

Where To Get Help

Long-term Care Ombudsman

The role of the ombudsman is to respond to questions, concerns and complaints that involve people age 60 and over who live in long-term care facilities, and to advocate on their behalf. Information is also provided to residents and their family members on resident rights, nursing facility care, admissions contracts, Medicare and Medicaid. To report suspected abuse, financial exploitation or neglect of a person 60 or older or an adult with disabilities age 18-59; call the statewide, 24-hour Adult Protective Services Hotline: 1-866-800-1409.

Illinois Department of Public Health (IDPH)

IDPH assures that long-term care facilities meet the licensing requirements of the state and that they comply with federal and state rules and regulations. Facilities must pass an annual certification survey. Annual surveys can be viewed at www.idph.state.il.us. IDPH is required to investigate all complaints they receive against long-term care facilities. Complaints may be filed in person, in writing, by email at dph.ccr@illinois.gov, or by calling the toll-free Nursing Home Hotline at 1-800-252-4343.

Equip for Equality Northeastern Region

This organization is a private not-for-profit legal advocacy organization. It is designated by the Governor to operate the federally mandated Protection and Advocacy System (P&A). It safeguards the rights of people with all disabilities regardless of age, in a long-term care facility. Provides self-advocacy assistance, legal services, disability rights education, public policy advocacy and conducts abuse investigations. Contact number for our region is 312-341-0022

HOPE Fair Housing

Provides advocacy on behalf of individuals who may be experiencing housing discrimination due to age, gender, race, disability, etc. They track landlords/apartment complexes that are treating residents unfairly, especially when it comes to various kinds of discrimination, and if they aren't able to help in this specific situation, they should at least be able to offer advice. Serves: DuPage, Grundy, Kane, Kendall, McHenry, & parts of Will County. You can learn more about them and contact them through their website: <http://hopefair.org> or call them at 630-690-6500.

Prairie State Legal Services

An organization that offers free legal services for low-income persons and those age 60 and over who have serious civil legal problems and need legal help to solve them. Prairie State Legal Services, Inc. ensures equal access to justice and fair treatment under the law by providing legal advice and representation, advocacy, education, and outreach that serve to protect basic human needs and enforce or uphold rights. You can learn more about them and contact them through their website <https://pslegal.org/> or call them at (800) 690-2130.