



# 29<sup>th</sup> Annual Voices FORUM

## *Stand With Me*



2025



# Pledge of Allegiance

I pledge allegiance to the flag of the United States of America and to the Republic for which it stands; one Nation under God, indivisible with Liberty and **Justice for ALL.**



# Welcome

Mairead Painter  
State Long-Term Care  
Ombudsman





# Opening Remarks

Commissioner Amy Porter  
Department of Aging  
and  
Disability Services





The National

**CONSUMER VOICE**

for Quality Long-Term Care

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# Advocating for Quality Long-Term Care

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VOICES Forum  
October 3, 2025

Lori Smetanka



- ▶ Founded to provide a **united consumer voice** for individuals living in nursing homes.
- ▶ Primary organization on the national level dedicated to advocating on behalf of nursing home residents and bringing together groups across the nation seeking to make quality care in nursing homes a reality.

## *The leading national voice representing consumers in issues related to long-term care*

- ▶ **Advocate for public policies** that support quality of care and quality of life responsive to consumers' needs in all long-term care settings.
- ▶ **Empower and educate** consumers and families with the knowledge and tools they need to advocate for themselves.
- ▶ **Train and support** individuals and groups that empower and advocate for consumers of long-term care.
- ▶ **Promote the critical role** of direct-care workers and best practices in quality care delivery.





JOIN

ABOUT

OUR WORK

LEARNING & RESOURCES

GET INVOLVED

CONSUMER CENTER

FIND AN OMBUDSMAN

DONATE

Register for the Consumer Voice Conference

EXPAND +

LEARN MORE

## Quality Care for All Long-Term Care Consumers

All consumers of long-term care deserve to be treated with dignity and respect.

LEARN MORE



## Priority Issues



### Staffing

[LEARN MORE](#)



### Medicaid

[LEARN MORE](#)



### Long-Term Care Ombudsman Program

[LEARN MORE](#)



### Transparency & Accountability



### Transfer & Discharge



### Residents' Rights



# Stand with me

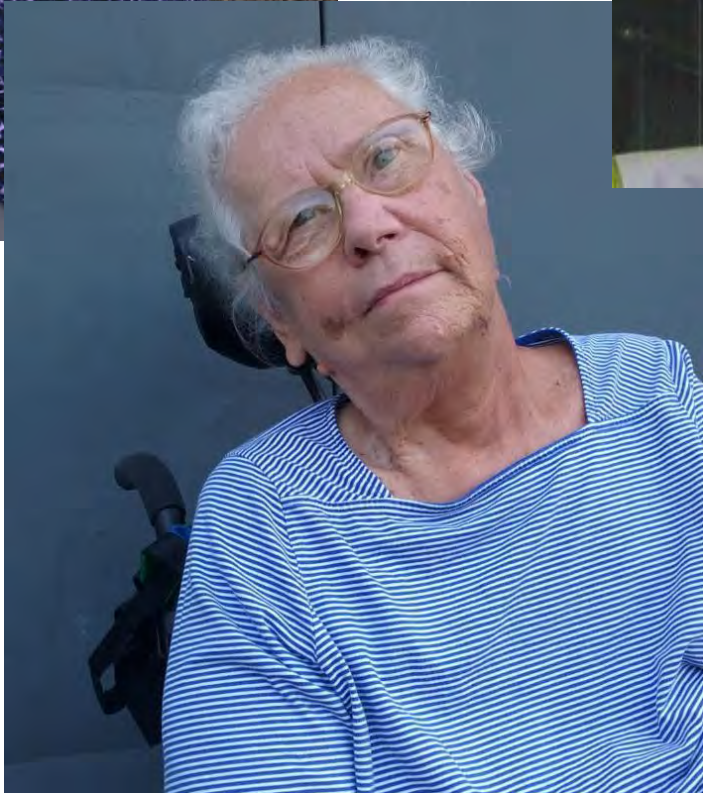
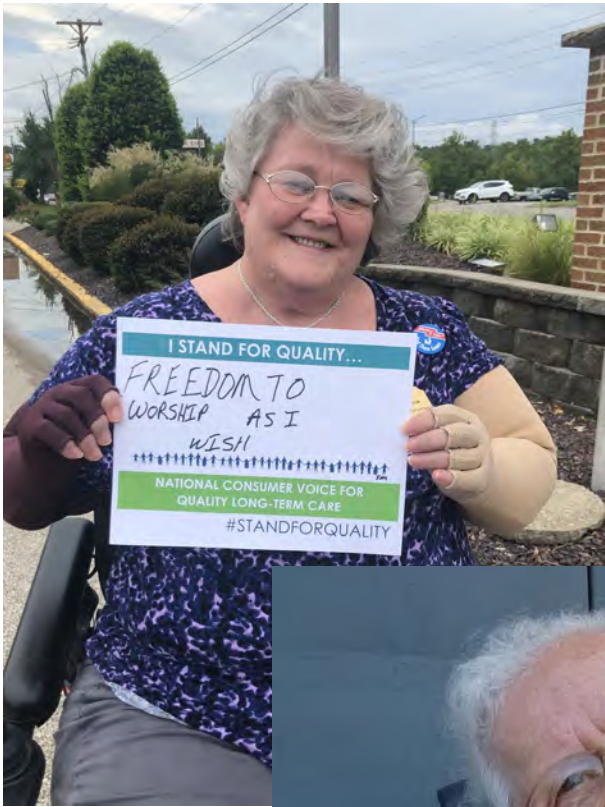


