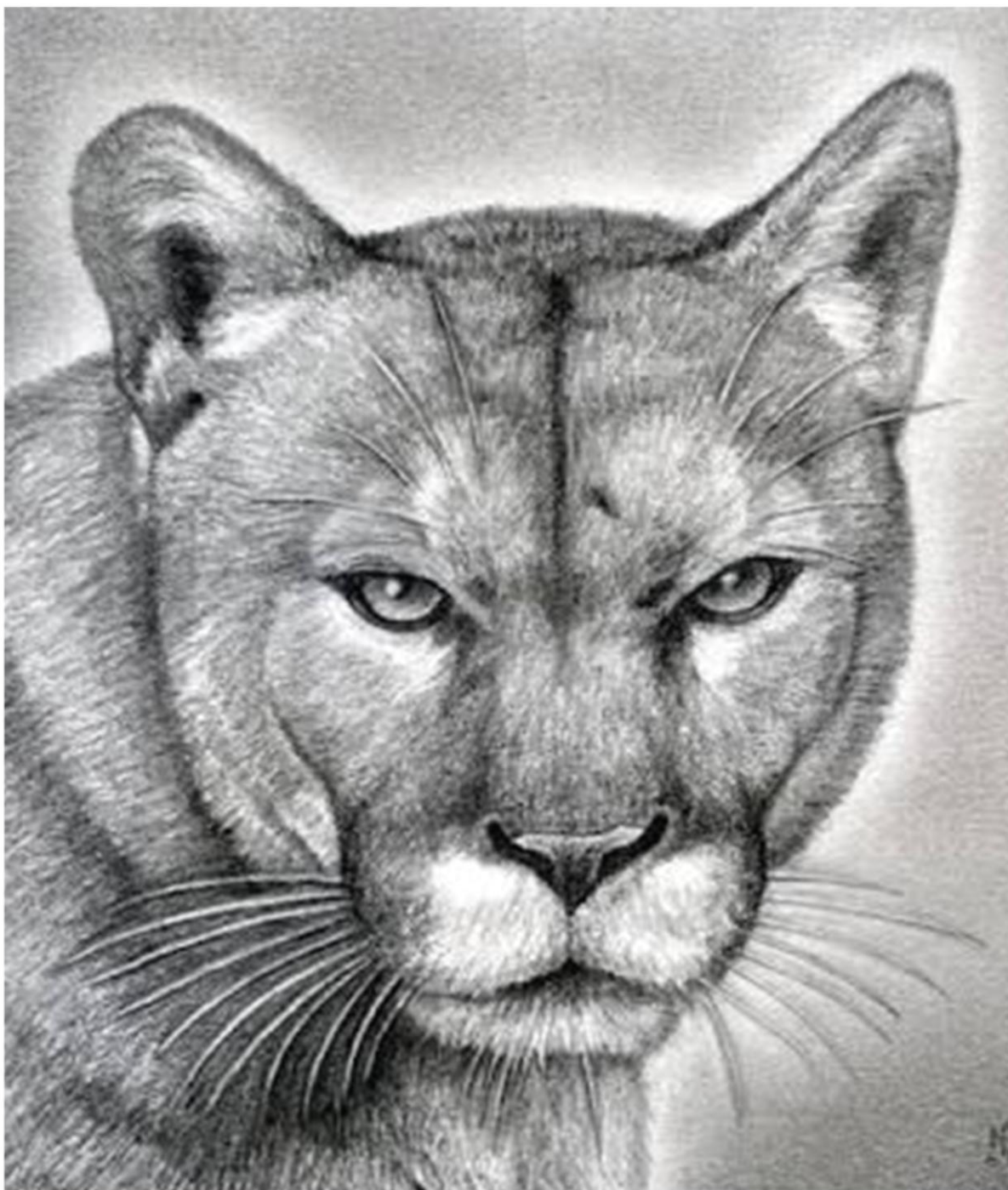


Silver Panther Newsletter

Summer 2026 | Vol 17 Issue 3





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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).



