Resources

Call to report abuse and concerns:

NYS Department of Health
Nursing Home Hotline
1-888-201-4563
Adult Home Hotline
1-866-893-6772

NYS Office of Children and Family Services
1-518-473-7936
**to report concerns for residents of family type homes*

NYS Commission on Quality of Care and Advocacy for Persons with Disabilities Hotline
1-800-624-4143
**to report concerns for residents with mental health issues living in adult homes*

NYS Department of Health Hospital Hotline
1-800-804-5447

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NYS Long-Term Care Ombudsman Program

2 Empire State Plaza
Albany, NY 12223
NYS Senior Citizens' Help Line
Phone: 1.800.342.9871
Fax: 518.474.7761
www.ltcombudsman.ny.gov

New York State

Long-Term Care Ombudsman Program

Advocating for Residents!

New York State Office for the Aging

Michael J. Burgess
Director

Mark Miller
State Ombudsman

The LTC Ombudsman Program is an advocate and resource for persons who reside in long-term care facilities such as nursing homes, assisted living and adult care facilities.

Ombudsmen help residents and their families understand and exercise their rights to quality care and quality of life. The program advocates for residents at both the individual and systems levels by:

- receiving, investigating and resolving complaints made by or on behalf of residents
- promoting the development of resident and family councils
- informing governmental agencies, providers and the general public about issues and concerns impacting residents of long-term care facilities

In **New York**, the program is operated under the direction of the State Ombudsman and administratively housed within the State Office for the Aging (NYSOFA). It provides advocacy services through a network of 40 local programs and 900 volunteers statewide. Each local ombudsman program has a designated ombudsman coordinator who recruits, trains and supervises volunteers that provide a regular presence in nursing homes and adult care facilities.

Ombudsmen respond to a variety of concerns about long-term care including:

- Quality of care
- Abuse and neglect
- Rights violations
- Lost and stolen belongings
- Dietary concerns
- Discharge, eviction or termination of services
- Public benefits programs
- Cost of care

For additional information:
Contact the New York State Long Term Care Ombudsman Program at 1-800-342-9871 or visit the NY State Ombudsman Program website:
www.ltcombudsman.ny.gov