Forum IX
September 27, 2005

The Statewide Coalition of Resident Councils
&
The Long Term Care Ombudsman Program

Prepared by:
The Office of the State Long Term Care Ombudsman
History of the VOICES Forum

In September of 1996, nursing home resident and activist Carol Rosenwald, with assistance from the Ombudsman Program, began organizing residents across the state to advocate for improvements in the long term care system. Carol envisioned a time when the "VOICES" of nursing home residents could be heard "beyond the walls" of their facilities. She became the founder of the Statewide Coalition of Resident Councils and the driving force behind the first "VOICES" Forum in 1997. As a large group of voting constituents, residents were able to speak directly with political leaders and public officials about important issues affecting their quality of life.

VOICES 2005 marked the ninth anniversary of Carol's vision and of this historic event. Our heartfelt thanks to the many courageous residents who have attended VOICES over the years and worked to inspire systems change. You have our deepest admiration and respect.

~LTCOP Staff

“You Must Hold Onto Your Ideals and Always Have The Courage To Speak Your Mind”

Carol Rosenwald
The Carol Rosenwald “Spirit of Advocacy” Award

Carol Rosenwald, Founder of the Statewide Coalition of Resident Councils (SCRC), advocated tirelessly for systems and legislative change to improve the quality of life for all nursing home residents. She believed residents should be active participants in discussions about their welfare and “have a say in matters affecting them.”

It has been nine years since Carol's vision provided the impetus for the first VOICES Forum. VOICES has come to represent the fundamental right of all residents to have a voice in the legislative and policymaking process, and to empower themselves through education.

In honor of Carol's legacy, The Carol Rosenwald “Spirit of Advocacy” Award was established by The Statewide Coalition of Resident Councils and The Long Term Care Ombudsman Program. Each year, the Award is presented at the VOICES Forum to individuals and organizations that work to improve the quality of care and quality of life for individuals residing in long term care settings.

Past recipients of this distinguished honor include: Senator Edith Prague and State Representative Peter Villano, Co-Chairs of the Connecticut General Assembly's Select Committee on Aging; AARP-Connecticut Chapter; State Representative Jeffrey Berger; Weiner Associates, State Representative Dennis Cleary; Senator Mary Ann Handley; Barbara Yard, Health Systems Supervisor, CT. Dept. of Public Health; Commissioner Patricia Wilson-Coker of the Department of Social Services; Mrs. Helen Kaddy and Mrs. Delia Potter, founding members of the SCRC; William “Bill” Hanley, SCRC Executive Board Member; and Judge Jerry Wagner, Hartford Superior Court.
VOICES ‘05

Photos

Courtesy of the LTCOP
NINTH ANNUAL VOICES FORUM

On Tuesday, September 27, 2005, the Office of the State Long Term Care Ombudsman sponsored the Ninth Annual Voices Forum. The event was co-convened by the Commissioner Patricia Wilson-Coker of the State of Connecticut Department of Social Services, and the Statewide Coalition of Resident Councils. More than 200 individuals attended the VOICES Forum this year, representing 75 long-term care facilities. Several members of the aging network were on hand to engage in face to face discussions with residents about their concerns and ideas for improvements in the long term care system. Council Presidents were pleased to have the opportunity to speak with representatives from the CT. General Assembly, Commission on Aging, Area Agencies on Aging, AARP, Department of Social Services, Bureau of Rehabilitation Services, CT. Association of Health Care Facilities, CT. Association of Not-for-Profit Providers for the Aging, CT. Association of Independent Living Centers and the CT. Department of Public Health.

On arrival, residents had time for informal, facilitated table discussions while waiting for all guests to arrive. Presidents were able to discuss the challenges most commonly faced by Resident Councils and identify the issues they would like to see addressed through legislative and policy changes (see chart, page 8).

