



Office of the State Long Term Care Ombudsman

根据联邦政府的《美国长者法案(Older Americans Act)》，各州都必须按要求设立一个监察专员计划，以处理有关改善长期护理系统的投诉和倡导事宜。各州都应设立一个州长期护理监察专员办公室，由一名全职的州长期护理监察专员领导，并负责全州范围内的所有计划。为该计划提供服务的经过专业培训和认证的人士以及志愿者将由纽约州长期护理监察专员分配到全州各个地区，并作为其代表为各个长期护理设施中的居民及其代表直接提供服务。

纽约州监察专员计划是一项专为生活在长期护理设施（包括养老院、生活辅助设施和其他经认证成人护理设施）中的年长者与残障人士提供服务的有效资源。它同时也是一项倡导计划，致力于推动和保护长期护理机构居民的健康、安全、福祉和权利。监察专员将通过普及教育、保障权利和倡导发声，帮助机构居民了解和行使自身权利，以保障他们在提升与保护其尊严与生活质量的环境中生活并获得良好照顾。

监察专员的核心任务是接收、调查和协助解决长期护理机构居民提出或他人代为提出的投诉。此外，监察专员还可以支持和推动设施内居民和家庭委员会的发展，并向政府部门、医疗服务提供者以及公众通报对长期护理机构居民产生影响的问题与关切。监察专员将提供免费服务，居民和/或其代表如有关于长期护理机构的任何疑虑，可随时向该专员寻求协助。所有与监察专员计划工作人员或志愿者分享的事宜均将保密，除非获得许可与其他方共享该信息。

监察专员负责处理与长期护理相关的各类问题，包括：

- 居民权利
- 环境问题
- 出院、转移和驱逐问题
- 个人和护理质量问题
- 生活质量问题

如需获得信息或协助，请使用随附页面联系您当地的监察专员办公室，或联系州办公室：

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>