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 6775** 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 2026 legislative session has begun 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)

Susan Bilansky *John Balisciano Jr.* *Jeanette Martinez* *Richard Hodges*
Martha Leland *Ivette Alvarez* *Robert Willis*
Cindy Michaud

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 2025 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



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



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

On January 30, 2026, [H.R 7296](#) passed the U.S. House of Representatives. The Senate version, [S.128](#), was introduced and referred to the Committee on Rules and Administration last year.

If either version is enacted, individuals would be required to present documentary proof of U.S. citizenship, such as a birth certificate, passport, or naturalization papers, to register to vote in federal elections. For many individuals receiving long-term services and supports (LTSS), such as older adults receiving long-term care at home or in long-term care facilities, these documents are difficult or impossible to access. Many older adults no longer have their original birth certificates or are unable to buy a passport. Their medical conditions, lack of transportation, and the need for assistance will make it difficult, and in many cases impossible, for them to obtain these documents. The significant barriers created by this legislation would result in disenfranchising hundreds of thousands of older or disabled Americans living at home or in long-term care facilities.

Since these requirements would restrict Older Americans' ability to exercise their voting rights, Consumer Voice opposes the SAVE America Act.

[Take action now](#) and contact your U.S. Senator to oppose any legislation that requires residents residing in long-term care facilities to present documentary proof of U.S citizenship.

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](#).



You're Invited!



VOICES FORUM 2026

STRONGER COUNCILS

STRONGER CONNECTIONS

STRONGER COMMUNITIES



Join resident leaders from across Connecticut for a day of learning, inspiration, and collaboration!

Together, we will strengthen resident councils, build meaningful connections, and create communities where every resident voice is heard and respected.

EVENT DETAILS



DATE

Friday,
October 2, 2026



TIME

9:00 AM –
2:00 PM



LOCATION

Aqua Turf Club
556 Mulberry Street
Plantsville, CT 06479

REGISTER TODAY!

REGISTRATION DEADLINE:
Monday, September 22, 2026



*Scan
to
Register!*

FIRST TIME ATTENDING?

**WATCH OUR SHORT
VOICES PREVIEW TRAILER!**



*Scan
to
Watch!*

We look forward to seeing you there!





YOU'RE INVITED! VOICES 2026: Stronger Councils, Stronger Connections, Stronger Communities

On behalf of the Connecticut Long Term Care Ombudsman Program and the Statewide Coalition of Presidents of Resident Councils, you are warmly invited to attend VOICES Forum 2026.

The VOICES Forum brings nursing home resident council leaders from across Connecticut together to discuss shared concerns, strengthen their leadership, learn from one another, and bring resident voices beyond the walls of their individual communities.

This year's theme, Stronger Councils, Stronger Connections, Stronger Communities, reflects our focus for the year ahead. VOICES 2026 will center on strengthening Resident Councils, building meaningful relationships, improving communication, and creating communities where residents can participate fully in decisions affecting their homes and daily lives.

Resident Council leaders remain at the heart of VOICES. This year, we are also opening new opportunities for residents and facility administrators to learn together, discuss shared priorities, and explore practical ways Resident Councils and facility leadership can build stronger working relationships.

These conversations will preserve the independence and resident directed nature of the Resident Council while encouraging respectful communication, stronger connections, and meaningful collaboration.



Event Information

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: Open Now!

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

Resident Council Presidents and other designated Resident Council leaders are encouraged to attend.

The Resident Council President should attend whenever possible. If the President is unable to attend, another Resident Council member designated by the President may attend in their place.

Each resident representative may bring one staff guest through the resident registration process. The staff guest is intended to accompany and support the resident during the event. If the resident needs hands on care or other assistance during the day, the staff guest should be the aide or staff member who will provide that support.

