

Introducing the Connecticut Community Ombudsman Program



Connecticut
LTCOP

Long Term Care Ombudsman Program

Agenda

- Program Overview
- Overview
- Goal
- Functions of the Program
- Administrative Support




Program Overview (Cont)

- 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
- Person-Centered: All activities are on behalf of the individual and at their direction.
- Confidentiality: All communication is held in strict confidentiality



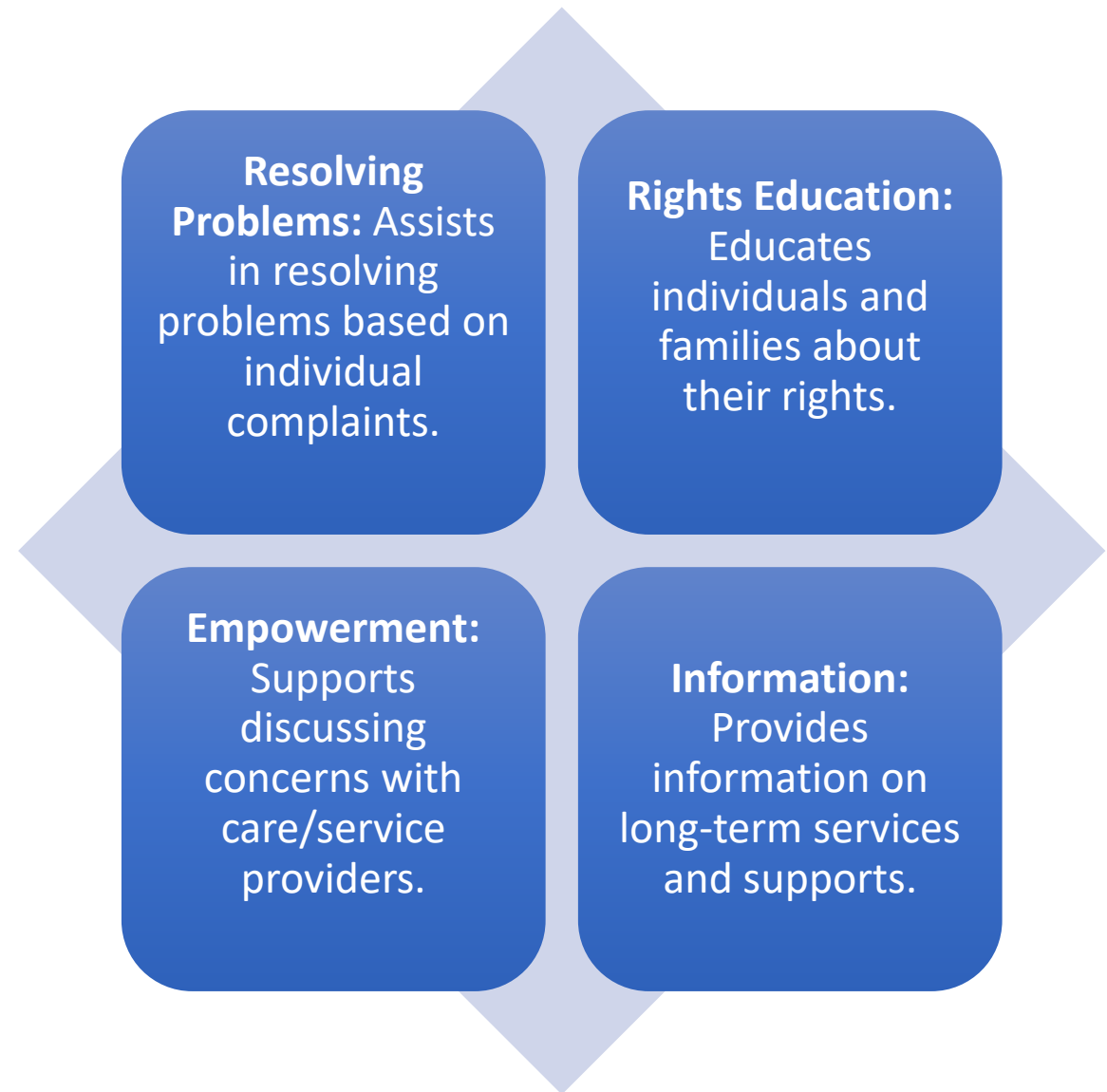
Program Staff

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- 1 Community Ombudsman Manager
 - 1 Regional Community Ombudsman

Responsibilities

- **Complaints:** Responds to and investigates complaints from individuals, families, etc
- **Information:** Offers consultation, information to individuals and providers
- **Monitoring:** Monitors state and federal laws, regulations.
- **Recommendations:** Makes recommendations for improvement

Supporting Individuals



Advocacy and Representation

- **Improvements:** Advocates for improvements in state and federal laws.
- **Representation:** Represents the voice of individuals receiving LTSS to agencies.
- **Gap Identification:** Identifies and seeks remedies for gaps in services.
- **Privacy:** Respects privacy and confidentiality of individuals.

Your Rights

Respect and Dignity	Be treated with respect and dignity.
Decision-Making	Decision-Making: Participate in decisions about your care and life aspects.
Restraint Free	Restraint-Free: Be free from chemical and physical restraints.
Financial Management	Financial Management: Manage finances or receive help.
Voice Grievances	Voice grievances without fear of retaliation.

Your Rights (Cont)

Association and Privacy: Associate and communicate privately.

Personal Mail: Send and receive personal mail.

Confidential Records: Keep personal and medical records confidential.

Financial Assistance: Apply for state and federal financial assistance.

Full Information: Be fully informed of your rights, medical condition, services, charges.

Transfer/Discharge: Receive advanced notice and appeal rights for transfer/discharge.

Seeking Help

- **Advocates:** You're entitled to seek help to exercise your rights.
- **Contact:** For more information, contact the Ombudsman's Office at 1-866-388-1888 or LTCOP@CT.GOV





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Questions?
