



State of Connecticut
Department of Aging and Disability Services
Long-Term Care Ombudsman Program

3/10/2020

Dear Resident, Family Member and Responsible Party,

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 communities. One of the roles of the State Long-Term Care Ombudsman is to provide information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues. Currently the Department of Public Health is asking that all Chronic and Convalescent Nursing Home and Rest Homes with Nursing Supervision impose restrictions on visitors.

These are precautions to protect the health and safety of all residents. While we understand these restrictions can be difficult, we want to assure you that the health and safety of residents is the primary goal. These steps will help prevent and delay the spread of Coronavirus. We are encouraging Long-Term Care communities to explore alternate ways of communication, like video chatting, so residents can remain in communication with their family and friends.

We understand that this may be difficult but are asking for your assistance in keeping residents' wellbeing as the priority.

Sincerely,

A handwritten signature in blue ink that reads 'Mairead Painter'.

Mairead Painter

State Long-Term Care Ombudsman

55 Farmington Avenue • 12TH Floor, Hartford, CT 06105-3725

Phone: (860) 424-5200 Toll Free: 1-866-388-1888 • Right Fax: (860) 772-1704 Email:

LTCOP@ct.gov

Web: www.portal.ct.gov/AgingAndDisability
An Equal Opportunity / Affirmative Action Employer