Resident registration is available here:

<https://forms.office.com/g/fxvEK9Pqtd>

Additional VOICES information is available at:

<https://portal.ct.gov/lcop/voices2026>



Administrators: You Are Invited Too

For the first time, nursing home administrators are invited to participate as registered VOICES attendees.

Administrators will have an opportunity to join residents in conversations focused on strengthening collaboration between Resident Council leadership and facility leadership, building bridges, improving communication, and creating stronger communities.

Administrators must register separately from the resident registration process and may attend only when a Resident Council leader or representative from the same facility is also registered and attending.

Administrator registration is being coordinated through each administrators respective association. LeadingAge Connecticut & Rhode Island.

Administrator registration information:

<https://www.leadingagectri.org/>

Administrator registration fee: \$58

Admission and lunch are included with registration.

Registration is a commitment to pay in full.

Administrators must be accompanied by a registered Resident Council leader or representative from their facility. If the Council President is unable to attend, another Council member may attend in their place.

4.0 Nursing Home Administrator CEUs will be available following the event.



For questions regarding administrator registration or CEU certificates, contact LeadingAge Connecticut & Rhode Island at:

leadingagectri@leadingagectri.org

First Time Attending VOICES?

Watch our short VOICES preview video to get a glimpse of what the day is all about:

https://www.youtube.com/watch?v=FtL_5up0MJM

We hope you will join us for VOICES Forum 2026 as residents and facility leaders come together to continue building Stronger Councils, Stronger Connections, and Stronger Communities.

For general VOICES questions or assistance with resident registration, contact the Connecticut Long Term Care Ombudsman Program at:

LTCOP@ct.gov

Statewide Coalition of Presidents of Resident Councils
and
Connecticut Long Term Care Ombudsman Program



VOICES 2026 Open Mic: Send Us Your Questions

This year at VOICES, residents and nursing home administrators will come together for an Open Mic panel conversation focused on strengthening communication, collaboration, and quality of life in nursing homes.

We want to hear what residents want to know!

Questions can focus on topics such as:

- Working with your nursing home administrator
- Resident Council concerns and follow up
- Quality improvement and QAPI
- Staffing and workforce concerns
- Resident rights and safety
- Privacy and new technology
- Emergency preparedness
- How residents can have a stronger voice in decisions that affect their home

Examples might include:

How often should an administrator attend Resident Council meetings?

What should happen when residents raise the same concern more than once?

How can Resident Councils become more involved in quality improvement?



How can nursing homes protect resident privacy as new recording technology becomes more common?

Residents do not have to wait until VOICES to submit a question. Resident Councils and individual residents are encouraged to begin talking about the questions they would like the panel to discuss now.

Questions can be emailed ahead of time to:

Daniel.Beem@ct.gov

Selected questions will help guide the VOICES Open Mic conversation. This is an opportunity to ask, learn, share ideas, and hear practical examples of how residents and nursing home leaders can work together to make their communities stronger.

Bring your voice to VOICES!



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

Best Practice Spotlight: Vanderman Place Takes Residents on a Patriotic Road Trip

Vanderman Place is celebrating the birthday of the United States Semi-Quincentennial in a meaningful and memorable way by bringing residents along on their own version of the great American road trip.

As part of the celebration, residents have enjoyed a series of patriotic outings and events designed to honor the nation's history while also creating opportunities for connection, fresh air, and joy outside of the facility. The road trip began with a fishing trip to Bicentennial Pond in Mansfield, followed by a beach trip to Patriots Park in Coventry.

Residents also enjoyed a patriotic parade featuring costumed guests representing George Washington, Abraham Lincoln, and the Statue of Liberty.

The final patriotic road trip will take residents to the Lebanon Historical Society, where they will have the opportunity to view historical memorabilia from the Revolutionary War and reflect on the country's early history.

A key part of making these trips possible has been Vanderman Place's partnership with the local Dial-A-Ride provider, WRTD. With up to three buses available for outings, WRTD has helped accommodate the facility's vision of helping residents explore meaningful places within the district and beyond the walls of the building.



