

To Contact The Long Term Care  
Community Ombudsman  
Program Toll Free:  
1-866-388-1888

Website:  
[portal.ct.gov/ltcop](http://portal.ct.gov/ltcop)



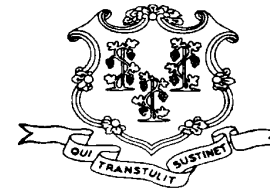
Facebook:  
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Connecticut  
**LTCOP**  
Long Term Care Ombudsman Program

The State Department of Aging and Disability Services programs are available to all applicants and recipients without regard to race, color, creed, sex, sexual orientation, age, disabilities, learning disabilities, and national origin, ancestry or language barriers.

The State Unit on Aging Services is an equal opportunity, affirmative action employer.  
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# The Long Term Care Community Ombudsman Program



1-866-388-1888

*A Voice for Individuals Receiving  
Long-Term Services and Supports in a  
Private Residence, Residential Home or  
Assisted Living Community*

## WHAT IS THE LONG TERM CARE COMMUNITY OMBUDSMAN?

The Long Term Care Community Ombudsman works to improve the quality of life and quality of care of Connecticut citizens who receive long term services supports and reside in a community setting, such as private home, residential care homes or assisted living community. All Ombudsman activity is performed on behalf of, and at the direction of residents. All communication with the residents, their family members or legal guardians, as applicable, is held in strict confidentiality.

The LTCCO responds to, and investigates complaints brought forward by individuals, family members, and/or other individuals acting on their behalf. Ombudsmen offer information on consultation to individuals and providers, monitor state and federal laws and regulations, and make recommendations for improvement.

## WHAT DOES THE COMMUNITY OMBUDSMAN DO FOR INDIVIDUALS WHO RECEIVE LONG TERM SERVICES AND SUPPORTS?

**RECEIVES** and looks into complaints and assists individuals to resolve problems.

**EDUCATES** individuals and families about their rights.

**EMPOWERS** and supports individuals and families to discuss concerns with others providing care or services.

**PROVIDES** information regarding long-term services and supports

**ADVOCATES** improvements in state and federal laws and regulations.

**REPRESENTS** the voice of individuals receiving LTSS and their interests before governmental agencies.

**IDENTIFIES** and seeks to remedy gaps in provider, government, or community services.

**RESPECTS** the privacy and confidentiality of individuals.

*Our services are free and confidential.*

## **YOUR RIGHTS AS AN INDIVIDUAL RECEIVING LONG-TERM SERVICES AND SUPPORTS ...**

### **YOU HAVE THE RIGHT TO:**

- **Be treated with respect and dignity.**
- **Participate in making decisions about your care, and about aspects of your life in the community that are significant to you.**
- **Be free from chemical and physical restraints.**
- **Manage your own finances or receive help from someone else to manage them.**
- **Voice grievances without fear of retaliation.**
- **Associate and communicate privately with any person of your choice.**
- **Send and receive personal mail.**
- **Have your personal and medical records kept confidential.**
- **Apply for state and federal financial assistance without fear of discrimination.**
- **Be fully informed of your rights, services available, and any charges to your plan of care if you have one.**
- **If living in an RCH, to be given advanced notice and the right to appeal a transfer or discharge.**

**You are entitled to seek help to exercise your rights from advocates. For more information, write or call your Regional Community Ombudsman.**

**Telephone: 1-866-388-1888**