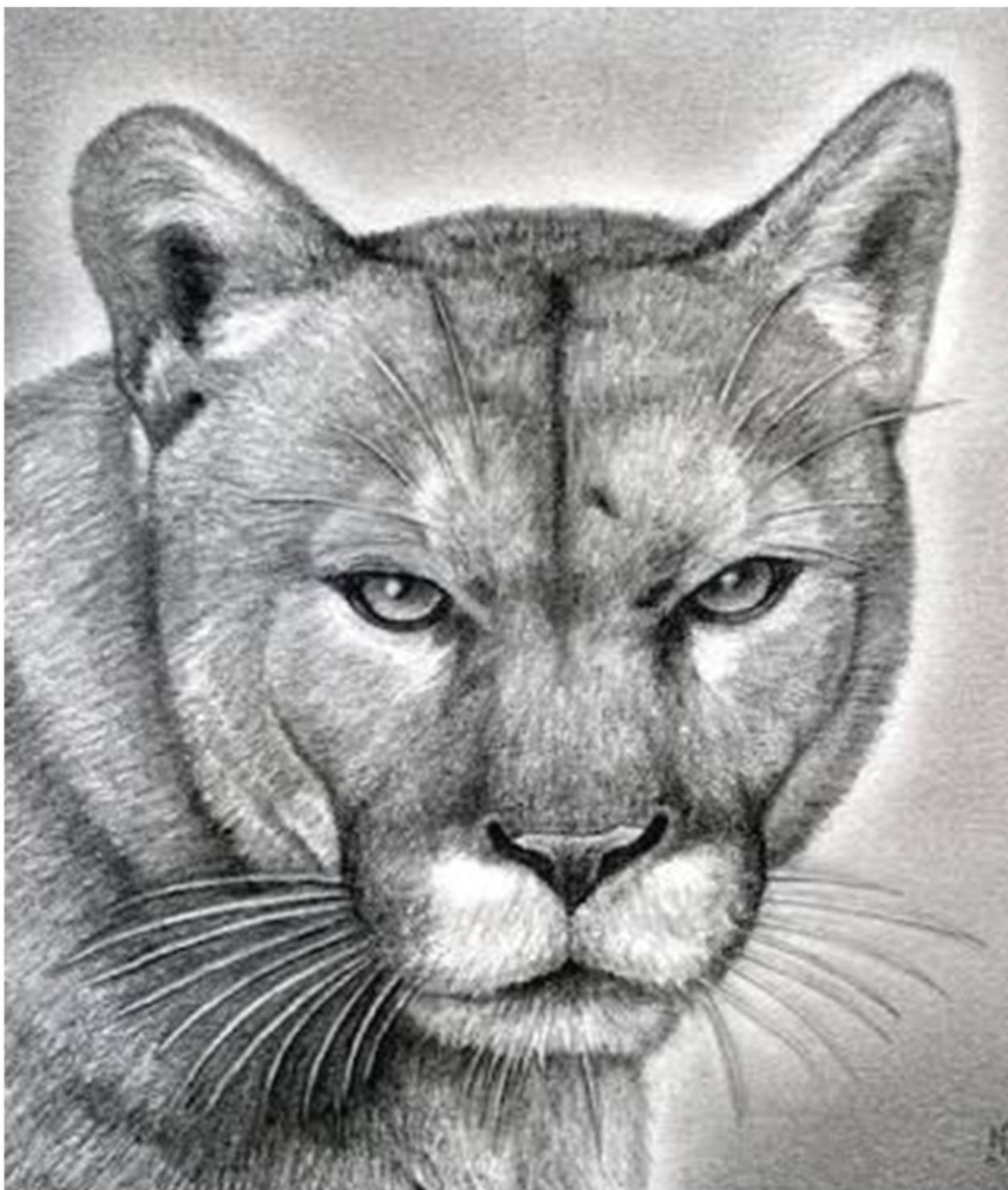


Silver Panther Newsletter

SPRING 2026 | Vol 17 Issue 2





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Hello and thank you for taking the time to read this edition of the “Silver Panther”, a newsletter brought to you by the Statewide Coalition of Presidents of Resident Councils (SCPRC) and The Long Term Care Ombudsman Program (LTCOP).

This Newsletter is designed to keep you abreast of the current issues that affect you, the residents of Connecticut nursing facilities.

We invite you to contact us with suggestions of articles you would like to see in future issues, or best practices your facility is using. You may contact us through Email at LTCOP@CT.GOV or by telephone at [1-866-388-1888](tel:1-866-388-1888).



Legislative Update



2026 Connecticut legislative session overview

The 2026 Connecticut Legislative Session has ended, and the first thing we should recognize is that **Raised H.B. No. 5300 — An Act Concerning Cost of Living Adjustments to Long-Term Care Facility Residents' Personal Needs Allowance** did **not** pass this year.

That is disappointing. This bill would have addressed the Personal Needs Allowance, often called the P.N.A., which is the small amount of money residents on Medicaid are allowed to keep for personal use while living in a long-term care facility.

The P.N.A. is not a small issue for residents. It is about dignity, independence, and the ability to make ordinary personal choices. Residents use this money for haircuts, clothing, toiletries, snacks, gifts, activities, and other basic needs that help people feel like themselves. Even though H.B. 5300 did not pass, the issue is not over. The advocacy



this year helped keep the need visible, and increasing the Personal Needs Allowance remains an important priority for future legislative work.

Major Resident Rights and Long-Term Care Wins

Public Act 26-44 — HB 5141

An Act Requiring Fear of Retaliation Training for Persons Providing Assisted Living Services in Managed Residential Communities

One important new law requires assisted living services agencies in managed residential communities to provide annual training to employees about residents' fear of retaliation.

This matters because many residents do not speak up when something is wrong because they are afraid of being ignored, treated differently, rushed, neglected, or punished in some way. Fear of retaliation can silence resident voice.

This new requirement recognizes that fear of retaliation is real and must be addressed through staff education. It also supports a broader message that residents should be able to raise concerns about care, services, treatment, and daily life without fear.

