



The New Jersey Office of the Long-Term Care Ombudsman

The New Jersey Office of the Long-Term Care Ombudsman (LTCO) is an independent advocate for adults of all ages living in long-term care communities. Representatives of the Office work with residents to help them resolve concerns about their care. The LTCO also seeks to bring about needed change to long-term care systems on local, state, and federal levels through legislative and policy advocacy.

The LTCO is responsible for securing, preserving, and promoting the health, safety, and welfare of New Jersey's long-term care population through various LTCO programs:

- Investigations
- Resident Experience Program
- Volunteer Advocate Program
- Regional Ethics Committees
- I Choose Home NJ

All LTCO staff, regardless of the program to which they are assigned, are designated representatives of the Ombudsman and have full authority under state and federal law to investigate allegations of abuse, neglect and exploitation of residents of long-term care facilities.



New Jersey Office of the
Long-Term Care
Ombudsman
P.O. Box 852
Trenton, NJ 08625-0852

(877) 582-6995

In an emergency, please call 911
The LTCO is not a first responder.

Fax

(609) 943-3479

Email

ombudsman@ltco.nj.gov

Website

www.nj.gov/ltco



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New Jersey
L.T.C.O.
Long-Term Care Ombudsman
1-877-582-6995
Guidance. Support. Advocacy.



**AN INDEPENDENT
ADVOCATE FOR
LONG-TERM CARE
RESIDENTS**

**VISIT OUR
WEBSITE FOR
MORE
INFORMATION**



Investigations: Guidance. Support. Advocacy.

The primary goals of LTCO Investigations are to resolve a problem to the satisfaction of the resident and to ensure that the resident's rights and dignity are upheld and that the resident is safe from abuse, neglect and exploitation. The LTCO is a resident-centered program and takes direction from the resident whenever possible. Serious violations of state or federal laws or regulations may be referred to a regulatory or law enforcement entity for further action.

To make a complaint about a long-term care facility, call the LTCO intake line at 1-877-582-6995, press option #1, or file a complaint on our website, www.nj.gov/ltdco or email us at ombudsman@ltdco.nj.gov.

Volunteer Advocate Program: Making a Difference through Advocacy

Volunteer Advocates receive 36 hours of intensive virtual training and are asked to spend at least four hours a week visiting residents in the nursing home to which they are assigned. Volunteer Advocates are an extension of the Office and are trained to observe and assess quality of care and to advocate for long-term care residents' rights.

Virtual training sessions are ongoing and Volunteer Advocates are always needed! If you are interested in having a direct and meaningful impact on the lives of those living in nursing homes, contact the LTCO today. **For more information, call the Volunteer Advocate Program at 1-877-582-6995, press option #3, or apply online at www.nj.gov/ltdco or email volunteer@ltdco.nj.gov.**

Regional Ethics Committees: Difficult Decisions and Ethical Guidance

As individuals grow older and struggle with advanced illness and frailty, they, their families and their care providers will likely be faced with difficult decisions about their care and treatment. Decisions can include whether to provide or remove particular treatments. The role of the Ombudsman in these situations is to ensure that decision-making is resident-focused and consistent with ethical and legal standards. One of the ways this is achieved is through Regional Ethics Committees (REC), which provide education, conflict resolution and ethical guidance to facilities, families and residents when difficult decisions need to be made.

For more information about the REC Program call 1-877-582-6995, press option #6.

Resident Experience Program: Engaging Residents Where They Live

The Resident Experience Program fosters person-centered care and the dignity and well-being of people living in long-term care facilities. Staff members known as Resident Experience Investigators (REIs) strive to protect residents' rights and ensure that they enjoy opportunities to engage in structured, meaningful activities and can access services — hair and nail care, for example — that boost their self-image. REIs make unannounced visits to long-term care facilities to interact directly with residents. With consent, REIs advocate with residents and facility staff and administration to resolve issues. REIs visit long-term care facilities quarterly — or more frequently, based on complaints or resident input. **To learn more about the Resident Experience Program, call 1-877-582-6995, press option #5.**

Community Engagement Program: Building Community, Creating Change

The Community Engagement Program is a new program within the LTCO Office. It is rooted in the philosophy that those most impacted — residents and families and other care partners — should guide the transformation of the long-term care system. They have the expertise to (1) name challenges/problems with system, (2) identify ways to solve those problems and (3) describe what they need for their lives to be more meaningful and enjoyable. The CE program, in collaboration with residents and families and other care partners, seeks to facilitate building networks of residents and families/care partners to support each other, break down isolation, and identify where to put energy. **For more information or if you are interested in getting involved, call the Community Engagement Program at 1-609-690-4740 or email community@ltdco.nj.gov.**

I Choose Home NJ: A Nursing Home May Not Be the Only Option

The LTCO has partnered with the NJ Department of Human Services to promote the state's federally-funded Money Follows the Person program, called I Choose Home NJ (ICHNJ).

The two main goals of ICHNJ are: to move people out of nursing homes and developmental centers back into the community and to re-invest Medicaid dollars used for nursing home care back into home- and community-based services. Residents of nursing homes and developmental centers who are eligible for Medicaid and have been living in a long-term care setting for more than 60 days may be able to move to an independent community setting with appropriate supports and services. **If you are interested in learning more, please call ICHNJ at 1-855-466-3005 or visit the website at www.ichoosehome.nj.gov.**