

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

Website:
portal.ct.gov/ltcop



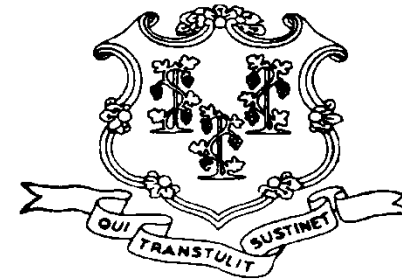
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Connecticut
LTCOP
Long Term Care Ombudsman Program

The State Department of Rehabilitation 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 Ombudsman Program and Volunteer Resident Advocate Program

*A Voice For Residents Of Nursing Homes,
Residential Homes And Assisted Living
Communities*

WHAT IS THE LONG TERM CARE OMBUDSMAN PROGRAM?

The Long Term Care Ombudsman Program works to improve the quality of life and quality of care of Connecticut citizens residing in nursing homes, residential care homes and assisted living communities. 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 LTCOP responds to, and investigates complaints brought forward by residents, family members, and/or other individuals acting on their behalf. Ombudsmen offer information on consultation to consumers and providers, monitor state and federal laws and regulations, and make recommendations for improvement. The program also recruits, trains, and supervises Volunteer Resident Advocates who assist residents in resolving concerns.

WHAT DOES THE LONG TERM CARE OMBUDSMAN PROGRAM DO FOR LONG TERM CARE RESIDENTS?

RECEIVES and looks into complaints, and assists residents to resolve problems.

EDUCATES residents and families about their rights.

EMPOWERS and supports residents and families to discuss concerns with nursing home staff.

PROVIDES information regarding long-term care programs and services

ADVOCATES improvements in state and federal laws and regulations.

REPRESENTS residents' interests before governmental agencies.

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

RESPECTS the privacy and confidentiality of residents.

Our services are free and confidential.

YOUR RIGHTS AS A RESIDENT OF A LONG TERM CARE FACILITY...

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 nursing home that are significant to you.**
- **Be free from chemical and physical restraints.**
- **Manage your own finances or receive help from the nursing home 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 prior to admission of your rights, services available, and any charges.**
- **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 outside the facility. For more information, write or call your Regional Ombudsman.