For the Executive Board, this is important because fear of retaliation has been one of the strongest and most consistent resident rights themes across long-term care settings.

Public Act 26-103 — SB 125

An Act Requiring Nursing Homes to Annually Report Certain Ownership Information Regarding Investment Entities, Acquire, If Feasible, a Surety Bond or Similar Form of Security, Maintain Full Governance Control, and Attest That No Investment Entity Controls Resident Health, Safety, or Care



Another major law strengthens oversight of nursing homes connected to investment entities.

This law requires covered nursing homes to report ownership and financial information, including information about investment entities with at least a five percent ownership interest. It also creates new expectations around financial security, governance control, and annual attestations that investment entities do not control decisions affecting resident health, safety, or care.

This is a significant accountability issue. Residents are directly affected when ownership structures are complicated, financial decisions are hidden, or real estate and management arrangements make it difficult to know who is responsible.

For residents, transparency is not just paperwork. It can affect staffing, supplies, building maintenance, food quality, care decisions, closure risk, and the overall stability of the place they call home.

This law continues the larger transparency work that has been building over multiple sessions. It reinforces the principle that nursing homes must remain accountable to the residents they serve, no matter how ownership, management, financing, or investment relationships are structured.

Public Act 26-28 — HB 5142

An Act Concerning the Use of Technology for Virtual Monitoring in Residential Care Homes

A new law extends virtual monitoring protections to residents of residential care homes.

Residents, or their representatives, may use technology of their choosing for virtual monitoring in their rooms or living quarters, with notice requirements and privacy protections. When a resident shares a living space, roommate consent is required.



This law is important because it gives residential care home residents more choice, more connection, and more control over their living environment. Technology can help residents stay connected with family, representatives, advocates, and other trusted supports.

The law also gives the Office of the Long-Term Care Ombudsman a role in developing standard forms for notice, roommate consent, and withdrawal of consent. That implementation role is important because forms should be understandable, practical, and resident-centered.

One concern remains: stronger enforcement language that had appeared in earlier versions of the bill did not remain in the final law. Future advocacy may still be needed to make sure residents' lawful use of virtual monitoring technology is not blocked, disabled, or interfered with.

Public Act 26-50 — HB 5143

An Act Requiring Training for Homemaker-Companion Agency Employees

A new law creates baseline training requirements for homemaker-companion agency employees and certain registry workers.

Beginning in 2027, homemaker-companion agencies must provide at least eight paid hours of initial training for new employees and annual continuing education. Training topics include safe environments, abuse and neglect reporting, changes in a client's condition, service needs, dementia-related supports when applicable, and the difference between medical and nonmedical care.

This matters because many people rely on homemaker-companion services to remain at home. These workers may help with daily routines, supervision, household tasks, and other supports that make community living possible.



For residents and people receiving services in the community, training can improve safety, role clarity, and consistency. It also helps strengthen accountability in a part of the long-term care system that has historically had fewer standardized training requirements than facility-based care.

Public Act 26-74 — SB 123

An Act Concerning Public Hearings for Certain Rate Increases at Assisted Living Facilities, Municipal Agents for Aging, Emergency Power Generator Requirements, PPE for Home Health Aide Employees, the Nursing Home Bed Moratorium, and Nursing Home Resident Data

A new law requires assisted living services agencies to hold an informational hearing before increasing an existing fee by more than ten percent.

The hearing must happen at least thirty days before the increase takes effect and must allow comments from residents, resident representatives, and family members. Residents or representatives may also request a history of fee increases over the previous three calendar years.

This does not give residents veto power over rate increases, but it does create a more transparent process.

That matters because large fee increases can affect whether residents are able to remain in their home. Residents deserve notice, explanation, and the opportunity to be heard before major financial changes take effect.

The same law also includes several other provisions affecting older adults and long-term care. It updates municipal aging language, adds conflict-of-interest protections for municipal agents for aging, revises emergency generator requirements for certain multifamily housing projects, and requires home health aide agencies to provide certain personal protective equipment at no cost to employees.



It also modifies nursing home bed moratorium standards by tightening the demonstrated need requirement and giving preference to nontraditional, small-house style nursing home models that support person-centered care and community connection.

For residents, this reflects an important direction: future long-term care should not simply add more beds in the same old institutional model. It should support smaller, more person-centered, more home-like options whenever possible.

Public Act 26-93 — SB 478

An Act Concerning Consumer Safeguards for Long-Term Care Policies and Administration of the Connecticut Partnership for Long-Term Care

A new law strengthens oversight of long-term care insurance policies. It creates additional reporting requirements for insurers, requires public reporting of certain loss data, adds protections when insurers request large premium increases, and gives the Insurance Commissioner stronger enforcement tools.

This matters because many people purchase long-term care insurance years before they need services. When premiums rise sharply, people may be forced to reduce benefits, pay more than they can afford, or give up coverage after years of planning.

For the long-term care system, this is connected to choice. Long-term care insurance can affect whether someone can remain at home, afford assisted living, access respite, or avoid spending down personal resources too quickly.

Public Act 26-146 — HB 5561

An Act Concerning Medicaid Rates, the Council on Medical Assistance Program Oversight, Biomarker Testing, Opioid Prescribing for Medicaid



Beneficiaries, and Compensation for Spouses Providing Personal Care Assistance

Another new law requires the Department of Social Services to establish a recurring five-year Medicaid rate review process.

This is important because Medicaid reimbursement rates can affect whether providers are willing and able to serve people who rely on Medicaid-funded care. If rates are too low, individuals may face fewer choices, longer waits, or difficulty getting services in the community. The same law also creates a working group to study whether spouses should be allowed to receive compensation for providing personal care assistance to spouses enrolled in Medicaid-funded home care programs. This is especially relevant to people trying to remain at home. In many families, spouses already provide extensive daily care. Studying whether and how spouses can be compensated could help future policy better recognize the reality of family caregiving.

