



State of Connecticut
Department of Aging and Disability Services
Long-Term Care Ombudsman Program

7/1/2020

Dear Resident, Family Member or Responsible Party,

We have been receiving an increased number of calls related to questions about appropriate staffing levels in nursing homes. There should be enough staff to meet the needs identified as part of the resident's plan of care and you can request the daily posting that shows how many caregivers are providing direct care to residents each shift. I wanted to be sure everyone understands what is required by the state and federal government and that you have access to this information at every nursing home, as required.

Please see the notification below that I have also sent to all nursing homes as a reminder of their obligation to meet and provide:

Required Daily Notice of Staffing for Nursing Home Facilities

There are state and federal requirements for the daily posting of staffing information by nursing home facilities. Strictly adhering to these requirements is especially important during this time when outside visitation is severely restricted.

State and federal law require that each nursing home facility post the following information daily, at the beginning of each shift, in a conspicuous place and in a legible format that is readily accessible to and visible by residents, employees, and visitors, including but not limited to persons in a wheelchair:

- The name of the facility;
- The date;
- The total number of: (a) advance practice registered nurses, (b) registered nurses, (c) licensed practical nurses, and (d) nurse's aides, who will be responsible for direct patient care during the shift;
- The total number of hours that each type of the foregoing nurses and nurse's aides are scheduled to work during the shift; and
- The total number of residents.

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In addition, each nursing home facility must post daily, at the beginning of each shift, in an easily visible place and in a legible format that is readily accessible to and visible by residents, employees, and visitors, including but not limited to persons in a wheelchair:

- The minimum number of nursing home facility staff per shift that is required by Connecticut state regulations to be responsible for providing direct patient care to residents of nursing home facilities; and
- The telephone number or Internet website that a resident, employee, or visitor to the nursing home facility may use to report a suspected violation by the facility of a regulatory requirement concerning the staffing levels and direct patient care.

Importantly, each nursing home facility must, upon oral or written request, make available to the public for review the daily information that must be posted in accordance with these state and federal requirements. The daily required posting must be retained by each nursing home facility for not less than 18 months from the posting date.

Sources: CT Public Act 19-89; 42 C.F.R. § 483.35(g).

Sincerely,



Mairead Painter

State Long-Term Care Ombudsman