

Long Term Care Ombudsman Program

Description:

The Connecticut Long Term Care Ombudsman Program is mandated by the Older Americans Act to protect the health, safety, welfare and rights of residents and applicants of nursing homes, residential care homes and assisted living communities. The Ombudsman Program is responsible for monitoring state and federal laws and regulations affecting the lives of long term care residents and making recommendations for improvements. All Ombudsman activity is performed on behalf of and at the direction of these residents. Communication with residents, their family members or legal guardians is held in strict confidence. Regional Ombudsmen provide information, education and referral services to residents, their family members, facility staff, public and private organizations and the general public along with individual advocacy and complaint resolution.

In addition, Ombudsmen recruit and train Volunteer Resident Advocates. Volunteer Resident Advocates visit nursing homes in their communities four hours per week to assist residents in resolving problems associated with their quality of life and quality of care. Ombudsmen and Volunteer Resident Advocates strive to resolve residents' problems collaboratively with all parties involved.

The Ombudsman Program works collaboratively with organizations within the long term care network to raise awareness of the issues faced by residents in long term care settings. Initiatives such as Money Follows the Person and Culture Change are two of the many programs in which the Ombudsman Program participates on a statewide basis.

The Ombudsmen Program also has organized the Statewide Coalition of Resident Councils and hosts an annual VOICES Forum; the only such meeting of Resident Councils in the country. The Ombudsman Program has developed two statewide workgroups, bringing together many stakeholders to discuss and formulate plans to improve issues of nutrition and hydration and fear of retaliation in long term care facilities. The Connecticut Workgroup on Challenging Behaviors is another collaborative effort of major stakeholders aimed at improving quality of care for residents with mental illness, Alzheimer's and related dementia.

Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- Must be a resident of a nursing home, residential care home or assisted living community to receive advocacy services.
- No requirements to receive information, education and referral services.

Service Areas:

Southern Region:

Ansonia	Haddam	Norwich
Bethany	Hamden	Old Lyme
Bozrah	Jewett City	Old Saybrook
Branford	Killingworth	Orange
Chester	Lebanon	Portland
Clinton	Ledyard	Preston
Colbalt	Lisbon	Salem
Cromwell	Lyme	Seymour
Colchester	Madison	Shelton
Deep River	Meriden	Sprague
Derby	Middlefield	Stonington
Durham	Middletown	Uncasville
East Haddam	Milford	Voluntown
East Hampton	Montville	Wallingford
East Haven	Moodus	Waterford
East Lyme	Mystic	Westbrook
Essex	New London	West Haven
Franklin	Niantic	Woodbridge
Griswold	North Branford	
Groton	North Haven	
Guilford	North Stonington	

Northern Region:

Andover	East Hartford	Plainfield
Ashford	East Windsor	Plainville
Avon	Eastford	Plantsville
Berlin	Ellington	Plymouth
Bloomfield	Enfield	Pomfret
Bolton	Farmington	Putnam
Bristol	Forestville	Rocky Hill
Brooklyn	Glastonbury	Scotland
Burlington	Granby	Simsbury
Canterbury	Hampton	Somers
Canton	Hartford	Southington
Chaplin	Hebron	South Windsor
Collinsville	Kensington	Stafford
Columbia	Killingly	Stafford Springs
Coventry	Manchester	Sterling
Danielson	Mansfield	Storrs
Dayville	Marlborough	Suffield
East Berlin	New Britain	Thompson
East Granby	Newington	Tolland

Union
Vernon
West Hartford
Wethersfield

Willimantic
Willington
Windham
Windsor

Windsor Locks
Windsor
Woodstock

Western Region:

Barkhamsted
Beacon Falls
Bethel
Bethlehem
Bridgeport
Bridgewater
Brookfield
Canaan
Cheshire
Colebrook
Cornwall
Danbury
Darien
Easton
Fairfield
Goshen
Greenwich
Hartland
Harwinton
Kent

Litchfield
Middlebury
Morris
Monroe
Naugatuck
New Canaan
New Fairfield
New Hartford
New Milford
Newtown
Norfolk
North Canaan
Norwalk
Oxford
Prospect
Redding
Ridgefield
Roxbury
Salisbury

Sharon
Sherman
Southbury
Southport
Stamford
Stratford
Thomaston
Torrington
Trumbull
Warren
Washington
Waterbury
Watertown
Weston
Westport
Wilton
Winchester
Winsted
Wolcott
Woodbury

Program Year:

N/A

Contact Information:

Connecticut State Ombudsman
Nancy Shaffer
Department of Social Services
25 Sigourney Street
Hartford, CT 06106
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Toll-Free: 866-388-1888
Fax: 860-424-4808

Email: ltcop@ct.gov
Website: www.ct.gov/ltcop

Southern Region:
401 West Thames Street
Norwich, CT 06360
Telephone: 860-823-3366
Fax: 860-859-2667

414 Chapel Street, Suite 301
New Haven, CT 06511
Telephone: 203- 974-3030
Fax: 203-789-7850

Northern Region:
3580 Main Street
Hartford, CT 06120
Telephone: 860-723-1390
Fax: 860-566-7144

3580 Main Street
Hartford, CT 06120
Telephone: 860-723-1124
Fax: 860-566-4499

Western Region:
249 Thomaston Avenue
Waterbury, CT 06702
Telephone: 203-597-4181
Fax: 203-597-4048

1057 Broad Street
Bridgeport, CT 06604
Telephone: 203-551-5530
Fax: 203-579-6903

Related Information:

[Managed Residential Communities, refer to page XII – 30](#)

[Nursing Homes, refer to page X – 19.](#)