Public Act 26-72 — HB 5562

An Act Concerning Various Revisions to Human Services Statutes

A new human services law includes an important nursing home resident rights provision related to psychotropic medications and informed consent.

The law incorporates key federal nursing home protections into Connecticut law, including protections related to psychotropic drug use, gradual dose reductions, behavioral interventions, PRN medication limits, and residents' rights to participate in treatment decisions.

This is a major resident rights issue. Psychotropic medications can affect alertness, communication, mobility, cognition, independence, and quality of life. These medications may be appropriate in some cases, but they should not be used without an individualized clinical reason, documentation, and informed decision-making.



Residents have the right to understand proposed treatment, participate in care planning, ask questions, and refuse treatment in accordance with the law.

For the Executive Board, this connects directly to person-centered care. Medication should support resident well-being. It should not replace meaningful engagement, adequate staffing, behavioral supports, or respect for resident choice.

LTCOP Bill Tracker

During each legislative session, The Long Term Care Ombudsman Program continues to track and highlight a selection of priority focus bills as they relate to individuals who receive their Long Term Services and Supports in settings such as Skilled Nursing Facilities, Assisted Living Facilities and Residential Care Homes. The Bill Tracker is Updated Weekly and can be Accessed: <https://portal.ct.gov/lcop/legislative-bill-tracker> .



Connecticut Resident Council Presidents Executive Board – Combined Campaign: “Got COLA? Get PNA Raised!”

Dear Long-Term Care Residents of Connecticut Nursing Homes,
As the Executive Board of Presidents of Resident Councils across Connecticut, we stand together in our commitment to protect and strengthen the well-being, dignity, and quality of life of all nursing home residents in our state.

The legislative work to improve residents’ lives is ongoing, and one critical issue remains at the center of our efforts: making sure the Personal Needs Allowance (PNA) keeps up with the rising cost of living through regular Cost of Living Adjustments (COLA). Each year, the prices of everyday essentials—like hygiene products, snacks, clothing for different seasons, and small comforts—continue to climb, while residents are expected to stretch the same limited amount further and further. This makes it harder to afford the basic personal items that support independence, self-expression, and dignity.

This year, we are joining our voices in a strong, united campaign:
“Got COLA? Get PNA Raised!”

What Are We Fighting For?

The Personal Needs Allowance (PNA) is the portion of income that Medicaid recipients in nursing homes are allowed to keep for their own personal expenses—things like clothing, toiletries, haircuts, gifts, and other essentials that are not covered by Medicaid. Right now in



Connecticut, the PNA is 75 dollars per month, an amount residents and advocates worked hard to increase a few years ago. Yet, as the cost of living climbs, 75 dollars simply does not go as far as it once did.

We believe that when prices go up, residents' allowances must go up as well. Your needs do not stay the same from year to year, and your PNA should not either. That is why we are calling for the PNA to be tied to Cost of Living Adjustments (COLA), so that when there is an increase in income based on the cost of living, your personal needs allowance automatically rises too.

What Are We Fighting For?

The Personal Needs Allowance (PNA) is a vital resource for Medicaid recipients in nursing homes, enabling us to cover personal expenses not included in Medicaid coverage, such as clothing, toiletries, and other essentials. Right now, the PNA is \$75 per month in Connecticut—a figure we fought hard to increase in 2021.

But with the rising cost of living, we know that \$75 doesn't stretch as far as it used to. Prices go up every year—shouldn't our allowance keep up, too? That's why we're demanding that PNA increases be tied to Cost of Living Adjustments (COLA). Your needs don't stay flat—your allowance shouldn't either!



Call to Action – We Need Your Help!

We are collecting testimonials from residents across Connecticut nursing homes to show lawmakers the real impact of the current PNA and the benefits of tying it to COLA in order to hopefully pass a bill THIS session like **HB 5300** from last year which would automatically increase our personal needs allowance every time there is a cost of living adjustment to our income. To strengthen our advocacy efforts, and to get this bill passed, **we need your help!** Lawmakers need to hear directly from residents about the importance of increasing the PNA.



How You Can Participate:

1. Share Your Experience:

- How does the current \$75 PNA affect your ability to purchase personal items and services?
- What challenges do you face with the current amount?
- How would an increase tied to COLA improve your daily life and well-being?

2. Submit Your Story:

- **Online:** Fill out our quick and easy form at <https://ads-sua-hipaaforms.ct.gov/253345810550957> or Scan this QR Code



○

- **By Email:** Complete the attached paper form and email it to us at LTCOP@ct.gov.

The 2027 legislative session will come sooner than you think, and our work isn't done.

Your input, stories, and support are essential to driving this change. If you'd prefer to share feedback in person or need help completing the



online form, please reach out to your Regional Long Term Care Ombudsman or contact us at LTCOP@ct.gov.

Together, we can secure a PNA that truly reflects the cost of living and supports the dignity and quality of life all residents deserve. Thank you for being part of this effort.

In Solidarity,

The Executive Board of Presidents of Resident Councils
Connecticut Long-Term Care Ombudsman Program (LTCOP)

Jeanette Sullivan-Martinez; President
John Balisciano Jr; Vice President
Ivette Alvarez
Robert Willis

Richard Hodges
Martha Leland
Susan Bilansky
Richard Metayer
Cindy Michaud

Got COLA? Get Heard on PNA! – Resident Feedback Form

Consent and Privacy Notice:

By submitting this form, you authorize the Executive Board of Presidents of Resident Councils and the Long-Term Care Ombudsman to use your responses in our advocacy efforts to increase the Personal Needs Allowance (PNA) in Connecticut. We value your privacy and understand that you may wish to support this cause without fully disclosing your personal information.

Your Options:



- **Full Disclosure:** Providing your full name, facility, and town allows us to demonstrate the widespread impact across the state.
- **Partial Disclosure:** If you prefer, you may share only your first name and town, or any combination of details you are comfortable with.
- **Anonymity:** You may choose to remain anonymous; however, please note that anonymous testimonials may have less impact in our advocacy efforts.

