State of Connecticut
Long Term Care Ombudsman Program

The Long Term Care Ombudsman Program is authorized to provide their services to individuals residing in "Assisted Living" communities as a result of the passing of **Public Act 04-158**, *An Act Concerning Services Provided by the Long Term Care Ombudsman in Managed Residential Communities* in 2004.

The Long Term Care Ombudsman Program provides support to individuals in making informed decisions about issues affecting their quality of care and quality of life.

Residents of any assisted living community, because of the passing of this Public Act, may access the full array of consumer directed advocacy services offered by the Ombudsman Program.

You can reach the Long Term Care Ombudsman Program toll-free at
1-866-388-1888
or you can contact the Regional office listed on the back of this brochure.

Your Consumer Bill of Rights

As a consumer of Assisted Living services, you have rights that should be provided to you in writing and explained at the time you were admitted:

1. **A description of available services, charges and billing;**
2. **Provide criteria for admission to service;**
3. **Provide information regarding the right to participate in the planning of the care to be given, frequency of visits proposed, nurse supervising care and how to contact the nurse;**
4. **The Assisted Living Agency is responsible for participation in the development and implementation of the consumer service program and the consumer's right to refuse recommended services;**
5. **Consumer should be free from physical and mental abuse and exploitation and to have personal property treated with respect;**
6. **Consumer has the right to receive an explanation of confidential treatment of all their information retained and the requirement for written consent for release of information to any other party;**
7. **Consumer should be made aware of the policy concerning access to his/her service record;**
8. **Consumer should be given an explanation of the complaint procedure and the right to file a complaint without discrimination or reprisal from the agency regarding the provision of care and services, and allegations of physical or mental abuse or exploitation or lack of respect for property by the agency providing agency services;**
9. **The agency has the responsibility to promptly investigate the complaints made by a consumer or his/her family regarding the provision of care and services, any allegations of physical or mental abuse or exploitation or lack of respect for the consumer's property by anyone providing agency services;**
10. **The agency should provide the consumer with the procedure for registering complaints with the Commissioner including the address and phone number of the department;**
11. **The consumer has the right to have services provided by an individual or entity other than an assisted living agency;**
12. **Consumers have rights in circumstances where the consumer may be discharged from the agency or may not be permitted to receive services from the assisted living agency;**
13. **The consumer should be given a description of Medicare-covered services and billing and payment requirements for such services;**
14. **The consumer should be given information advising them of rights under state law to make decisions about medical care, including the right to formulate advanced directives such as living wills and durable power of attorney;**
15. **The consumer has the right to make individual arrangements for assisted living services;**
16. **The consumer should be aware of their right to terminate or reduce services at any time.**

Services Provided to You By the Long Term Care Ombudsman Program

- You can receive individual help if you are having an issue specific to your consumer rights as a consumer of Assisted Living services;
- You can find out information and receive a referral to other programs in support of your rights;
- You can become an advocate by becoming a member or helping to develop an independent Resident Council right where you live;
- The Long Term Care Ombudsman Office serves as an advocate to you on legislative and policy issues affecting long term care consumers;
- You will receive assistance in resolving issues that you may have as a consumer that would require intervention and assistance with complaint resolution;
- You can be referred to legal help if you are being threatened with discharge or eviction from your home.

Call Toll-free 1-866-388-1888
or 860-424-5200
Fax: 860-772-1704

You can also e-mail us:
LTCOP@CT.GOV

Follow us on Facebook:
www.Facebook.com/CTLTCOP

CONNECTICUT
Aging and Disability Services
Long Term Care Ombudsman Program

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55 Farmington Avenue
Hartford CT 06105-3730

The State Department of Rehabilitation Services programs are available to all applicants and recipients without regard to race, color, creed, sex, sexual orientation, age, disabilities, learning disabilities, and national origin, ancestry or language barriers.

The State Unit on Aging Services is an equal opportunity, affirmative action employer. Published by the Public & Government Relations. Publication No. 97-3, April 1997 (Update May21, 2108, Commissioner Amy Porter

Know Your Rights As A Resident

This is your home and your life

Connecticut Long Term Care Ombudsman Program

1-866-388-1888

The Long Term Care Ombudsman Program

A Voice for Residents of Assisted Living Communities

1-866-388-1888