



Contact the Long Term  
Care Ombudsman Program

**1-866-388-1888**



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## The Connecticut Long Term Care Ombudsman Program

Improving quality of life and care for individuals  
receiving long-term services and supports.

**1-866-388-1888**





## What Is the Long Term Care Ombudsman Program?

The Long Term Care Ombudsman Program (LTCOP) is an independent state office that works to improve the quality of life and care of individuals living in nursing homes (both long-term and short-term), residential care homes, managed residential communities (assisted living), and those receiving long-term home care in Connecticut.

### Contact us.

If you have a concern about care or conditions in a long-term care facility, call LTCOP at

**1-866-388-1888**

## What Does the LTCOP Do?

The mission of the LTCOP is to protect the health, safety, welfare, and rights of individuals receiving long-term services and supports.

The LTCOP responds to and investigates complaints brought forward by residents, family members, and/or other individuals acting on their behalf. Ombudsman activity is performed on behalf of, and at the direction of residents. All communication with the individual receiving care, their family members, or legal guardians is confidential.

*These services are free.*

### **LTCOP:**

**RECEIVES** and looks into complaints, and assists in resolving problems.

**EDUCATES** about your rights.

**EMPOWERS** and supports discussions about care concerns.

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

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

**REPRESENTS** the rights of individuals receiving care and their interests before governmental agencies.

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

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