Rest assured, any information you provide will be used solely for the purpose of advocating for residents' rights and will be handled with the utmost care to protect your privacy.

If you have any questions or concerns, feel free to contact us at LTCOP@ct.gov. Thank you for your support and participation.

Online Form Questions:

Resident Name:
Nursing Facility Name:
Town:
1. Personal Impact: How does the current PNA affect your ability to buy personal items and services?



2. Challenges Faced: Have you had trouble meeting your personal needs because of the current PNA amount?
3. Benefits of an Increase: How would an increase in the PNA improve your daily life and well-being?
4. Specific Needs: Are there specific items or services you currently can't afford that you would prioritize if the PNA were increased?
5. Additional Comments: Please share any other thoughts or suggestions about the PNA and how it affects your quality of life.



PERSONAL NEEDS ALLOWANCE (PNA) INCREASE PETITION

On Behalf of the Residents of _____ Nursing Home
Connecticut General Assembly

To: Members of the Connecticut General Assembly

From: The Undersigned Residents, Family Members, and Supporters of _____ Nursing Home

Request: Support for Increasing the Personal Needs Allowance (PNA) for Nursing Home Residents

Background

The Personal Needs Allowance (PNA) is the small amount of money Medicaid recipients in nursing homes may keep each month to pay for personal items **not** covered by Medicaid; including clothing, toiletries, grooming services, phone bills, hobbies, snacks, transportation, and other essentials that support dignity and quality of life.

Connecticut's current PNA is **\$75 per month**, an amount last increased in 2021. With rising costs of everyday goods and services, this amount no longer adequately covers basic personal needs. Residents across the state report having to choose between essentials, skipping needed items, or going without meaningful activities that support emotional well-being.

We, the residents and supporters of _____ Nursing Home, respectfully urge the Connecticut General Assembly to **increase the PNA and implement an annual Cost of Living Adjustment (COLA)** so it keeps pace with inflation.

We, the undersigned, petition the Connecticut General Assembly to pass legislation during the 2027 Session that:

1. **Increases Connecticut's Personal Needs Allowance above the current \$75 per month**, to better reflect the real cost of personal necessities; and
2. **Establishes an annual Cost of Living Adjustment (COLA)** so the PNA does not fall behind inflation in future years.

Increasing the PNA is essential to protecting resident dignity, autonomy, self-care, and quality of life.

Signature Section

Printed Name

Signature

Resident / Family / Other



Consent and Privacy Notice

By signing this petition, you authorize your name to be included in submissions to legislators in support of increasing the PNA. Testimonial questions are optional and may be submitted with full name, partial identifying information, or anonymously. All information collected will be used solely for statewide advocacy efforts led by the Executive Board of Presidents of Resident Councils and the Office of the Long-Term Care Ombudsman.

For questions, contact: LTCOP@ct.gov



It's Your Choice — Let's Hear Your VOICE!

Join the Statewide Coalition of Presidents of Resident Councils (SCPRC)

- ✓ Are you a nursing home resident interested in making a difference?
- ✓ The SCPRC is a resident-led group of nursing home leaders from across Connecticut who work together to strengthen resident councils and advocate for the rights and quality of life of over 30,000 residents statewide.

WE'RE LOOKING FOR NEW MEMBERS!

WHAT TO EXPECT:



Just 2 hours per month to attend meetings and share your input

AS A MEMBER YOU WILL:



Be a Voice for nursing home residents



Represent your peers



Advocate for resident rights and interests

TO LEARN MORE



Talk to your Regional Ombudsman or call 1-866-388-1888



Join us at the Table



**National Consumer Voice for
Quality Long-Term Care**



Residents of Long-Term Care Facilities: Participate in the 2026 Resident's Voice Challenge

October is “Residents’ Rights Month,” an annual event designated by National Consumer Voice for Quality Long-Term Care (Consumer Voice) to honor residents living in all long-term care facilities. It is an opportunity to focus on dignity, respect, and the rights of each resident.

This year’s Residents’ Rights Month theme, Join Us at the Table, highlights the central role that food, mealtime, and community play in residents’ daily lives. Food is essential to residents’ health, providing the nutrition and dietary requirements they rely on. But its significance extends beyond that. Food is comfort, culture, identity, and connection. It is a daily experience that shapes dignity and quality of life. This year's Residents' Rights Month theme, Join Us at the Table, echoes our own focus on creating opportunities for residents and facility leaders to come together, discuss concerns, and work toward meaningful solutions.



The Resident's Voice Challenge

Creative writing and artistic expression are meaningful and compelling ways to highlight the importance of residents' rights and how these rights can be carried out in all long-term care settings. The Resident's Voice Challenge encourages residents to submit essays, poems, artwork, drawings, or videos related to the theme.

This year's theme encourages residents to share their experiences, preferences, and traditions around food and dining, and for those around them to listen to their stories, uplift their voices, and work collectively towards ensuring that meals reflect dignity, choice, respect, and community.

To highlight these stories, Consumer Voice will be creating a recipe book featuring a selection of residents' recipes, meal traditions, and the memories that surround them. **We are seeking residents' favorite recipes, accompanied by stories, pictures, artwork, and poems.** We are also accepting entries through video, audio, or other mediums to be posted to our website. If there are favorite facility recipes that residents help prepare, we'd love to see those too!

**What is one
food, tradition,
or dining
experience that
matters to you
and why?**

Residents can submit their recipes using our [recipe collection form](#).

Use these questions to inspire you:

- What is your favorite recipe? Why is it meaningful to you?
- What is one food, tradition, or dining experience that matters to you and why?



- How does your facility engage and include residents in menus and mealtime?
- What makes your meals and dining experience positive?

How to Submit

1. Read the full [Resident's Voice Challenge Criteria](#) before submitting.
 2. Email submissions to info@theconsumervoice.org by **July 10, 2026**.
 - Include a mailing address with your submission for residents to receive certificates of participation.
 - Submissions featuring photo or videos must include completed [release forms](#) for each resident.
-



Larson, Blumenthal, Tenney, and Cornyn Reintroduce the *Essential Caregivers Act*

Here in Connecticut, we have been blessed to advance protections that recognize what residents and families have always known. Loved ones are not just visitors. They are essential caregivers, advocates, and a lifeline to dignity, safety, and emotional well being.

