Q: What is the requirement for posting of the Ombudsman Poster?

A: Section 270.115 of the Illinois Department of Aging Code states:

Section 270.115 Display of Ombudsman Poster
Each long term care facility shall display posters supplied by the Office in the following manner:

a) Each poster shall be prominently displayed in the facility in a place accessible to residents and the public.

b) The poster shall not be obscured in any manner by any other material. Each poster shall be placed with the bottom of the poster approximately 42 inches from the level of the floor.

c) If a majority of residents speak a language other than English, then a majority of the posters shall be in that language if they are available from the Department.

d) A poster shall be placed:

1) in each wing on each floor of the facility,
2) in each of the facility's activity rooms, and
3) at the main entrance/exit of the facility.