"Ombudsmen help residents and their families understand and exercise their rights to quality care and quality of life."

Office of the State Long Term Care Ombudsman Program

Local Ombudsman Phone:

607-274-5498

Tompkins County Office for

the Aging serving Chemung,

Schuyler, and Tompkins Counties

LTCOP Help Line Phone:

1.855.LTCOPNY

1(855) 582-6769

Fax: 518.474.7761

www.ltcombudsman.ny.gov

NEW YORK STATE OF OPPORTUNITY.

Office of the State Long Term Care Ombudsman

Educating
Empowering
Advocating

Mark Miller
State Ombudsman

NEW YORK STATE OF OPPORTUNITY. Office of the State Long Term Care 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 15 regional programs and 1000 volunteers statewide. Each regional 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 or assistance please contact us:

Office of the New York State Long Term Care Ombudsman
2 Empire State Plaza
Albany, NY 12223

1-855-LTCOPNY
1-855-582-6769

www.ltcombudsman.ny.gov