**Section 270.146 Ombudsman Services in Long-Term Care Facilities**

45 CFR 1324.19 (2016), the federal regulations relating to the duties of the representatives of the Office, are incorporated by reference. Ombudsman policies and procedures also apply. Long-term care service components of the Program include, but are not limited to:

a) Identifying, investigating and resolving complaints made by or on behalf of residents relating to actions, inactions or decisions that may adversely affect the health, safety, welfare or rights of the residents;

b) Maintaining a regular presence in long-term care facilities;

c) Providing services to protect the health, safety, welfare or rights of residents;

d) Ensuring that residents have regular and timely access to the services provided through the Program and that residents and complainants receive timely responses to requests for information or complaints; and

e) Consulting and providing community education.

(Source: Added at 43 Ill. Reg. 980, effective January 1, 2019)