The isolation experienced during the COVID 19 pandemic caused real and lasting harm to residents across the country. This legislation helps ensure that never happens again by guaranteeing at least one designated essential caregiver access during emergencies, with appropriate health and safety safeguards.

It is critically important that residents nationwide receive the same fundamental protections that Connecticut has worked hard to uphold. Resident rights should not depend on geography. This bill moves us closer to a consistent national standard that honors humanity, connection, and person centered care in long term care settings.



The SAVE America Act Would Restrict the Right to Vote for Many Residents of Long-Term Care Facilities

As of mid-June 2026, Congress is continuing to consider the SAVE America Act, federal legislation that would change the voter registration process for federal elections. The House passed S. 1383, amended with language based on H.R. 7296, in February 2026, and the bill has since remained under consideration in the Senate.

If enacted, the legislation would require individuals to provide documentary proof of U.S. citizenship when registering to vote in federal elections. Examples may include a U.S. passport, birth certificate, naturalization papers, or other approved documentation. The proposal also includes expanded voter identification requirements, including requirements that could affect people voting by mail. For many residents of nursing homes, assisted living communities, residential care homes, and individuals receiving long-term services and supports at home, these requirements could create serious barriers. Many older adults and people with disabilities do not have easy access to original birth certificates, passports, naturalization documents, or records needed to show a name change. Others may face medical, transportation, financial, cognitive, or mobility-related barriers that make it difficult to obtain replacement documents or appear in person to complete registration requirements.

These barriers may be especially significant when someone moves into a long-term care setting and needs to update their voter registration address. Residents often rely on family members, facility staff, advocates, or community supports to obtain voting materials, request absentee ballots, update registration, or access polling locations. Additional documentation requirements could make an already difficult process even harder.



Supporters of the SAVE America Act describe it as an election integrity measure intended to verify voter eligibility. Consumer Voice and other voting rights advocates have raised concerns that the bill could prevent eligible older adults and people with disabilities from exercising their right to vote.

Residents of long-term care facilities retain the right to vote. Any changes to federal voting procedures should be evaluated carefully to ensure that older adults and people with disabilities are not unintentionally denied access to the ballot.

Tell your U.S. Senator that they need to protect Older American's right to vote by opposing any legislation that would restrict their voting rights. Contact your U.S. Senator by calling the U.S. Capitol Switchboard at 202-224-3121 or [send an email](#).



Save the Date for VOICES 2026

Stronger Councils, Stronger Connections, Stronger Communities

On behalf of the Connecticut Long Term Care Ombudsman Program and our resident leadership partners, you are warmly invited to join us for **VOICES Forum 2026**.

This year's theme, **Stronger Councils, Stronger Connections, Stronger Communities**, reflects an important focus for the year ahead. After silence is broken and people begin speaking up together, what comes next matters. VOICES 2026 will center on strengthening resident councils, deepening relationships, and building communities where communication, trust, and meaningful participation can continue to grow.

This year, we will also be looking ahead to new opportunities for residents and resident councils to bring important issues to the table in a meaningful way. Please keep an eye out for a future call to action inviting resident leaders to help open conversations with facility administrators around shared concerns, solutions, and opportunities to strengthen life in their homes.

We invite nursing home resident council leaders to gather for a day of shared learning, reflection, and connection. This year's forum will continue to emphasize the value of resident voice and the importance of working together to support strong, respectful, and effective resident councils.



Event Details

Date: Friday, October 2, 2026

Time: 9:00 a.m. to 2:00 p.m.

Location: Aqua Turf

Address: 556 Mulberry Street, Plantsville, CT 06479

Important Information

RSVP Deadline: Monday, September 22, 2026

Registration Opens: August 1, 2026

Registration Form: [Complete the registration form](#)

For those who have never attended a VOICES event before, you can view a short preview for a glimpse of what to expect: [Watch the VOICES preview video](#)

We hope you will join us for VOICES Forum 2026 as we continue working toward stronger councils, stronger connections, and stronger communities.



CALL TO ACTION | Resident Council Presidents and Therapeutic Recreation Directors



The Statewide Coalition of Presidents of Resident Councils is excited to continue our ongoing initiative to highlight the outstanding work being done in nursing homes across our state. We know that many of you are implementing innovative and effective practices that greatly enhance the quality of life for residents. Now is your chance to share these successes with your peers!

We are calling for submissions of best practices from Resident Council Presidents and Therapeutic Recreation Directors for our upcoming edition of *The Silver Panther*. Whether it's a unique program, an



effective policy, or a creative solution to a common challenge, we want to hear about it! Your submissions will help inspire and guide other facilities in adopting practices that have been proven to work.

How to Participate:

1. **Identify** a best practice that has had a positive impact on your residents.
2. **Write** a brief description (300-500 words) detailing the practice or program, the results, and any resources or suggestions to help others implement if interested.
3. **Include** any photos, videos, or testimonials from residents and staff.
4. **Submit** your entry via email to LTCOP@ct.gov and Daniel.Beem@ct.gov as soon as possible.

Benefits of Participation:

- **Recognition:** Your facility will be highlighted in our statewide newsletter, *The Silver Panther*, and on our website.
- **Sharing Knowledge:** Contribute to a repository of best practices that others can learn from and implement.
- **Inspiration:** Motivate other facilities to innovate and improve their own resident care practices.

We believe that by sharing our successes, we help to elevate the standard of care and quality of life in all nursing homes. We look forward to receiving your submissions and showcasing the incredible work being done across our state.

Thank you for your dedication and commitment to enhancing the lives of our residents.



Best Practices

Creating Meaningful Moments Through a Senior Prom Autumn Lake Windsor

Residents at Autumn Lake at Windsor recently celebrated their first-ever Senior Prom on Thursday, June 11. The event was designed to provide residents with an opportunity to reminisce, celebrate, and connect with one another, staff, and family members in a joyful and meaningful way.



