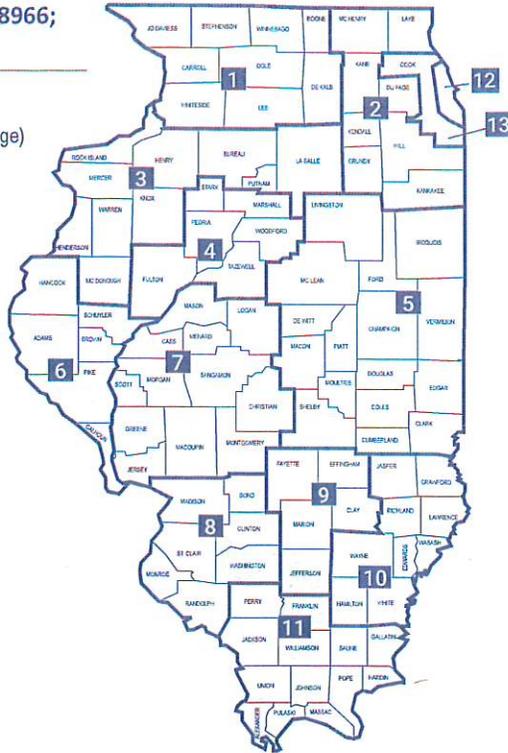


For more online resources, visit:
ilaging.illinois.gov/programs/LTCombudsman

Illinois Department on Aging
Senior HelpLine: 1-800-252-8966;
711 (TRS)

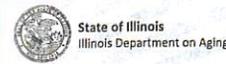
- Area 1: 1-800-369-0895
- Area 2: 1-800-942-9412 (DuPage)
1-847-741-0404 (Kane, Kendall, McHenry)
1-888-401-8200 (Lake)
1-815-724-1120 (Grundy, Kankakee, Will)
- Area 3: 1-800-798-0988
- Area 4: 1-309-637-3905
- Area 5: 1-800-888-4456
- Area 6: 1-888-348-2530
- Area 7: 1-800-842-8538
- Area 8: 1-855-336-4778
- Area 9: 1-800-283-4070
- Area 10: 1-888-715-6260
- Area 11: 1-800-642-7773
- Area 12: 1-312-744-4016
- Area 13: 1-847-448-8696 (City of Evanston)
1-888-401-8200 (All except Evanston)



For more details visit ilaging.illinois.gov where you can find the Ombudsman list under Advocacy: Long-Term Care Program. Long-Term Care Ombudsman services available under the Older Americans Act are provided at no charge; however, contributions are gratefully accepted and will help to make services available to more seniors.

Illinois Department on Aging
One Natural Resources Way, #100, Springfield, Illinois 62702-1271
Senior HelpLine: 1-800-252-8966; 711 (TRS) • ilaging.illinois.gov

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs and activities in compliance with appropriate State and federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966; 711 (TRS).



State of Illinois
Illinois Department on Aging



RESIDENTS' RIGHTS

*for People in Long-Term
Care Facilities*



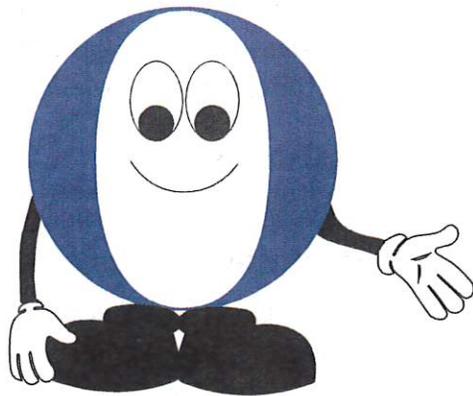
Call 1-800-252-8966 to learn more

You have the right to...