Residents have enjoyed fishing, beautiful views of Coventry Lake, picnic lunches, and time spent outdoors with friends. These experiences have lifted spirits, encouraged social connection, and given residents the opportunity to participate in tributes to the nation's birthday in a personal and engaging way.

Vanderman Place's patriotic road trip is a wonderful example of how facilities can think creatively about community engagement, resident choice, and meaningful activities. By combining history, celebration, transportation partnerships, and time outside, Vanderman Place is helping residents experience the joy of adventure, friendship, and national pride.



Join us at the Table



National Consumer Voice for
Quality Long-Term Care



A Resident Council Submission for the National Consumer Voice Resident's Voice Challenge

Submitted by the Resident Council Members of Vanderman Place

For the residents of Vanderman Place, their submission to the National Consumer Voice Resident's Voice Challenge started right outside their door.

Raised garden beds on the back patio give residents an opportunity to grow fresh tomatoes and enjoy the experience of watching food move from the garden to the table.



Residents shared photographs as part of their submission, including a resident picking a fresh tomato directly from the garden and an example of the facility menu showing how their homegrown produce was incorporated into meals.

The tomatoes have inspired plenty of summertime favorites, including tomato sandwiches with Hellmann's mayonnaise, grilled cheese with tomato, mozzarella and basil, tomato salads, gazpacho, and, of course, cherry tomatoes enjoyed right from the vine.



But when the Resident Council began discussing which recipe they wanted to submit for the challenge, one meal stood out above the rest: homemade spaghetti and meatballs.



More Than a Recipe

For the Vanderman Place Resident Council, homemade tomato sauce represents much more than dinner.

It is a comfort food connected to memories of family and friends gathering together. There is something special about the aroma of sauce cooking slowly for hours and filling a home.

The ingredients may vary from family to family, but residents agreed that the feeling created by a pot of homemade sauce is priceless.

In fact, discussing the recipe made everyone crave spaghetti and meatballs so much that when they discovered it was not on the dinner menu that evening, several residents ordered it from a local restaurant and enjoyed it together.

Their submission demonstrates how resident involvement can extend from planting and harvesting food to helping shape what appears on the menu.

At Vanderman Place, the tomatoes growing outside are not simply part of a garden.

They are part of resident life, resident choice, shared meals, and the traditions that make a community feel like home.



Garden Tomato Sunday Sauce with Silver Dollar Meatballs

A low-and-slow family spaghetti dinner

SAUCE INGREDIENTS

- 20 whole peeled garden tomatoes
- 1/4 cup olive oil
- 6–7 garlic cloves, freshly squeezed
- 1 small onion, finely chopped
- 2 small cans tomato paste
- Salt and pepper, to taste
- Large pinch oregano
- Fresh basil, sliced to float around

MEATBALL INGREDIENTS

- 1 lb. ground beef
- 1 lb. ground pork
- 3 eggs
- 1 cup plain breadcrumbs
- 1 tbsp. garlic powder
- 1 tbsp. onion powder
- Salt and pepper, to taste
- 1 cup grated Parmesan cheese

DIRECTIONS

1. Place whole tomatoes in a large bowl. Pour boiling water over them and let sit for 1 minute. Transfer to ice water, then peel off the skins. Crush tomatoes very fine.
2. Sauté the onion and garlic in olive oil until soft.
3. Add crushed tomatoes, spices, and tomato paste. Simmer low and slow for 3–4 hours.
4. In a large bowl, mix the ground beef, ground pork, eggs, breadcrumbs, garlic powder, onion powder, salt, pepper, and Parmesan cheese gently with your hands.
5. Form into silver dollar–size meatballs and place on a baking sheet. Bake at 350°F for 20 minutes.
6. When the meatballs are fully cooked, place them in the sauce and simmer for at least 1 hour, until you smell that taste of yummy.