The prom created space for residents to share fond memories of their youth while also making new memories within their current community. With music provided by Drapers Entertainment, the afternoon was filled with laughter, dancing, conversation, and celebration.





A highlight of the event was the crowning of the Prom King and Queen. Resident Council Vice President Patrick McGowan was voted Prom King, while Ms. Janneil Stapleton Davis, a

resident known for her fashion sense and her background as a retired hairdresser, was crowned Prom Queen.

By creating opportunities that honor residents' personal histories, encourage social connection, and include families and staff, Autumn Lake at Windsor helped strengthen its sense of community. The Senior Prom was more than a themed activity; it was a person-centered celebration that brought people together and created an unforgettable experience for all who attended.





Celebrating Culture, Creativity, and Community

Parkville Care Center

Parkville Care Center recently brought residents and staff together through a meaningful collaborative art project celebrating the vibrant culture and spirit of the Caribbean islands, with Puerto Rico at the heart of its inspiration.

The completed artwork features a bright beach-themed background that reflects warmth, beauty, and community. The piece includes tropical flowers, a coquí frog holding a domino, a gecko playing a Bomba drum, Caribbean flags, and colorful handprints surrounding the edges of the painting. Together, these details represent unity, diversity, and the many cultures and personal stories that make up the Parkville community.

The artwork also thoughtfully highlights several specialized services offered at Parkville Care Center. A kidney symbol represents the dialysis program, while a purple butterfly and ribbon honor the Memory Care program. The piece also includes a gecko who has lost a limb but continues forward, symbolizing strength, healing, and resilience within the limb loss rehabilitation program.

This project is a wonderful example of a best practice in resident engagement because it combined creativity, cultural recognition, teamwork, and person-centered care. Residents and staff were able to contribute to something larger than themselves while honoring the backgrounds, experiences, and strengths of the people who live and work at Parkville.



The finished artwork is more than a beautiful display. It is a celebration of identity, inclusion, healing, and community. Through this shared creative effort, Parkville Care Center created an opportunity for residents and staff to connect, express pride, and recognize the compassion and dedication that support every individual and family served by the center.





The Connecticut Long Term Care Ombudsman Program is now on Facebook!

**YOUR CARE
YOUR RIGHTS
YOUR VOICE**



Connecticut Long Term Care Ombudsman Program

2.1K followers • 115 following

www.Facebook.com/ctltcop



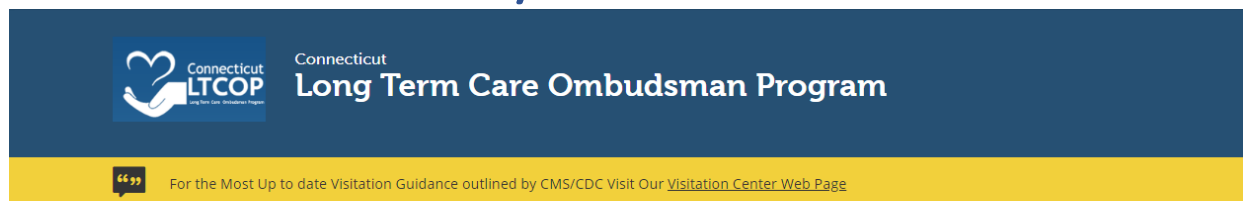
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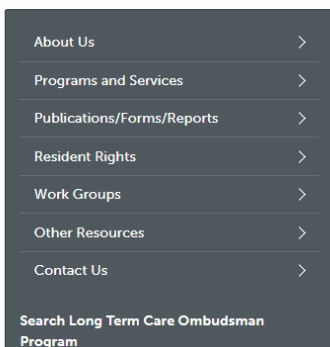




