



Office of the State
Long Term Care
Ombudsman

Educating Empowering Advocating



Long Term Care Ombudsman
Program for New York City (Bronx,
Brooklyn, Manhattan, Queens,
Staten Island)

1010 Avenue of the Americas,
Suite 301, New York, NY 10018

Phone: 1-888-855-9807 or
ltop@cidny.org



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.

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

www.ltcombudsman.ny.gov

Kathy Hochul
Governor
Claudette Royal
State Ombudsman



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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
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**2 Empire State Plaza
Albany, NY 12223**

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