**National Consumer Voice for Quality Long-Term Care**

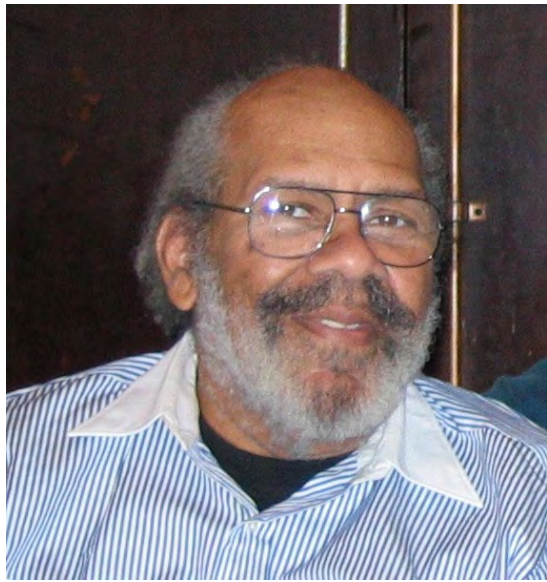


The National  
**CONSUMER VOICE**  
for Quality Long-Term Care























The National  
**CONSUMER VOICE**  
for Quality Long-Term Care

# **Congratulations!**

**2025 Janet Tulloch  
Memorial  
Advocacy Award**

**Jeanette Sullivan Martinez**







The National  
**CONSUMER VOICE**  
for Quality Long-Term Care

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# Connect with us!

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- 🌐 [theconsumervoice.org](http://theconsumervoice.org)
- ✉ [info@theconsumervoice.org](mailto:info@theconsumervoice.org)
- f The National Consumer Voice for Quality Long-Term Care
- 🐦 @ConsumerVoices

# Raffle

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d By:



