



Office of the State Long Term Care Ombudsman

Under the federal Older Americans Act, every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system. Each state has an Office of the State Long-Term Care Ombudsman, headed by a full-time State Long-Term Care Ombudsman, who directs the program statewide. Professionally trained and certified staff and volunteers for this program are designated by the NYS Long Term Care Ombudsman across the state as representatives to directly serve residents and their representatives in long-term care facilities.

The NYS Ombudsman Program is an effective resource for older adults and persons with disabilities who live in long-term care facilities, inclusive of nursing home, assisted living and other licensed adult care facilities. It is an advocacy program that promotes and protects the health, safety, welfare and rights of long-term care residents. Ombudsmen, through education, empowerment, and advocacy, help residents understand and exercise their rights to good care in an environment that promotes and protects their dignity and quality of life.

The core mission of the Ombudsman Program is to receive, investigate and assist in resolution of complaints made by or on behalf of residents in long term care facilities. Additionally, Ombudsmen can support and promote the development of resident and family councils within facilities as well as inform governmental agencies, providers and the public about issues and concerns impacting residents of long-term care facilities. Ombudsman services are free of charge and can be accessed whenever a resident and/or their representative needs assistance with concerns within a long-term care facility. All matters shared with Ombudsman Program staff or volunteers are kept confidential unless permission is granted to share concerns with others.

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

- Resident rights
- Environmental concerns
- Discharge, transfer, eviction concerns
- Personal and quality of care concerns
- Quality of life issues

For information or assistance, please contact:

Office of the New York State Long Term Care Ombudsman Program

2 Empire State Plaza

Albany, NY 12223

1-855-582-6769

www.ltcombudsman.ny.gov