

# Educating Empowering Advocating



The New York State Long Term Care Ombudsman Program services are made possible through funding from the New York State Office for the Aging and U.S. Department of Health and Human Services, Administration for Community Living.



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

For more information about volunteering for the Ombudsman Program anywhere in Herkimer, Madison, Oneida, or Otsego Counties, please contact:

**LIFE @ RCIL**  
(RCIL) 131 Genesee St  
Utica, NY 13503  
315-272-1872 or  
[www.rcil.com](http://www.rcil.com)

**LTCOP Helpline:**  
**1-855-LTCOPNY**  
**1-855-582-6769**

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



Kathy Hochul  
Governor  
Claudette Royal  
State Ombudsman



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Long Term Care  
Ombudsman**

**The LTC Ombudsman Program** is an advocate and resource for people 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 by receiving, investigating, and working to resolve complaints made by or on behalf of residents.



**Ombudsmen respond to a variety of issues about long-term care including:**

- Residents' rights
- Environmental concerns
- Discharge and eviction
- Personal care concerns
- Quality of life issues

For additional information or assistance:

**Office of the New York State  
Ombudsman  
2 Empire State Plaza  
Albany, NY 12223**

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