary discharge
- make their own decisions
- meet with an Ombudsman (and representatives from other agencies)
- present grievances and receive a prompt response from facility or program.
- remain free from threats or punishment (retaliation) as a result of asserting their rights or filing grievances.
- have access to their medical records

None of these rights have changed because of the pandemic.