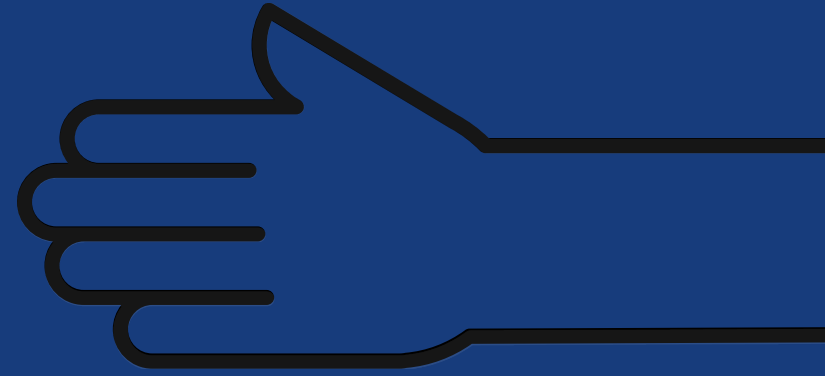
Breaking the Silence

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# The Fear of Retaliation

# MOVING FORWARD

NURSING HOME QUALITY COALITION



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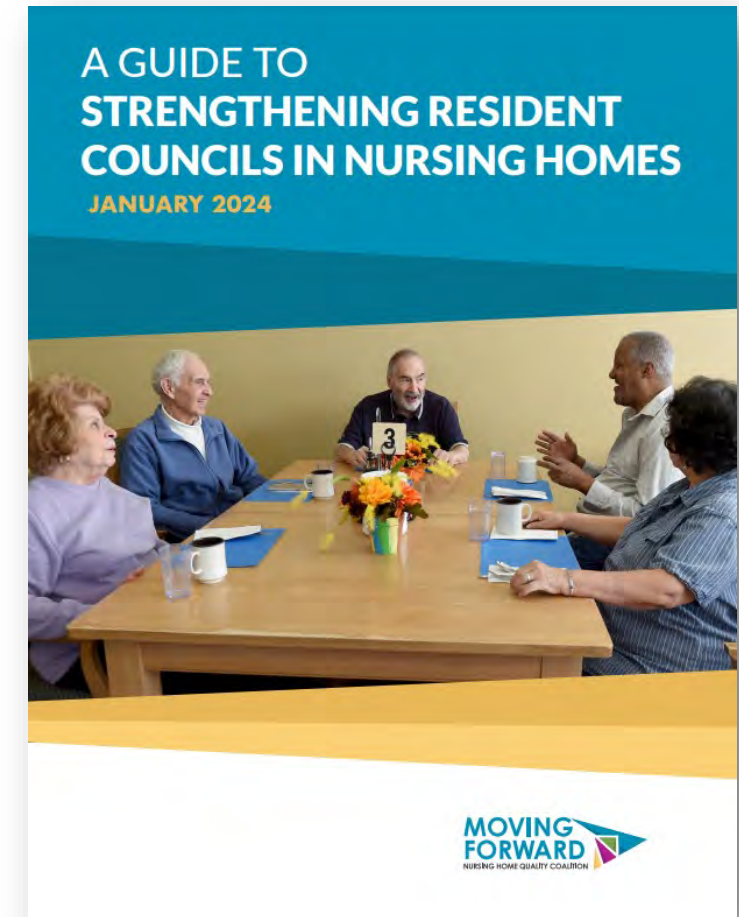
## Strengthening Resident Councils Pilot



