

VOLUNTEER RESIDENT ADVOCATE PROGRAM...

One of the most successful ways the Ombudsman program has of helping residents is its Volunteer Resident Advocate Program. The Regional Ombudsman trains volunteers in residents' rights, problem solving, interviewing skills, negotiating, working with nursing home staff, and the health care system. After training, Volunteer Resident Advocates are asked to spend 4 hours per week in one assigned nursing home and help residents solve problems or concerns.

The Volunteer Resident Advocate may speak to the dietician about a resident's desire for a change in diet, let the nurse know a resident needs more timely assistance, or discuss with the administrator a resident's idea for weekend activities. Volunteer Resident Advocates and the Office of The State Long Term Care Ombudsman support quality of life and care for residents by listening to and working for resident's needs and interest and helping residents and families work with nursing home staff for changes to improve nursing home life and care. They help residents, their families and staff communicate better with each other. Volunteer Resident Advocates are enriched by making new friendships, gaining increased understanding of nursing home issues, and by the satisfaction of knowing they are making a real difference in the lives of others.

**CONTACT YOUR
REGIONAL OMBUDSMAN:
TOLL FREE NUMBER 1-866-388-1888**

**REGION I WESTERN
INTAKE NUMBER 203-597-4181**

**Bridgeport Office
1057 Broad Street
Bridgeport, CT 06604**

**Waterbury Office
249 Thomaston Avenue
Waterbury, CT 06702**

**REGION II SOUTHERN
INTAKE NUMBER 860-823-3366**

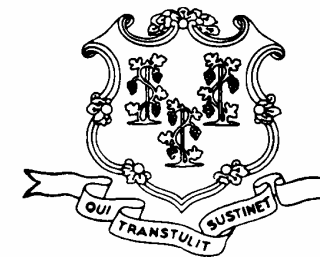
**New Haven Office
414 Chapel Street
New Haven, CT 06511**

**Norwich Office
401 West Thames St.
Norwich, CT 06360**

**REGION III NORTHERN
INTAKE NUMBER 860-424-5221**

**Hartford Office I
3580 Main Street
Hartford, CT 06120**

**Hartford Office II
3580 Main Street
Hartford, CT 6120**



The Long Term Care Ombudsman Program and The Volunteer Resident Advocate Program

**A Voice For Residents Of Nursing
Homes, Residential Homes And
Assisted Living.**

WHAT IS THE LONG TERM CARE OMBUDSMAN PROGRAM?

The Long Term Care Ombudsman Program works to improve the quality of life and quality of care of Connecticut citizens residing in nursing homes, residential care homes and assisted living. All Ombudsman activity is performed on behalf of, and at the direction of residents. All communication with the residents, their family members or legal guardians, as applicable, is held in strict confidentiality. The LTCOP responds to, and investigates complaints brought forward by residents, family members, and/or other individuals acting on their behalf. Ombudsmen offer information on consultation to consumers and providers, monitor state and federal laws and regulations, and make recommendations for improvement. The program also recruits, trains, and supervises Volunteer Resident Advocates who assist residents in resolving concerns.

WHAT DOES THE LONG TERM CARE OMBUDSMAN PROGRAM DO FOR RESIDENTS IN LONG TERM CARE SETTINGS?

RECEIVES and looks into complaints, and assists residents to resolve problems.

EDUCATES residents and families about their rights.

EMPOWERS and supports residents and families to discuss concerns with nursing home staff.

PROVIDES information regarding long-term care programs and services

ADVOCATES improvements in state and federal laws and regulations.

REPRESENTS residents' interests before governmental agencies.

IDENTIFIES and seeks to remedy gaps in facility, government, or community services.

RESPECTS the privacy and confidentiality of residents.

Our services are free and confidential.

THE VOLUNTEER RESIDENT ADVOCATE PROGRAM

WHAT IS A VOLUNTEER RESIDENT ADVOCATE?

- A person who is concerned with protecting the civil and human rights of persons in long-term care facilities.
- A problem solver and a mediator.
- A resource for information and referral
- A resident's representative to resolve complaints.

WHO CAN USE THE SERVICE OF THE VOLUNTEER RESIDENT ADVOCATE?

- Residents in any long-term care facility that has a resident advocate assigned.
- Friends and relatives of long-term care residents.
- Long-term care facility staff and administrators acting on behalf of residents.

IS THE VOLUNTEER RESIDENT ADVOCATE AN EMPLOYEE OF THE NURSING HOME?

No. The Resident Advocate is a volunteer trained and supervised by the Long Term Care Ombudsman Program of the Connecticut Department of Social Services.

YOUR RIGHTS AS RESIDENT OF A LONG TERM CARE FACILITY...

YOU HAVE THE RIGHT TO:

- Be treated with respect and dignity.
- Participate in making decisions about your care, and about aspects of your life in the nursing home that are significant to you.
- Be free from chemical and physical restraints.
- Manage your own finances or receive help from the nursing home to manage them.
- Voice grievances without fear of retaliation.
- Associate and communicate privately with any person of your choice.
- Send and receive personal mail.
- Have your personal and medical records kept confidential.
- Apply for state and federal financial assistance without fear of discrimination.
- Be fully informed prior to admission of your rights, services available, and any charges.
- Be given advanced notice and the right to appeal a transfer or discharge.

You are entitled to seek help to exercise your rights from advocates outside the facility. For more information, write or call your Regional Ombudsman.

The Department of Social Services' programs 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 Department has TDD/TTY 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 Department of Social Services is an equal opportunity, affirmative action employer. Published by the Public & Government Relations Office of the Connecticut Department of Social Services. Publication No. 97-3, April 1997 (Updated April 18, 2006) - Patricia A. Wilson-Coker, Commissioner.