Maggie Ewald, Acting State Ombudsman, delivered opening remarks. In keeping with the theme of Residents' Rights Week 2005, Together We Can - Achieve Resident Directed Care, her message centered on the fundamental principles of resident self-advocacy and empowerment. She underscored the importance of strong Resident Council leadership and the need for each Council to operate with as much autonomy as possible.
The morning workshop, “How to Run an Effective Resident Council: The Leader’s Perspective” incorporated an exciting new format for 2005. This year, a panel of Resident Council Presidents conducted the workshop with facilitation by Barbara Yard from the Department of Public Health. The residents spoke about their experiences as Council Presidents from a “peer perspective” and gave examples of creative strategies they have developed to address issues in their own facilities. They also engaged the audience in a lively question and answer period and offered encouragement and support to their fellow residents. The new “resident directed workshop” was a tremendous success with many Resident Council leaders participating enthusiastically in the discussions and requesting that the panel become a permanent feature of the VOICES Forum.

An open microphone session followed wherein residents voiced significant concerns related to: inadequate staffing levels; poor staff attitudes; lack of supervision and training; fear of retaliation; non-medical transportation; overall quality of care; and access to needed medical services such as dental care and podiatry. Residents were also concerned about the instability in many homes due to the frequent turnover of top management personnel as well as CNA staff.

Of particular note, the specific concern of “Fear of Retaliation” was voiced repeatedly as a specific barrier to complaint resolution for residents. While this issue has always been a “known factor” in residents' rights discussions, this year's VOICES Forum marks the first time that it has been brought out as a widespread, prominent issue.

In October, this same systemic concern was reflected at the 30th Annual Meeting of the National Citizens Coalition for Nursing Home Reform (NCCNHR) held in Virginia. The representative for Resident Councils of Washington State identified the need for “Fear of Retaliation” to be addressed in a formal resolution, the first of its kind related to Resident Councils, according to NCCNHR’s Director Alice Hedt. On behalf of Connecticut’s Statewide Coalition of Resident Councils, CT's Acting State Ombudsman seconded the motion.
Following an enjoyable luncheon, Maggie Ewald presented the 2005 Carol Rosenwald “Spirit of Advocacy” Award to State Representative Peggy Sayers. Representative Sayers was recognized for her commitment to quality of care and quality of life issues for long term care residents. She has demonstrated a true concern for residents' well-being and provided a strong voice in support of proposals to address residents’ needs.

The afternoon workshop served to educate residents about the Nursing Facility Transition Grant Program (NFTG). The program, known as “My Community Choices” is designed to inform residents of their right to seek information about their options, including the right to community based alternatives to nursing home care. The Connecticut Association of Centers for Independent Living (CACIL), the coordinating agency for the Nursing Facilities Transition Grant (NFTG), organized and presented the workshop. The program's Director, Paul Ford, served as facilitator for an expert panel comprised of Transition Coordinators, disability experts, and a former nursing home resident who successfully transitioned to the community. Residents and staff were given an overview of the evaluation process and encouraged to consider resource available to them.

As in past years, a highlight of the afternoon's activities was an open-microphone session wherein residents were invited to voice concerns and questions on any topic. If desired, residents also had the opportunity to ask a panel comprised of Regional Ombudsmen and a Nurse Consultant from the Department of Public Health to respond to their questions and concerns.
Residents Talk About Their Concerns...

Table facilitators began discussions on issues as soon as nursing home residents arrived. Residents were asked “what are the issues most frequently brought up at Resident Council meetings?” Facilitators documented the responses of residents and the results are shown in the table below.

The column on the left reflects the issue or topic as voiced by residents while the column on the right indicates the number of tables from which the issue or topic was reported. There were 28 tables with an average of four residents seated per table. It is important to keep in mind that although more than one resident may have raised the same issue, it is counted only once per table.