SERVING SUGGESTION

Rip off a piece of Italian bread to taste the sauce. Serve over old-fashioned spaghetti noodles and sprinkle Parmesan cheese on top. Enjoy.





Submitted by the Michaelina “Mickey” Avitabile of Mary Wade

Michaelina’s “Mickey’s” Summer Zucchini, Sausage & Macaroni

A simple, fast summer recipe made with green zucchini, onion, browned sausage, chicken broth, and macaroni. You can add a little tomato if you like, or keep it light with just the broth.

Ingredients

- 1 pound Italian sausage, sliced or removed from casing
- 1 medium onion, chopped
- 2 to 3 green zucchini, sliced or chopped
- 3 to 4 cups chicken broth
- 1 small tomato, chopped, optional
- 1 pound macaroni or small pasta
- Salt, to taste
- Black pepper, to taste
- Fresh or dried parsley, to taste
- Crushed red hot pepper, optional

Directions

1. Brown the sausage.

In a large pan or pot, cook the sausage over medium heat until browned.

2. Add the onion.

Once the sausage is browned, add the chopped onion and cook until the onion starts to soften.

3. Add the zucchini.

Add the zucchini after the onion, since zucchini cooks quickly. Stir everything together.

4. Add broth and seasoning.

Pour in the chicken broth. Add salt, pepper, parsley, and, if you like



a little heat, crushed red hot pepper. Add chopped tomato here too, if using.

5. Cook the macaroni.

While the sausage, onion, zucchini, and broth are cooking together, boil the macaroni in a separate pot according to the package directions. Drain.

6. Combine and serve.

Add the cooked macaroni to the sausage and zucchini mixture, or spoon the zucchini and sausage mixture over the macaroni. Stir together and serve warm.

Michaelina's Note

This is an easy, fast recipe, but it is so good. The red hot pepper is optional because not everyone likes the heat.



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

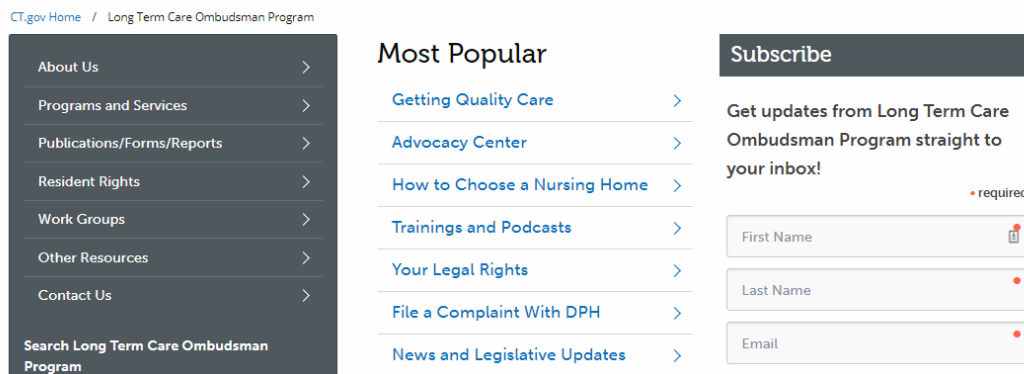
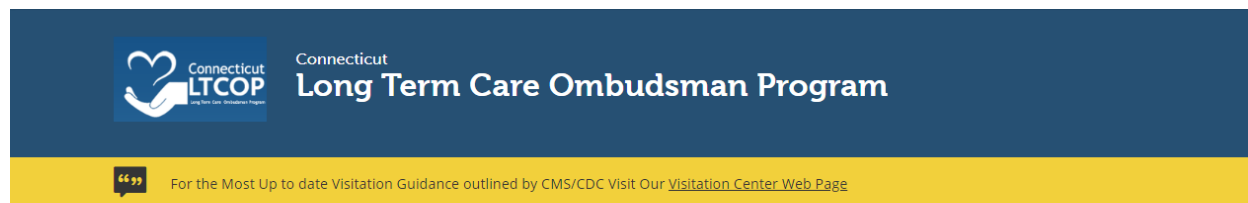


Please visit our page and **“Like and Follow”**





Get Updates from Long Term Care Ombudsman Program and E-Board straight to your inbox!



