**Section 330.230 Information to be Made Available to the Public by the Licensee**

a) *Every facility shall conspicuously post or display in an area of it accessible to residents, employees, and visitors the following:*

1) *Its current license;*

2) *A description, provided by the Department of complaint procedures established under the Act and the name, address, and telephone number of a person authorized by the Department to receive complaints;*

3) *A copy of any order pertaining to the facility issued by the Department or a court;*

4) *A list of the material available for public inspection under Section 3-210 of the Act;*

5) *Phone numbers and websites for rights protection services must be posted in common areas and at the main entrance and provided upon entry and at the request of resident's representatives; and*

6) *The statement "The Illinois Long-Term Care Ombudsman Program is a free resident advocacy service available to the public.".*

b) *The administrator shall post for all residents and at the main entrance the name, address, and telephone number of the appropriate State governmental office where complaints may be lodged in language the resident can understand, which must include notice of the grievance procedure of the facility or program as well as addresses and phone numbers for the Office of Health Care Regulation and the Long-Term Care Ombudsman Program and website showing the information of a facility's ownership. The facility shall include a link to the Long-Term Care Ombudsman Program's website on the home page of the facility's website.* (Section 3-209(a) of the Act)

c) *A facility shall retain the following for public inspection:*

1) *A complete copy of every inspection report of the facility received from the Department during the past 5 years;*

2) *A copy of every order pertaining to the facility issued by the Department or a court during the past 5 years;*

3) *A description of the services provided by the facility and the rates charged for those services and items for which a resident may be separately charged;*

4) *A copy of the Statement of Ownership required by Section 3-207 of the Act;*

5) *A record of personnel employed or retained by the facility who are licensed, certified or registered by the Department of Professional Regulation.*

6) *a complete copy of the most recent inspection report of the facility received from the Department; and*

7) *a copy of the current Consumer Choice Information Report required by Section 2-214* of the Act. (Section 3-210 of the Act)

(Source: Amended at 48 Ill. Reg. 7397, effective May 3, 2024)