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<tr>
<td>Access to DME</td>
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<tr>
<td>Bed tax (discriminatory)</td>
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<tr>
<td>Food - cold</td>
<td>9</td>
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<tr>
<td>Food - lack of variety/quality</td>
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<tr>
<td>Inadequate state funding of care</td>
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<td>Laundry - missing/damaged</td>
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<tr>
<td>Medicaid - needed services not covered</td>
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<tr>
<td>Personal Property - Stolen/ lost (excludes laundry)</td>
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<tr>
<td>PNA - Need Increase</td>
<td>5</td>
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<tr>
<td>Quality of Life - can't go outdoors or into community</td>
<td>6</td>
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<tr>
<td>Quality of life - residents with wandering/behaviors</td>
<td>3</td>
</tr>
<tr>
<td>Recreation - Choice/availability on weekends</td>
<td>3</td>
</tr>
<tr>
<td>Recreation - lack of staff</td>
<td>3</td>
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<tr>
<td>Resident Council - no response from Admin</td>
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<tr>
<td>Resident Council - lack of participation/effectiveness</td>
<td>8</td>
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<tr>
<td>Resident Rights - Inappropriate room changes</td>
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<td>Resident's Rights - Staff unaware</td>
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<td>2</td>
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<tr>
<td>Staff - verbally abusive</td>
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<td>Staff - disrespectful</td>
<td>5</td>
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<tr>
<td>Staff - does not know residents or RCPs</td>
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<tr>
<td>Staff - Need background checks</td>
<td>6</td>
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<tr>
<td>Staff - no/slow response to call bells</td>
<td>12</td>
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<td>Staff - noisy at night/turn on lights</td>
<td>2</td>
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<td>Staff - physical therapy short staff</td>
<td>2</td>
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<tr>
<td>Staff - poor quality/pool staff</td>
<td>3</td>
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<tr>
<td>Staff - Shortage</td>
<td>16</td>
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<td>Staff - speak other languages/talk on cell phones in res. rooms</td>
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<td>Staff - unavailable/noone to walk with</td>
<td>5</td>
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<tr>
<td>Supplies - high cost/noncovered items</td>
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<tr>
<td>Transportation - unavailable/too costly</td>
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<td>Visitation (for residents w/no family)</td>
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<tr>
<td>Water/hydration - unavailable/inaccessible</td>
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Residents' Legislative and Policy Recommendations

The primary legislative concerns raised by residents at the VOICES Forum included:

- Improved Staffing - increased staffing levels to ensure resident care plans are fully implemented and residents' individual needs are met
- Quality of Life - consistency of dignified and respectful care, access to transportation, increased community involvement, availability of weekend activities
- Increased Training - ongoing, professional training to caregivers to support provision of high quality care
- Criminal Background Checks - to protect resident's safety and right to keep and use personal belongings

These issues have been raised by Presidents of Resident Councils at every VOICES Forum for the past nine years. The LTCOP, on behalf of the Statewide Coalition of Resident Councils, will present these priorities to legislators and policy makers at the beginning of the 2006 legislative session, and throughout the year. The LTCOP will strongly urge legislators to consider these issues and concerns for legislative action.

The Office of the State Long Term Care Ombudsman will also submit this final report to Patricia Wilson-Coker, Commissioner of the Department of Social Services to keep her informed on these important issues and concerns of Connecticut citizens residing in nursing homes and other long term care settings.

Residents are strongly encouraged to continue advocating with local lawmakers and state legislators through their individual Resident Council activities. Elected officials need to hear about the issues directly from residents as much as possible! The Ombudsman Program has provided training and materials at past Voices Forums and Statewide Coalition meetings to support residents in drafting petitions, writing letters, and contacting elected officials to invite them to Resident Council meetings. For additional copies of these materials, or to request technical assistance from Ombudsman Program staff, please contact your Regional Ombudsman's office.

Legislator Contact Information

<table>
<thead>
<tr>
<th>House Democrats</th>
<th>Senate Republicans</th>
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</thead>
<tbody>
<tr>
<td>800- 842-8267</td>
<td>800-842-1421</td>
</tr>
<tr>
<td>House Republicans</td>
<td>Senate Democrats</td>
</tr>
<tr>
<td>800-842-1423</td>
<td>800-842-1420</td>
</tr>
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</table>
Acknowledgements

The Connecticut Long Term Care Ombudsman Program acknowledges the following individuals who served as workshop facilitators and panelists:

**Workshop I**
*Running An Effective Resident Council:*

**Facilitator**
Barbara Yard, Health Program Supervisor, Department of Public Health

**Panelists:**
Jack Cretella, President, Hewitt Memorial - Shelton
Tom Molway, President, Wethersfield Nursing Center - Wethersfield
Mary Frost, West Side Multi Care Health Center - Manchester
Anita Amendola, President, Hancock Hall - Danbury

**Workshop II**
*The Road To Independence:*

**Facilitator**
Paul Ford, Project Director,
Nursing Facilities Transition Grant
Ct. Association of Centers for Independent Living
CACIL

