



The Beacon

A Newsletter for Long-Term Care Residents

August 2026

OMBUDSMAN: NEW NURSING HOME HELP LINES SHOULD NOT REPLACE INDEPENDENT ADVOCATES



Staff members and Certified Volunteer Advocates with the Long-Term Care Ombudsman (LTCO) have seen posters pop up in nursing homes lately advertising new services to support residents and family members.

These new services bill themselves as a communication partner, a concierge, or a complaint and compliance hotline.

The common thread is that these services give residents or family members a single, 24/7 point of contact. They get a person on the line who will listen to their concerns, route them to the right place, and then follow up to ensure that the issues were resolved.

Laurie Facciarossa Brewer, New Jersey's Long-Term Care Ombudsman, said she welcomes any effort to improve the quality of life in nursing homes, and these services might make a real difference. Yet she cautions residents and their loved ones that these troubleshooters ultimately answer to the nursing home.

"There are times when you need an independent advocate on your side, and these services are not that," Brewer said. "They can be a great resource. They can build on what a resident council or family council already does to help improve conditions in a nursing home. But when you believe a resident's rights were violated or that they were abused, neglected, or exploited, you need someone independent of the facility to investigate. In those situations, the first call should go to the LTCO. That is why we are here."

"...But when you believe a resident's rights were violated or that they were abused, neglected, or exploited, the first call should go to the LTCO."

To file a complaint with the LTCO –



1-877-582-6995



ombudsman@ltco.nj.gov



www.nj.gov/ltco

The New Jersey Department of Health regulates long-term facilities in New Jersey. To report complaints about care and treatment in nursing homes, call **1-800-792-9770**.

Residents' Rights Corner: It's Your Money



Did You Know? As a long-term care resident, you have the right to manage your own finances or to delegate the responsibility to someone of your choice. You also have a right to deposit funds or property with your facility for safe keeping.

Your nursing home must give you access to that money or property during reasonable, specified hours and provide a quarterly written account of your funds and belongings.

Know Your Rights! Visit www.nj.gov/ltrco to learn more.



Word list:
BEACH
CAMP
PARK
PICNIC
POOL
POPSICLE
SANDALS
SUNSET
SWIMSUIT
VACATION



Tell me something you love about summertime.



*I am an outside kind of person. I love being outdoors at all times. I liked to walk my dogs early in the morning in the summer. And **NOTHING** beats the Jersey Shore. I love the ocean. - Lisa M*



I love every day of life not just in the summertime. But one thing I do love about summer is sweet corn on the cob. My son would husk it, put butter and salt and pepper on it and then grill it. I can taste it right now! - George H



I used to love going out horseback riding. I had so many horses and it was just wonderful to be out in the sunshine riding around. - CeeCee P

New Jersey Office of the Long-Term Care Ombudsman

Laurie Facciarossa Brewer, LTC Ombudsman

www.NJ.GOV/LTCO

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