- **Safety and good care**
 - Your facility must provide services to keep your physical and mental health, and sense of satisfaction.
 - You must not be abused by anyone - physically, verbally, mentally, financially, or sexually.
- **Participate in your own care**
 - Your facility must develop a written care plan that states all the services it provides.
 - Your facility must make reasonable arrangements to meet your needs and choices.
 - You have the right to choose your own doctor. You have the right to all information about your medical condition and treatment in a language that you understand. You have the right to see your medical records within 24 hours of your request.
 - You have the right to make a Durable Power of Attorney for Health Care, Living Will, Declaration for Mental Health, and a Do Not Resuscitate Order.
- **Privacy**
 - Your medical and personal care are private. Facility staff must knock before entering your room. Your facility may not give information about you or your care to any unauthorized person(s) without your permission.
 - You have the right to private visits, unless your doctor has ordered limited visits for medical reasons. You have a right to make and receive phone calls in private.
 - If you are married, you and your spouse have the right to share a room, if available.

- **Money Management**
 - You have the right to manage your own money.
 - Your facility may not become your money manager nor your Social Security representative payee without your permission.
 - You may see your financial record at any time.
 - The facility must give you an itemized statement at least once every 3 months.
- **Contract information**
 - You must be given a contract that states what services are provided and how much they cost.
 - Your facility must not require anyone else to sign an agreement stating they will pay for your bill unless they are your court appointed guardian.
- **Medicaid and Medicare information**
 - You have the right to apply for Medicaid or Medicare to help pay for your care.
 - Your facility must give you information on how to apply for Medicaid, Medicare and Spousal Impoverishment.
 - If you receive Medicaid, the facility cannot make you pay for anything for which Medicaid pays.
- **Stay in your facility**
 - You have the right to keep living in your facility.
 - The facility **can** force you to leave because:
 - ...you have not paid your bill,
 - ...you are dangerous to yourself or others,
 - ...your medical needs cannot be met, or
 - ...the facility closes.

- o You **must** be given a written notice if your facility requests that you leave. This notice **must** include:
 - ...why you are being asked to move,
 - ...how to file an appeal, and
 - ...a self-addressed envelope to be mailed to the Illinois Department of Public Health.
- o You have the right to appeal your discharge within **10 days**. Contact the Illinois Department on Aging for help regarding your involuntary discharge notice. **Call 1-800-252-8966**.
- o In most cases, if you receive Medicaid, you must be allowed to return to your facility when you leave the hospital, even if the facility has given you a written discharge notice. If you are hospitalized for more than **10 days**, your facility must let you return if/when it has a bed available. If you are private pay, the facility is **required to advise you in writing** of any action you must take to hold your bed while hospitalized.
- o You have the right to be told in advance if your room or roommate is being changed.



- **Remember, you do not lose your rights as a citizen of Illinois and the United States because you live in a long-term care facility.**
 - o You have the right to vote.
 - o You have the right to participate in social and community activities.
 - o You have the right to participate with other residents in the Resident Council.
 - o You have the right to meet with the Long-term Care Ombudsman, community organizations, social service groups, legal advocates and members of the general public who come to your facility.
 - o You have the right to present grievances and to get a prompt response from the facility.
 - o Your facility may not threaten or punish you in any way for asserting your rights or presenting grievances.

Ombudsmen are resident-directed advocates who work to resolve complaints at the resident's request.

What to do if your rights are not respected

1. **Define the problem clearly in writing.** Note details like time, date, and the people involved. Talk with others who may know about it.
2. **Discuss the issue with relevant staff;** explore facility grievance procedures. If needed, contact the administrator, your physician, the director of nursing, your social worker, or the floor nurse.
3. **Participate in the Resident Council.** The Resident Council may raise concerns on behalf of a resident.
4. **Seek assistance from the Illinois Long-Term Care Ombudsman Program*.** The LTCOP can guide you through options specific to your situation and can advocate on your behalf with your permission.

If the problem relates to a person with a developmental disability or mental illness, you may ask for help from **Equip for Equality** by calling **800-537-2632**. They are a not-for-profit named by the Governor to provide protection and advocacy for people with disabilities.

5. **Call the Central Complaint Registry at 800-252-4343.** Illinois has a formal Central Complaint Registry in the Illinois Department of Public Health. If you feel your facility is violating your rights or those of your fellow residents, you can make a complaint against it. IDPH will investigate your grievance and issue a citation if a violation has been found.

* See back cover for contact information

**For a full list of rights,
talk to your ombudsman.**