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Connecticut LTCOP

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/ltxco>
or Call

1-866-388-1888



Statewide Coalition of Presidents of Resident Councils

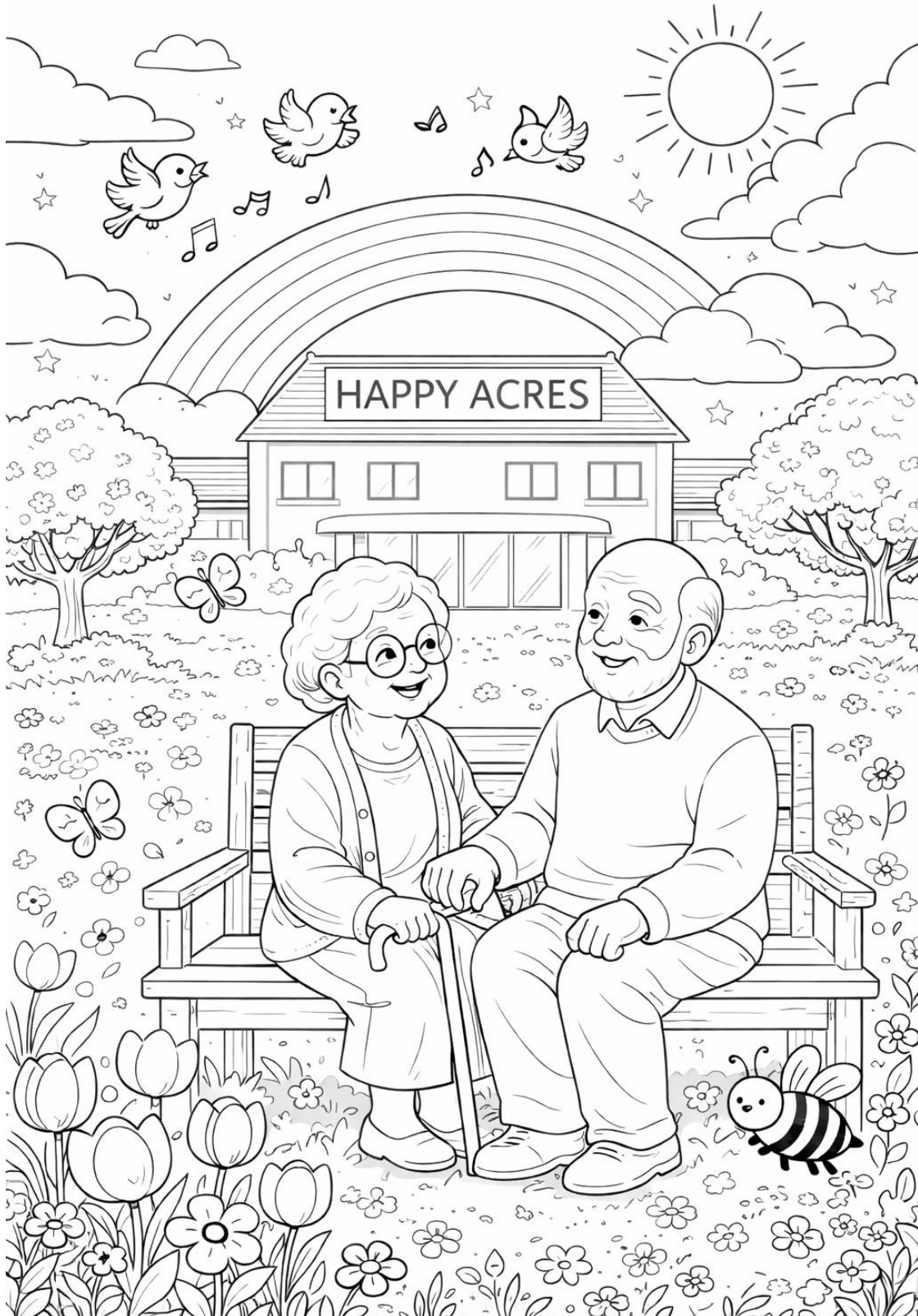
(SCPRC) Steering Committee Members

Sullivan-Martinez, Jeanette <i>President</i>	Pendleton Healthcare
Balisciano Jr., John <i>Vice President</i>	Hewitt Health and Rehab
Bilansky, Susan	Hebrew Home
Leland, Martha	Touchpoints of Manchester
Richard Metayer	Pendleton Healthcare
Robert Willis	West Side
Ivette Alvarez	Newtown
Cindy Michaud	Summit of Plantsville
Mariyln Cadoff	McClean
Richard Hodges	Vernon Healthcare and Rehab
Jahaira Garcia	Southport Rehab and Care Center



Games and Puzzles

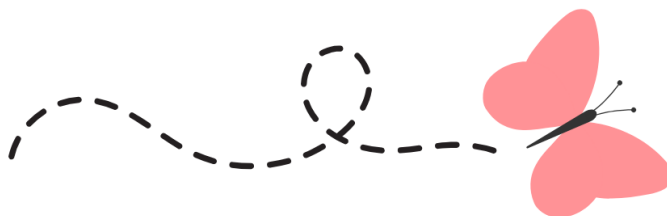






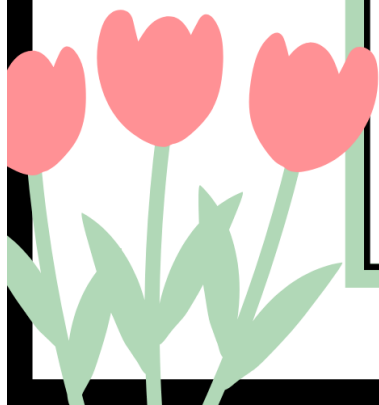
Spring

WORD SEARCH



APRIL
BLOOM
BREEZE
BUTTERFLY
FLOWER
MARCH
MAY
MUD
POLLEN
RAIN
SEEDS
SPROUT
SPRING
TULIP

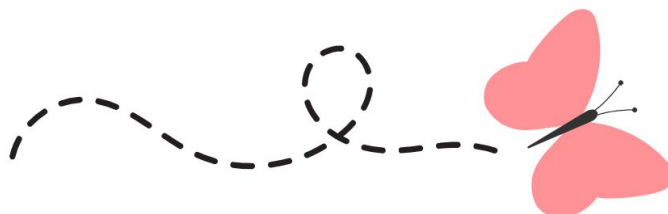
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E	N	P	S	B	L	O	O	M	O	L	T	C
D	T	E	A	S	G	I	R	H	L	K	E	D
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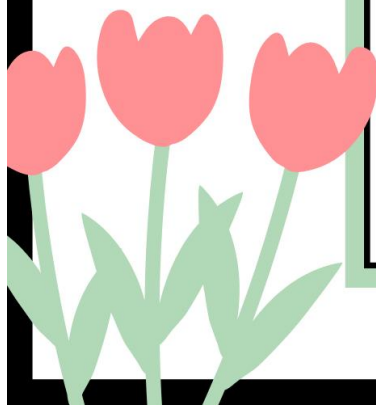
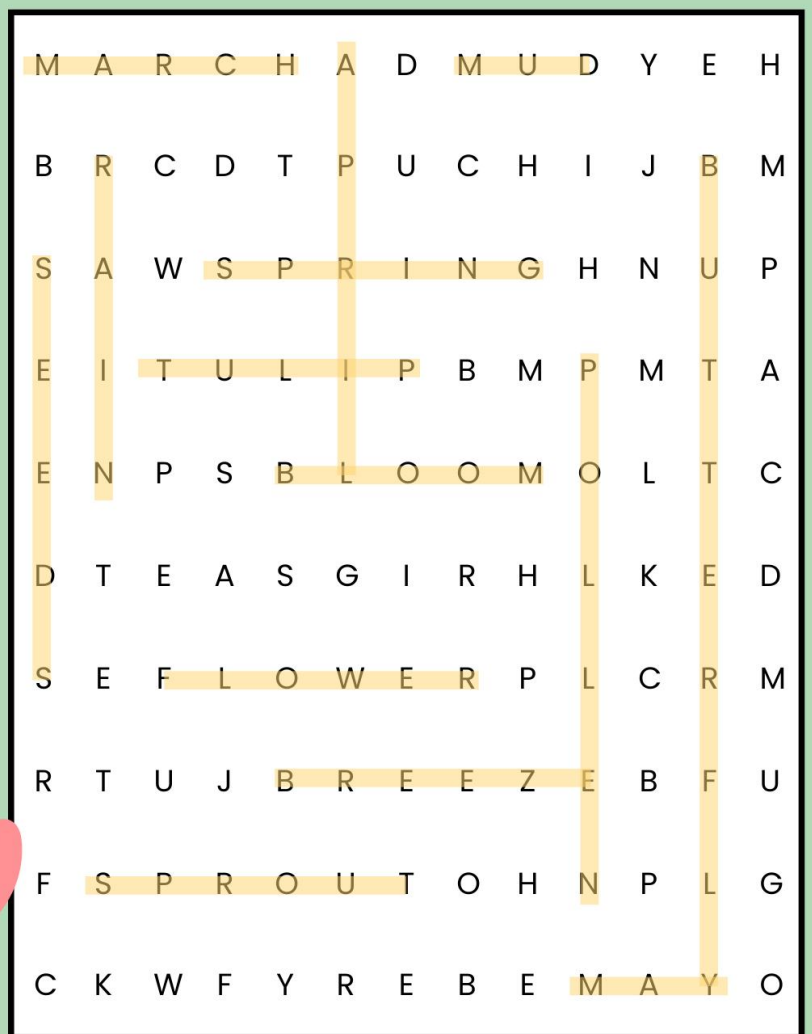


