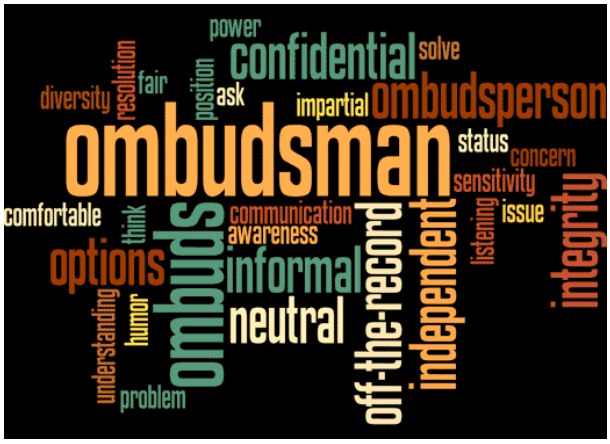

Ombudsman Program

The New York State Office of the Long Term Care Ombudsman Program (LTCOP) is an advocate and resource for persons who reside in long-term care facilities such as nursing homes, assisted living, and board and care homes. Those seeking LTCOP assistance or wishing to volunteer for the program should call **1-855-582-6769**.

Ombudsmen help residents and their families understand and exercise their rights to good care in an environment that promotes and protects their dignity 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; promotes the development of resident and family councils; and informs governmental agencies, providers, and the general public about issues and concerns impacting residents of long-term care facilities. In New York State, LTCOP is administratively housed within the state Office for the Aging (NYSOFA), and provides advocacy services through a network of 15 regional programs.

Volunteers are the backbone of LTCOP. Each regional ombudsman program has a designated ombudsman coordinator who recruits, trains, and supervises a corps of trained volunteers. These volunteers provide a regular presence in nursing homes and board and care facilities throughout the state.

If you are interested in volunteering, please contact the New York State Office of the Long Term Care Ombudsman at 1-855-582-6769 or visit the LTCOP website at www.ltcombudsman.ny.gov for more information.

In Onondaga County contact:
Margaret Cummings, Ombudsman Program Manager, at 315-671-5108
mcummings@ariseinc.org
https://www.ariseinc.org/services/accessibility-disability-aging-services/ombudsman-program/

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