**Panelists:**
Claudia Keeley, Program Director, Independence Unlimited - Hartford
Thomas Welton, NFTG alum - Southbury
Patti Clay, Benefits Specialist, BRS Connect to Work Center - Hartford
Open Microphone Response Panel:

Maureen Klett, Health Program Supervisor, CT Department of Public Health
Michael Michalski, Regional Ombudsman, CT LTCOP
Theresa Velendzas, Regional Ombudsman, CT LTCOP
Cristina MacGillis, Regional Ombudsman, CT LTCOP
Brenda Foreman, Regional Ombudsman, CT LTCOP

Our thanks to the staff of Dept. of Social Services
Organizational & Skill Development (OSD)
for providing technical support and facilitation of the day’s events.
Your efforts are sincerely appreciated.

Ned Grayeb
Dicie Balash
Debbie Blondin
Hiram Negron
Wil Echevarria

A special thanks to our Volunteer Resident Advocates
who served as table facilitators and support
Resident Councils throughout the year
To contact your Regional Ombudsman's office
call our statewide toll free number
1-866-388-1888
or
contact the LTCOP central office
860-424-5200
via e-mail:
ltcop@po.state.ct.us

You may also wish to visit us at:
www.ltcop.state.ct.us
Resources & Materials
“Working toward the self-empowerment of Connecticut's long-term care residents”

The Statewide Coalition of Resident Councils & The CT Long Term Care Ombudsman

Combined Mission Statement

To pursue a partnership supporting resident self-advocacy by uniting, enlightening, and strengthening resident councils as a vehicle for self-advocacy; co-sponsoring Coalition meetings for the purpose of identifying major trends and issues of concern to residents; bringing residents’ voices and agendas to the legislative process; and establishing a process for creating systemic change.

Resident Council Offices are instrumental in resolving problems and effecting change within individual facilities. Councils are a vital part of this process and serve as leaders in their nursing home communities.

The Statewide Coalition of Resident Councils (SCRC) represents the collective voice of Resident Councils from every corner of the state. The Coalition, in partnership with the Ombudsman Program, works to enhance the quality of life for all nursing home residents by developing best practices and advocating for legislative and policy change.

Regional meetings of the SCRC are attended by representatives of Resident Councils. Regional meetings are held during the year to discuss trends and share issues of concern. Whenever possible, meetings are held during the legislative session to enable Resident Council representatives to be advised on all proposed and raised bills and contact legislators or relevant committees as needed. Furthermore, Coalition members testify before the legislature, make appointments to visit with legislators, and when appropriate, send letters to the editor of major newspapers. Through their involvement at Coalition meetings, Resident Council members represent the interests of all nursing home residents.

The Coalition also meets several months before the VOICES Forum to discuss the issues of greatest concern to residents and plan the forum's educational workshops. A review of any changes or developments during the last legislative session is also presented. Best practices used by nursing home Resident Councils to address and/or resolve various situations are highlighted and encouraged. The meetings culminate in a planned agenda for the VOICES Forum based on the input from Coalition members and nursing home residents at large.
A MODEL RESIDENT COUNCIL IS…

- Run by residents
- Given support, with minimal interference, from staff at the facility
- Where issues are brought forward and followed up at the next meeting
- Where different committees address and follow-up on issues raised
- Where concerns and problems are promptly addressed by the appropriate departments
- Where all residents feel comfortable in raising issues and speaking freely
- Where residents can have access to information as needed and requested by the Council
- Where residents are treated in a dignified manner and their issues are taken seriously
Ways to run an effective Resident Council

Start by evaluating the following...

1.) Do the residents know the function of the Resident Council?
   If not, you may want to hold an informational meeting regarding the council, its function and how to get involved.

2.) Do the residents know who is on the Resident Council and who to talk to if they have a problem?
   Introductions of Resident Council members can be done at the informational meeting mentioned above. Additionally, you may want to set up a bulletin board in the facility dedicated to the Resident Council. You can post the executive committee with their pictures and room numbers, dates and times of meetings, as well as highlights of situation(s) the Resident Council was successful in resolving.

