



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

4/8/2020

Dear Resident, Family Member or Responsible Party,

I want to take this opportunity to update you about measures being taken to protect the rights, health and safety of nursing home residents. As explained in my March 30, 2020 joint letter with the Department of Public Health (DPH), there have been positive tests for the coronavirus (COVID-19) in many nursing homes across our state.

Throughout this pandemic the Governor, in consultation with the State Department of Public Health, has had to make difficult decisions. I am thankful that they have kept the rights of residents, including first and foremost the right to appropriate medical care, at the forefront of this decision making. We have every indication that the rights, health, safety and wellbeing for Connecticut's nursing home residents remain a priority.

In order to meet the level of care some residents may need, designated nursing homes will provide specialized services and therefore be identified as COVID Recovery Facilities. The ability to also provide physical distancing is an attempt to slow and reduce the spread of the virus. COVID Recovery Facilities will have access to higher levels of care and services in order to treat residents with increased needs. All other homes will continue providing care in a traditional manner and that may include the care of COVID-19 positive residents who do not require specialized care and services.

We have been told that any moves would be on a voluntary basis and **IF** there were any need for an involuntary move, under the Governor's Executive order, it would only be under limited circumstances and in consultation with the Medical Director, the Hospital, the Long-Term Care Ombudsman and DPH.

If a resident who has tested COVID-19 positive has been determined to need the specialized care and services of a COVID Recovery Facility, there will be a recommendation made by the resident's doctor. The doctor will then discuss this recommendation with the resident, family and/or responsible party. If a move is the next step, the nursing home will work to facilitate the move.

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The nursing homes that are designated as specialized COVID Recovery Facilities may have residents who have tested negative and wish to move to a traditional nursing home or unit that is COVID-19 unknown. Residents who have tested COVID-19 negative and have elected to transfer will go to a quarantined section of the traditional nursing home for 14 days. Again, all transfers will be recommended or in consultation with the doctor and moves will be coordinated by the care team at your nursing home.

We also understand that this period of physically distancing will remain in effect until it is deemed that the risk of transmission has been remedied. At that time, there will be a process to facilitate how residents can return to their nursing home of origin.

I know this is a great deal of information, potentially leaving you with more questions and that is very understandable. Throughout this process the Long-Term Care Ombudsman Program as well as all of the State agencies involved will be here to provide you with the most up to date and accurate information.

I will continue to host Facebook live events Mon, Wed and Fri. at 5:30 pm. To watch or ask questions, please visit the Connecticut Long Term Care Ombudsman Program's Facebook Page at <https://www.facebook.com/CTLTCOP>.

If you have specific questions or concerns related to your nursing home, you can contact the Long-Term Care Ombudsman's office toll-free at: **1-866-388-1888** or contact our Central Office by calling **860-424-5200**.

Please remember it is normal to have questions, feel uneasy or even scared. Our offices as well as the care team members at your nursing home are here for you. Reach out, talk about how you are feeling. We need to do things differently right now but will continue to offer support so that we can get through this together.

Sincerely,



Mairead Painter

State Long-Term Care Ombudsman