



# Connecticut LTCOP

Long Term Care Ombudsman Program

## Community Ombudsman Program



### PURPOSE

Enhance quality of life and care for Connecticut citizens who receive long term services and supports



### SETTINGS

- Residential Care Homes
- Assisted Living Communities
- Private Homes



### WHAT DOES THE LONG TERM CARE COMMUNITY OMBUDSMAN DO?

- **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.

### CONFIDENTIAL AND RESIDENT DIRECTED

All activities are on behalf of residents and at their direction. All communication is held in strict confidentiality. The Ombudsman does not follow up unless directed to by the individual.



### SEEKING HELP

You're entitled to seek help to exercise your rights.

Visit Us On the Web at:  
<https://portal.ct.gov/ltcop/lcco>  
or Call

1-866-388-1888