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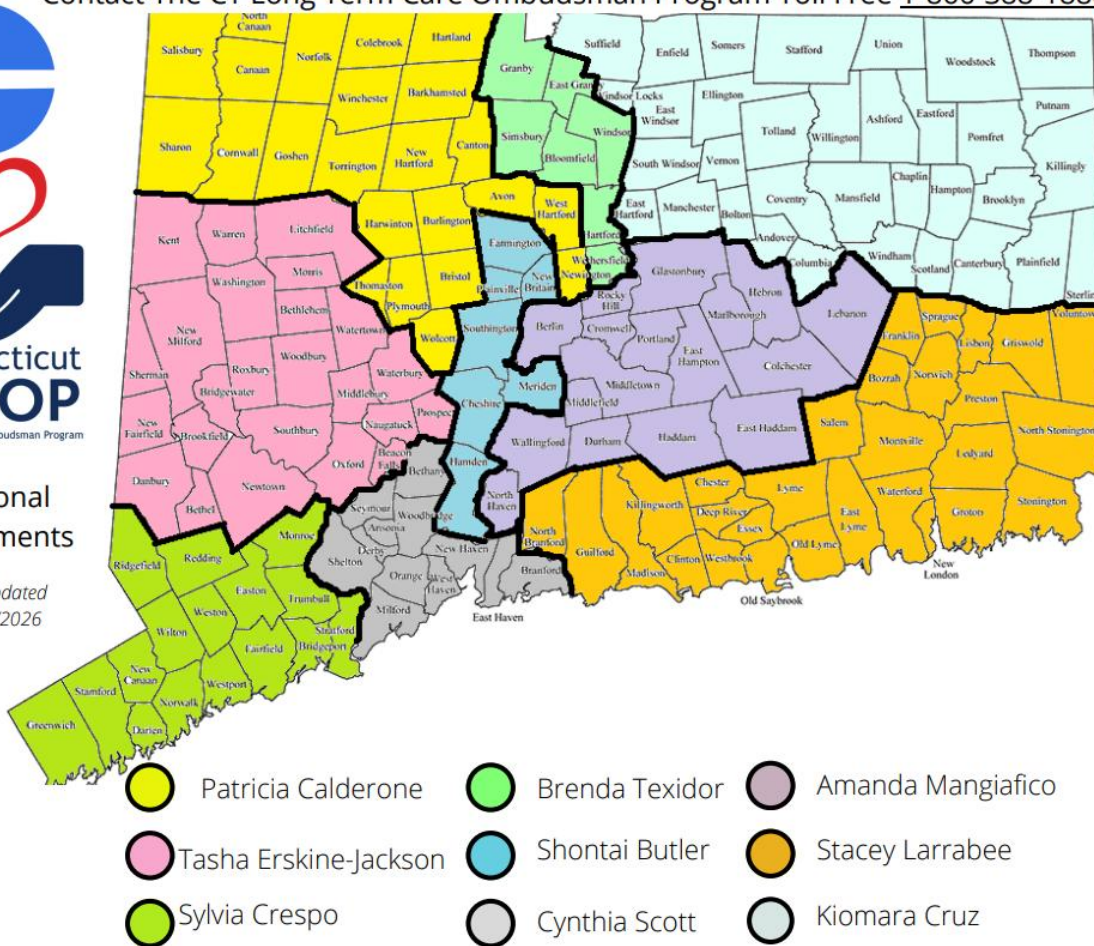




Regional
Assignments

Last Updated
03/15/2026

Contact The CT Long Term Care Ombudsman Program Toll Free **1-866-388-1888**



TOLL FREE NUMBER

1-866-388-1888

Email: ltop@ct.gov

Facebook: www.facebook.com/CTLTCOP

State Website: <https://portal.ct.gov/ltop>



The Center for Medicare Advocacy

The Center for Medicare Advocacy, Inc. is a private, non-profit organization which provides education, advocacy, and legal assistance to help elders and people with disabilities obtain necessary healthcare. We focus on the needs of Medicare beneficiaries, people with chronic conditions, and those in need of long-term care. The organization is involved in education, training and litigation activities of importance to Medicare beneficiaries nationwide.

TOLL FREE NUMBER

Telephone: [860-456-7790](tel:860-456-7790) | **Toll Free:** [1-800-262-4414](tel:1-800-262-4414)

Email: info@medicareadvocacy.org

Facebook: <https://www.facebook.com/MedicareAdvocacy.org>

Website: <https://medicareadvocacy.org/>