



– Growing Older Together –

Telephone: (860) 424-5274

Toll Free: 1-866-218-6631

Website: [www.ct.gov/aging](http://www.ct.gov/aging)



Telephone: (860) 424-5200

Toll Free: 1-866-388-1888

Website: [www.ltcop.ct.gov](http://www.ltcop.ct.gov)

Dear Resident and Resident Representative,

At this time you are receiving a letter from the management of your nursing home informing you they are seeking approval from the Department of Social Services (DSS) to close this home. I know this news raises questions and possibly concerns for you. There are specific steps that must be followed before the Department of Social Services makes a decision about whether to approve a closure and **residents have rights throughout this process**.

The letter from the facility management to the CT DSS is called a “Letter of Intent” (LoI). This is just the beginning of a process that is outlined in Connecticut General Statute 17b-352. The Letter of Intent requests that DSS sends the nursing home the forms for a Certificate of Need (CoN) application. This is the formal application to close the nursing home.

A public hearing will be scheduled and held at the nursing home. I encourage you to participate in the hearing. If you would like to speak at the hearing you will be asked to sign up that day. You may also submit written testimony. Either way you choose, this is an opportunity to say what a potential closing means for you. After the hearing DSS will gather all information related to the request, including all oral and written testimony, and the CoN application and will make a decision within ninety days about granting a closure.

In the coming weeks you may see people visiting the nursing home that you don’t know. You always have the right to understand what they want to talk with you about and you may refuse to talk with them if you choose. Importantly, you should not feel pressured to make any choices or decisions immediately. The Ombudsman Program will schedule a meeting with residents and families to talk about the upcoming activities and what to expect. Notification of this meeting will be provided soon.

This is your home and the question of your home possibly closing is upsetting. The Ombudsman Program will support and help you throughout the process. If the home is approved for closing you may choose to move to another nursing home or you may want to consider other options. There are community living options which include long-term services and supports and there will be people available to discuss those alternatives with you. Please contact us with any questions that arise.

55 Farmington Ave.  
Hartford, Ct. 06105



The Long-Term Care Ombudsman Program is responsible to ensure the residents welfare and rights are protected. Members of the Ombudsman Program will be at your home throughout this process to make sure you are extended all your rights and protections under the law. It is my job as your State Ombudsman to ensure that this whole process meets your needs and respects your rights. You should have every opportunity to have the information you need to make informed decisions and not feel rushed or coerced into making premature or uninformed decisions. The Ombudsman contact information is available to you and you are encouraged to contact us with any questions. Please do not hesitate to contact the Regional Ombudsman or the Office of the State Ombudsman.

Best regards,

The Office of the Long-Term Care Ombudsman

55 Farmington Ave.  
Hartford, Ct. 06105

