



## Office of the State Long Term Care Ombudsman

Dapre Lwa Federal Pou Moun Ameriken ki Aje a, chak eta dwe gen yon Pwogram Ombudsman ki trete plent epi ki defann amelyorasyon nan sistèm swen ki dire lontan yo. Chak eta gen yon Biwo Leta Obudsman Pou Swen Ki Dire Lontan, ki gen nan tèt li yon Obusman Pou Swen Ki Dire Lontan, ki dirije pwogram nan nan tout eta a. Se NYS Long Term Care Ombudsman ki chwazi pwofesyonèl ak volontè pou travay nan pwogram sa nan tout eta a antanke reprezantan ki la pou sèvi rezidan yo ak reprezantan yo nan lokal yo bay swen ki dire lontan yo.

Pwogram Ombudsman NYS la se yon resous ki efikas pou moun aje ak moun ki andikape k ap viv nan lokal yo bay swen ki dire lontan yo, sa gen ladan kay kote yo pran swen moun aje yo, rezidans sèvis yo ansanm ak lòt kote ki la pou pran swen granmoun. Se yon pwogram defans ki ankouraje e ki pwoteje sante, sekirite, byennèt ak dwa moun ki rete kote yo bay swen ki dire lontan yo. Ombudsmen, atravè edikasyon, kapasite l bay, ak defans li fè, ede rezidan yo konprann epi pwofite dwa yo genyen pou yo jwenn bonjan swen nan yon anviwònman ki ankouraje e ki pwoteje diyite yo ak kalite vi yo.

Misyon prensipal Pwogram Ombudsman nan se pou resevwa, mennen investigasyon epi ede nan rezoud plent rezidan yo fè oswa moun fè pou yo nan lokal kote yo bay swen alontèm yo. Anplis de sa, Ombudsmen ka sipòte epi ankouraje devlopman rezidan ak konsèy fanmi yo nan lokal yo epitou enfòmasyon ajans nan gouvènman yo, founisè yo, ak piblik la konsènan pwoblèm ki gen enpak sou rezidan ki nan lokal yo bay swen ki dire lontan yo. Sèvis Ombudsman yo gratis e yon rezidan ka jwenn yo nenpòt lè yo menm ak/oswa reprezantan yo bezwen èd ak yon enkyetis nan yon lokal yo bay swen ki dire lontan. Tout enfòmasyon yo pataje ak anplwaye Pwogram Ombudsman nan oswa volontè yo rete konfidansyèl sof si yo ta resevwa pèmisyon pou pataje yo ak lòt moun.

### **Ombudsmen reponn ak yon seri pwoblèm konsènan swen ki dire lontan e sa gen ladan:**

- Dwa rezidan yo
- Enkyetid sou anviwònman
- Enkyetid konsènan lè pou yo kite lokal la, jwenn transfè oswa mete yo deyò
- Enkyetid pèsònèl ak sou kalite swen yo
- Pwoblèm konsènan kalite vi

Pou plis enfòmasyon oswa èd, tanpri itilize paj ki atache a pou w kontakte biwo lokal rejyonal ombudsman ou a, oswa kontakte biwo Eta a nan:

**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](http://www.ltcombudsman.ny.gov)



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

**Long Term Care Ombudsman Program Directory**

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