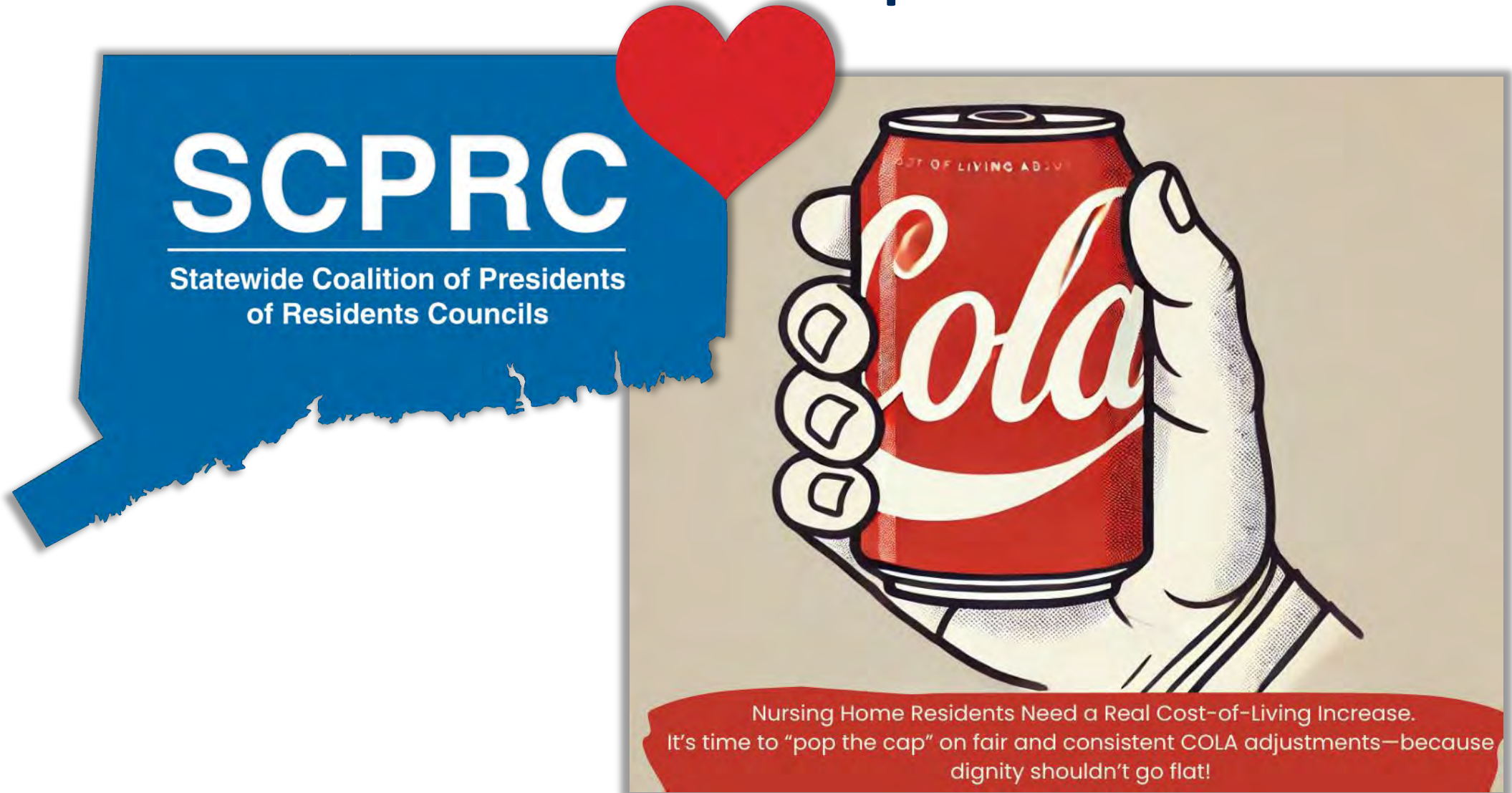
# Strengthening Resident Council Guide

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- Resident councils play a critical role in ensuring residents' voices are heard, but some homes may lack the standardized practices needed to fully support them.
- The [Moving Forward Coalition](#) has developed a [Strengthening Resident Council Guide](#) to enhance the effectiveness of resident councils in all nursing homes.
- The guide offers a structured approach to creating and sustaining inclusive, resident-directed councils in compliance with CMS Federal Regulations (**CFR 483.10(f)(5)**). It provides resident councils and those who support them with tools to foster engagement, address grievances, and maintain effective council activities.



# Got Cola? Get Involved! Help Get the PNA Raised!



# Got Cola? Get Involved! Help Get the PNA Raised!

- 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?







# **It's Your Choice, Let's Hear Your VOICE!**

**Are You a Nursing Home Resident  
Interested in Making a Difference?**

**The Coalition is Seeking New  
Members!**

**You Will:**

- + Be a voice for nursing home residents**
- + Represent your peers in the nursing home**
- + Advocate for resident rights and interests**





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# Awards



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# Carol Rosenwald Spirit of Advocacy



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# Brian Capshaw Rockstar Award

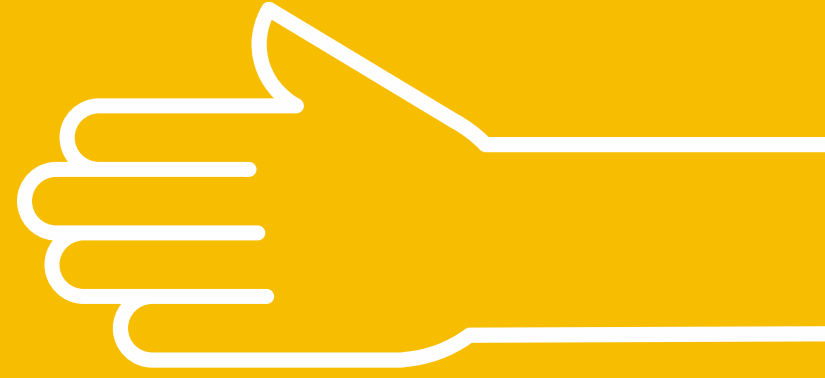
# **Brian Capshaw Rockstar Award Winner**

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**Lori Smetanka**

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



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# Legislative Session 2025



# Legislative Session General Overview 2025

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# Lunch and Raffle!

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# Open Microphone & Panel Discussion



# Closing

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Mairead Painter  
State Long-Term Care  
Ombudsman





# Voices Forum 2025 Post Event Survey

**Share your Feedback!**  
**Anyone can respond,**  
**Anonymous**

**Scan the QR code to Vote or  
go to:**

<https://forms.office.com/g/UhA2qTSJCf?origin=IprLink>

# THE STATEWIDE COALITION OF PRESIDENTS OF RESIDENT COUNCILS



Sullivan-Martinez, Jeanette President	Pendleton Healthcare
Balisciano Jr., John Vice President	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
Carol Runlett	Branford Hills (ARK)

To our Resident Advocates who selflessly volunteer their  
time advocating on behalf of nursing home residents.  
Thank You!