3.) Are there other opportunities for residents to get involved?
   Does the Resident Council have committees residents can sit on instead of being an officer? Consider starting subcommittees of the Resident Council that will address problems of that nature when they arise, i.e. Food Committee, Safety Committee, Welcoming Committee, etc. If residents are not able to get to meetings, is there a designated person that can voice their concerns from their floor or wing? Create positions on the Resident Council for floor/wing representatives.

4.) Are the meeting times convenient and posted?
   Talk to residents and find out if they are aware of the meetings, their time, location and date. Some Councils hold morning meetings, while others prefer afternoon meetings. Some Councils hold two meetings per month to accommodate for those residents who are not able to make the other meeting time.

5.) Are the meetings organized?
   Residents may not want to be involved in a “gripe session” or the personal agenda of one member. Create an agenda and stick to it. This will allow positive work to be accomplished in an effective, efficient manner.

6.) Are residents with hearing or visual impairments accommodated?
   Seat those with hearing and visual deficits closest to the officers to facilitate participation of those members and to avoid frustration and lack of participation and interest.
Ways to overcome fear of retaliation.

Being dependent on nursing facility staff for much of their direct care causes many nursing home residents to fear retaliation from staff if they complain about their care or about other aspects of the nursing home in which they reside. Recognizing the vulnerability of nursing home residents, the U.S. Congress passed The Nursing Home Reform Act in 1987, containing nursing home residents' rights which addresses this concern and protects residents. The law states "A resident shall be permitted to present grievances on behalf of himself or others to the administrator, the Long Term Care Facility Advisory Board, the residents' advisory council, State governmental agencies or other persons without threat of discharge or reprisal in any form or manner whatsoever." (4153-122 Grievances) Furthermore, the law goes on to state that staff may not "transfer a resident" if the resident makes a report. (4153-608 Retaliation)

In addition, residents need to feel comfortable discussing their issues and complaints at Resident Council meetings. Therefore, strict confidentiality must be maintained in regard to complainants. It is critical for accountability reasons that the minutes of Resident Council meetings contain all complaints registered during meetings. However unless otherwise noted, complainants should be anonymous. Some Resident Councils hold a strictly "members only" session at the beginning of the meeting without the presence of nursing home staff. During this session, members bring up those expressed concerns in an anonymous way.

Ways to get a better response to grievances once people speak up

It should not be a secret what goes on at the Council meetings. Minutes should be taken at each meeting to document the activities and complaints of the Council. Some Resident Councils may ask the Activity Director to take minutes, however if the Resident Council does not want staff attending, but needs someone to take the minutes, a tape recorder may be requested. The minutes can be typed from the recording immediately following the meeting. The Council should maintain all meeting minutes in a manner that allows them to be easily available to residents who wish to review actions/discussions of previous meetings.
Minutes should be provided to all departments with the permission of the Council within a designated amount of time. If there is an urgent matter, it needs to be addressed immediately. Complaints that are documented in the Resident Council meeting and are registered with administration or staff should be responded to, in writing, within a reasonable amount of time.

If complaints are not responded to, the Resident Council can register complaints with the Department of Public Health or other outside agencies, like the Long Term Care Ombudsman Program, to get assistance. Staff will realize that it is to their advantage to respond personally and promptly to the Council. It is important that Presidents of Resident Councils share the Council minutes with surveyors from the Department of Public Health during their annual survey process. Once again, the minutes should never state who is making a suggestion or complaint unless the resident gives permission to have their name recorded. For example, if a resident voices concern about slow response to call bells, but is reluctant to be identified, information regarding the shift and/or location can be documented without using the resident's name. This is an essential step in helping residents feel comfortable enough to participate while still safeguarding their privacy and confidentiality.

The minutes should state all issues by department category. The minutes should show a date by which the department head(s) needs to return a resolution. There should be some type of proof attached to the response or resolution. The plan needs to be signed by the department head and dated. For example, a resident complains that the food tray arrives in the room cold. The Dietary Director might meet with the resident to conduct an investigation that tracks the time trays are delivered to the floor, temperatures and the time and temperature of the tray once it is delivered to the room. The Dietary Director submits the findings and what measures were taken to ensure that the tray is delivered hot. Once the department heads follow up on all suggestions and concerns, this information needs to be submitted in writing to the Resident Council before the next meeting.
Remember ... an active Resident Council can be very valuable to the facility's management team. By documenting resident's concerns the Resident Council helps the Administrator stay informed about the quality of service being delivered by each department. Proactive Administrators review Resident Council minutes, investigate concerns, resolve issues and respond to the council accordingly. It behooves any Administrator to find out about concerns and rectify them rather than having to respond to a poor survey! In this way, the relationship is mutually beneficial.

