

- (1) information. Other persons may include, but are not limited to, the friends and family of the resident involved, and if there is a specific resident involved, the staff of the facility, representatives from involved or relevant public and private agencies or the legal representative of the resident. The representatives of the Long-Term Care Ombudsman's Office shall make written recordings of all statements by all persons being interviewed.
 - (2) In the course of an investigation any representative of the Long-Term Care Ombudsman's Office may observe the functioning of the entire facility and may interview residents at random. Except when the facts warrant immediate action, investigations shall be carried out at reasonable times and without interference with resident care.
 - (3) Nothing in these regulations will be construed as permitting a nursing home, a representative of the Long-Term Care Ombudsman's Office or any other person, to interfere with the proper medical treatment of any resident.
- (a) Confidentiality of Complaints
- (1) Complaints are not deemed public record and are not subject to the provisions of section 1-201 of the Connecticut General Statutes. Information derived from complaints may be disclosed by the State Ombudsman, however, in no case shall the name of the resident or the complainant be disclosed as provided in section 17b-411-10(e) of the Regulations of Connecticut State Agencies.
 - (2) A report of the findings of the investigation may be available for review by the parties involved in the complaint with the written authorization of the resident or the resident's legal representative. However, the actual complaint filed by the complainant shall not be available for review.
 - (3) The name of the complainant or any person or any identifying information mentioned in the complaint or in the investigation report shall not be disclosed except in accordance with section 17b-411-10(e) of the Regulations of Connecticut State Agencies.

(NEW) 17b-411-13. Conflict of Interest

- (a) Matters of Discipline, Suspension or Termination. Pursuant to 17b-400(c) of the Connecticut General Statutes, the State Ombudsman and Regional Ombudsmen are classified service positions. Matters of discipline, suspension or termination of the State Ombudsman or a Regional Ombudsman by the host agency shall be governed by state laws that apply to such classified service positions.
- (b) State Ombudsman. Any individual who has the following conflicts of interest, or any individual who has an immediate family member with the following conflicts of interest,