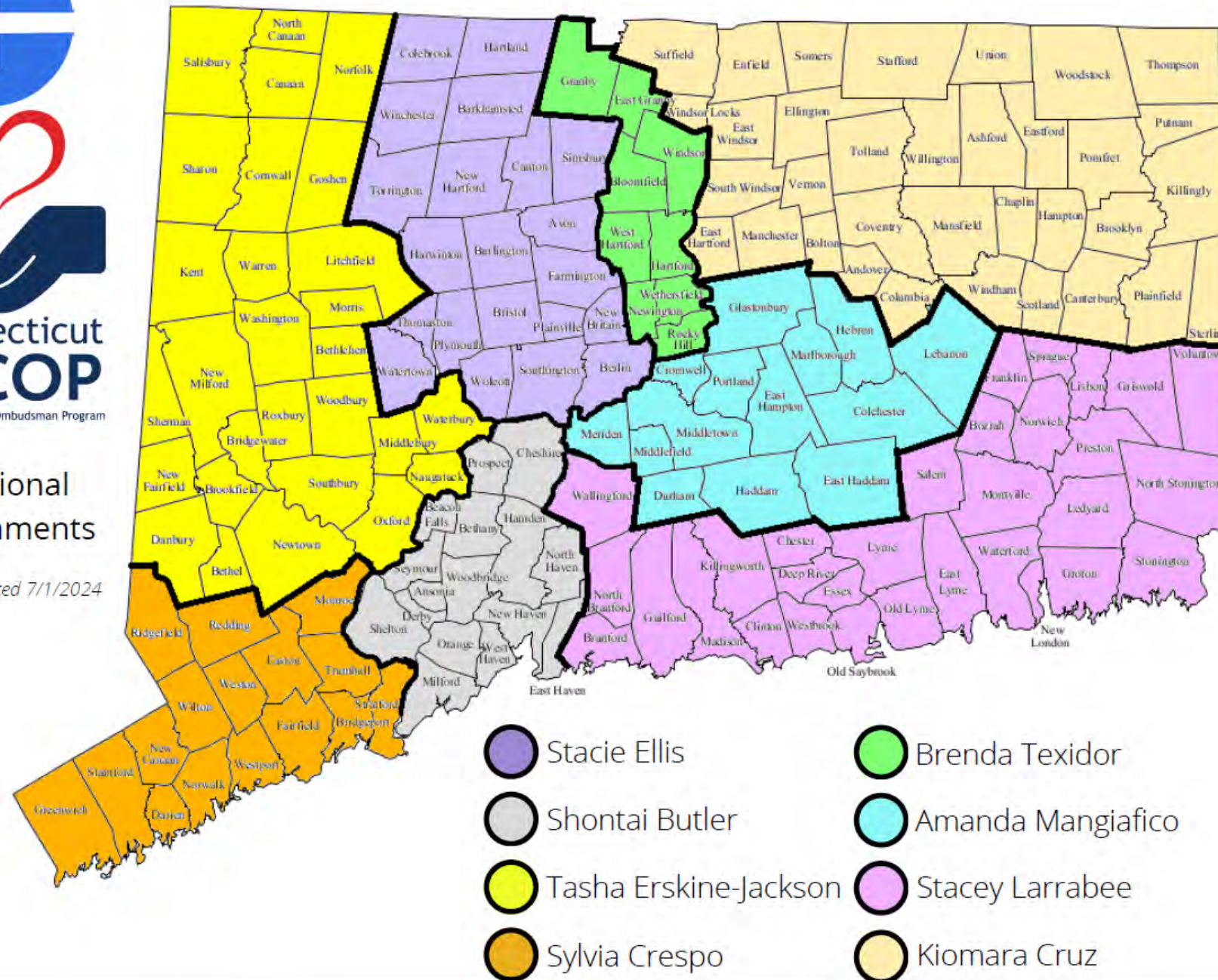
<b>Volunteer</b>	<b>Nursing Home</b>
Kevin Place	Candlewood Valley Nursing Home
Allan Johanson	Wadsworth Glen
Joyce Werden	Norwich Sub-Acute (Norwichtown)
Richard Steel	Beechwood
Susan Williams	Touchpoints Chestnut
Joann Seraphin	Douglas Manor
Maureen McNamara	Gladeview



**Connecticut  
LTCOP**  
Long Term Care Ombudsman Program

## Regional Assignments

*Last Updated 7/1/2024*





# Contact the Ombudsman Program

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Call: 1-866-388-1888

Email:

LTCOP@CT.GOV

Visit our website



[portal.ct.gov/LTCOP](https://portal.ct.gov/LTCOP)

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Visit us on Facebook



[www.facebook.com/CTLTCOP](https://www.facebook.com/CTLTCOP)





# CONNECTICUT



## Aging and Disability Services

### Long Term Care Ombudsman Program



# Thank You For Attending!