Be consistent ... it takes time to build a strong Council, however it can be done! Your Regional Ombudsman can answer any questions you may have and assist in strengthening your Resident Council. Call to request a copy of “Resident Councils Best Practices,” a compilation of successful and innovative ideas from Councils across Connecticut.

Other helpful materials are also available on request:

✓ A summary of Resident's Rights suitable for posting or distributing
✓ Detailed descriptions of Residents Rights excerpted from the federal Guidance to Surveyors for Long Term Care Facilities
✓ Synopsis of federal laws pertaining to residents' rights to grievance resolution.
✓ Examples of suggested Resident Council committees & tips
✓ Tips for protecting residents' rights to vote
✓ Medicare's Nursing Home Checklist
The Long Term Care Ombudsman Program’s services are available to all applicants and recipients without regard to race, color, creed, sex, sexual orientation, age, disabilities, learning disabilities, national origin, ancestry or language barriers.

The Connecticut Department of Social Services has a line for persons who are deaf or hearing impaired and have a TDD/TTY: 1-800-842-4524. Auxiliary aids are also available for blind or visually impaired persons.

The Office of the State Long Term Care Ombudsman is an equal opportunity, affirmative action employer. Published by the Connecticut Department of Social Services Publication No. 97-3, April 1997 (updated March 2005). Patricia A. Wilson-Coker, JD, MSW, Commissioner.
## Important Phone Numbers and Resources
-- Provided by –
**CT Association of Centers for Independent Living (CACIL) and CT Nursing Facility Transition Grant (NFTG)**

### Office of the State Ombudsman for Long-term Care
<table>
<thead>
<tr>
<th>Statewide – Toll Free</th>
<th>(866) 388-1888</th>
<th><a href="http://www.ltcpo.state.ct.us/">http://www.ltcpo.state.ct.us/</a></th>
<th><a href="mailto:ltcop@po.state.ct.us">ltcop@po.state.ct.us</a></th>
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<tr>
<td>Bridgeport</td>
<td>(203) 551-5530</td>
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<td>New Haven</td>
<td>(203) 974-3030</td>
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<td>Norwich</td>
<td>(860) 823-3366</td>
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<td>Hartford 1</td>
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<td>Hartford 2</td>
<td>(860) 723-1124</td>
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<td>Waterbury</td>
<td>(860) 597-4181</td>
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### Infoline – Statewide information on health and human resources
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### Legal Services
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<td>Connecticut Legal Services</td>
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<tr>
<td>Middletown</td>
<td>(860) 344-0447</td>
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<td>Bridgeport</td>
<td>(203) 336-3851</td>
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<tr>
<td>New Britain</td>
<td>(860) 447-3023</td>
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<tr>
<td>Stamford</td>
<td>(860) 348-9216</td>
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<tr>
<td>Waterbury</td>
<td>(203) 756-8074</td>
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<tr>
<td>Willimantic</td>
<td>(860) 456-1761</td>
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<tr>
<td>New Haven Legal Assistance Association</td>
<td>(203) 946-4811</td>
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<tr>
<td>Legal Assistance Resource Center of CT – Hartford</td>
<td>(860) 278-5688</td>
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<tr>
<td>CT Legal Rights Project – Statewide Toll Free</td>
<td>(877) 402-2299 or (860) 262-5030</td>
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<tr>
<td>Bridgeport</td>
<td>(203) 551-7638</td>
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<tr>
<td>Hartford</td>
<td>(860) 297-0808</td>
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<td>New Haven</td>
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<td>(860) 666-7626</td>
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<td>Norwich</td>
<td>(860) 859-4703</td>
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<tr>
<td>Stamford</td>
<td>(203) 388-1566</td>
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### Advocacy Unlimited
- Education in self, systems, and legislative advocacy skills for persons in recovery from psychiatric disabilities.
| Statewide Toll Free | (800) 573-6929 or (860) 667-0460 |

