



June 29, 2022

Dear Designated Representative,

Elmhurst Care Center remains committed to providing transparent care and services to you and your loved one. In this mailing you will find information on The New York State Long Term Care Ombudsman Office, the New York State Nursing Home Profiles website, and the CMS Nursing Home Compare website. We will be providing you with this information twice yearly going forward.

Should you have any questions or concerns regarding your loved one's care while at Elmhurst Care Center, we encourage you to speak with a member of our Social Services Department (718-205-8100) who would be happy to help resolve your concerns or help you navigate making a formal grievance. We take all concerns seriously and aim to resolve them as expeditiously as possible while maintaining proper protocol and procedures.

I thank you for taking the time to review this information and encourage you to reach out to a member of our Social Services Department for any questions regarding this mailing.

Sincerely,

Kristen Wiltshire, LCSW

Director of Social Services

New York State Nursing Home Profiles Website: <https://profiles.health.ny.gov>

Nursing Home Compare Website CMS: <https://www.medicare.gov>



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 utilize the attached page to contact your local regional ombudsman office, or contact the State office at:

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



**Office of the State
Long Term Care
Ombudsman**

Long Term Care Ombudsman Program Directory

<p>LIFESPAN-Long Term Care Ombudsman Program Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, Yates Counties 1900 South Clinton Ave. Suite 13 Rochester, NY 14618 585-287-6414</p>	<p>Catholic Charities Senior and Caregiver Support Services Albany, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington Counties 1462 Erie Boulevard, 2nd Floor Schenectady, NY 12305 518-372-5667</p>	<p>Center for Independence of the Disabled New York Bronx, Kings, New York, Queens, Richmond Counties 1010 Avenue of the Americas Suite 300 New York, NY 10018 Bronx, Manhattan & Richmond: 212-812-2901 Kings, Queens: 212-812-2911</p>
<p>Long Term Care Community Coalition-Tri County LTC Ombudsman Program Putnam, Rockland, Westchester Counties 10 North Street Cold Spring, NY 10516 914-500-3406</p>	<p>Long Term Care Community Coalition-Hudson Valley LTC Ombudsman Program Columbia, Dutchess, Greene, Orange, Sullivan, Ulster Counties 82 Washington St. Suite 201A Poughkeepsie, NY 12601 845-229-4680</p>	<p>Tompkins County Office for the Aging Chemung, Schuyler, Tompkins Counties 214 W Martin Luther King Jr./State St. Ithaca, NY 14850 607-274-5498</p>
<p>North Country Center for Independence Clinton, Essex, Franklin Counties 80 Sharron Avenue Plattsburgh, NY 12901 518-562-1732</p>	<p>Northern Regional Center for Independent Living Jefferson, Lewis, St. Lawrence Counties 210 Court St #107 Watertown, NY 13601 315-785-8703</p>	<p>Resource for Independent Living: LIFE at RCIL Herkimer, Madison, Oneida, Otsego Counties 131 Genesee St PO Box 210 Utica, NY 13503 315-272-1872</p>
<p>ARISE Child and Family Service Cayuga, Cortland, Onondaga, Oswego Counties 635 James St. Syracuse, NY 13203 315-671-5108</p>	<p>Action for Older Persons Broome, Chenango, Delaware, Tioga Counties 200 Plaza Dr., Suite B Vestal, NY 13850 607-722-1251</p>	<p>Family Service League Suffolk County 1444 5th Avenue Bayshore, NY 11706 631-470-6755</p>
<p>Family and Children's Association Nassau County 377 Oak Street, Fifth Floor Garden City, NY 11530 516-466-9718</p>	<p>AIM Independent Living Center Allegany, Steuben Counties 271 E. First Street Corning, NY 14830 607-962-8225</p>	<p>People Inc. Cattaraugus, Chautauqua, Erie, Niagara Counties 2747 Main St. 2nd Floor Buffalo, NY 14214 716-817-9222</p>