<https://portal.ct.gov/LTCOP>

Please visit the CTLTCOP web page and click **“Subscribe”** to stay informed on topics that you care about most:

Legislative News

- Local and State Wide Resident Council Resources
 - Silver Panther Newsletter
- Local and State Wide Family Council Resources
 - Visitation / COVID-19 Updates
 - Educational Opportunities / Webinars



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

E-board Member Name	Facility & Contact Information
Jeanette Sullivan-Martinez <i>President</i>	Pendleton Healthcare
John Balisciano Jr. <i>Vice President</i>	Hewitt Health and Rehab
Susan Bilansky	Hebrew Home
Martha Leland	Touchpoints of Manchester
Ivette Alvarez	Stonebridge Health and Rehab
Cindy Michaud	Summit Of Plantsville
Robert “Bobby” Willis	West Side Care Center
Marilyn Cadoff	McLean Care Center
Richard Hodges	Vernon Healthcare and Rehab
Jahaira Garcia	Southport Rehab and Care Center



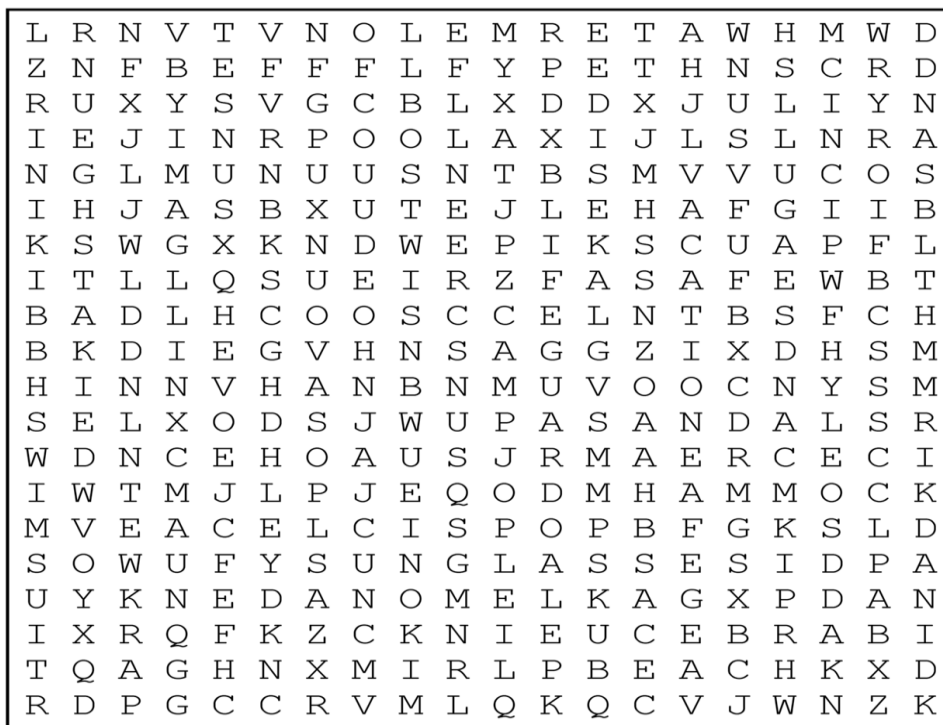
Games and Puzzles



Word Search

Name: _____

Summer Time



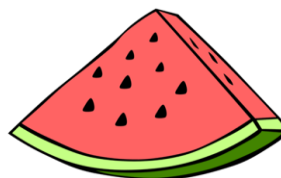
Word list:

BARBECUE
BASEBALL
BEACH
BIKINI
CAMP
HAMMOCK
ICECREAM

LAKESIDE
LEMONADE
LIFEGUARD
PARK
PICNIC
POOL
POPSICLE

RELAX
SAND
SANDALS
SEAGULLS
SEASHELLS
SHADE
SUN

SUNSET
SUNGLASSES
SUNSCREEN
SUNSHINE
SWIMSUIT
VACATION
WATERMELON



SunCatcherStudio.com

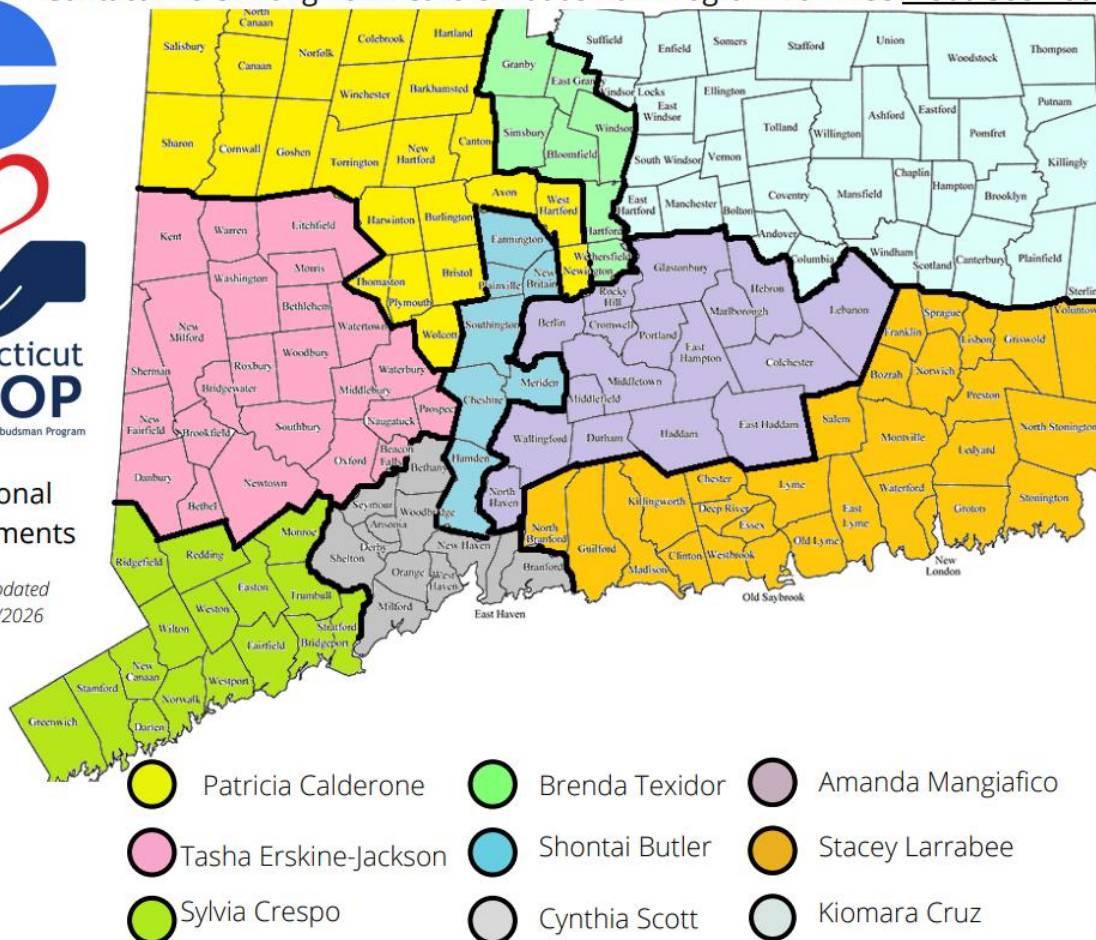




Regional
Assignments

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](tel: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.

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