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**Relay CT** ([http://www.relayconnecticut.com/index.htm](http://www.relayconnecticut.com/index.htm)) - provides telephone accessibility to people who are deaf, hard-of-hearing, or speech-disabled. -- **Anywhere in CT** - Dial: 711

9/2005
Important Phone Numbers and Resources
-- Provided by --
CT Association of Centers for Independent Living (CACIL) and CT Nursing Facility Transition Grant (NFTG)

Area Agencies on Aging
Southwestern Connecticut Agency on Aging (203) 333-9288 (Bridgeport) http://www.swcaa.org
Agency on Aging of South Central Connecticut (203) 785-8533 (New Haven) http://www.agencyonaging-scc.org
Senior Resources – Agency on Aging (860) 887-3561 (Norwich) http://www.seniorresourcessec.org
North Central Area Agency on Aging (860) 724-6443 (Hartford) http://www.geocities.com/ncaaus
Western Connecticut Area Agency on Aging (203) 757-5449 (Waterbury) http://www.wcaaa.org

Centers for Independent Living – Information & Referral, Advocacy, Independent Living Skills Training, Peer Counseling and the Nursing Facility Transition Grant
Statewide Toll Free (800) 261-3769
(Routes calls to the Center below serving the area from which the call originates.)
Center for Disability Rights (203) 934-7077 (West Haven)
Disabilities Network of Eastern Connecticut (860) 823-1898 (Norwich)
Disability Resource Center of Fairfield County (203) 378-6977 (Stratford)
Independence Northwest (203) 729-3299 (Naugatuck)
Independence Unlimited (860) 523-5021 (Hartford)
CT Association of Centers for Independent Living (860) 656-0430 Membership Association of CT Centers for Independent Living

Disability Specific Organizations in Connecticut
Western CT Chapter – National Multiple Sclerosis Society (203) 838-1033 http://www.msswct.org
National Spinal Cord Injury Association – Connecticut Chapter (203) 284-1045

State of Connecticut – Department of Social Services – Bureau of Aging, Community and Social Work Services
CT Home Care for Elders Program (800) 842-1508 http://www.dss.state.ct.us/svcs/CHCPE/
Programs and Services for Persons with Disabilities * (800) 842-1508 http://www.dss.state.ct.us/svcs/adults.htm
Bureau of Rehabilitation Services – Connect to Work Center (800) 537-2549 http://www.brs.state.ct.us/
* Personal Care Assistance Waiver, Acquired Brain Injury Waiver and other programs

State of CT – Department of Mental Health and Addiction Services (800) 446-7348 http://www.dmhas.state.ct.us/
State of CT – Board of Education and Services to the Blind (800) 602-4020 http://www.besb.state.ct.us/
State of CT – Commission on the Deaf and Hearing Impaired (800) 708-6796 http://www.state.ct.us/cdhi/
State of CT – Department of Mental Retardation (860) 418-6000 http://www.dmr.state.ct.us/index.html

→ Relay CT (http://www.relayconnecticut.com/index.htm) - provides telephone accessibility to people who are deaf, hard-of-hearing, or speech-disabled. -- Anywhere in CT - Dial: 711

9/2005
ATTENTION: Resident Council Presidents and Leaders

We would like to provide you with the opportunity to SHARE YOUR SUCCESS with other councils around the state.

During the year, please use this worksheet to let us know about the creative ways your Resident Council resolves residents' concerns and works to make changes in your facility.

Other Presidents of Resident Council and their council members will benefit greatly from your experience and expertise. Information that is most helpful includes a brief description of:

1. the problem or issue addressed by the council
2. what steps the Council took to address the issue
3. the final outcome or progress toward resolution

Please remember, the focus should be on the work of your Resident Council as opposed to recreational activities. As always, thank you for your leadership and commitment to your Resident Council and to the spirit of self-advocacy.

Resident Council/Facility: __________________________________________________________

President/Contact Name: _________________________________________________________
(optional)

Best Practice/Success Story:

Please send to:

Office of the State Long Term Care Ombudsman
State of CT ~ Department of Social Services
25 Sigourney Street ~ 12th floor
Hartford, CT 06106
(Call 1-866-388-1888 with any questions)