

# M<sup>LTC</sup>onitor

The Long Term Care Advocates' Newsletter

SUMMER 2003



Nursing Home Community Coalition Of New York State • 11 John Street, Suite 601 • New York, NY 10038

## Albany Leaders Fail to Pass Assisted Living Legislation: Coalition Starts Planning Strategy for Success in Next Session

The legislative session in Albany ended on June 19th with the Governor, Assembly and Senate leaders again failing to protect consumers by passing assisted living legislation. This means that there continues to be no protections for people living in unlicensed facilities in New York, since the state does not now regulate in any way assisted living facilities (licensed adult homes and enriched housing facilities are regulated by the state).

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Because the number of people living in assisted living continues to increase, regulation is very important and an issue that the Coalition is extremely concerned about. Without regulation, there is little or no oversight

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## NHCC Releases Report Revealing Working Conditions in Nursing Homes from the Perspective of the Direct Care Worker: Staff Shortage Major Complaint

Many people do not want to work in nursing homes. There is not enough staff in our state's nursing homes to care for our most vulnerable citizens. Much of this has to do with poor working conditions. A culmination of research and focus group discussions with nurses and aides at six New York City nursing homes, *What Makes for a Good Working Condition for Nursing Home Staff: What Do Direct Care Workers Have to Say?* indicates that the direct care staff in nursing homes are not happy with their working conditions. This project was funded by a grant from the New York Community Trust.

### Measures of good working conditions

The report identifies eight factors important for a good working condition for nurse aides and ten for RNs and LPNs. There were four common aspects of a good working condition identified by all staff:

- having enough staff to care for the residents
- being treated with respect
- getting support from and having a good relationship with supervisors
- working together as a team

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**DONATE TO NHCC** The Coalition depends on funding to support its efforts to improve the lives of seniors and long term care consumers. Please consider making a tax deductible donation to support our vital work and help make a real difference in the lives of people across the state. Let your colleagues, family and friends know about us too. Donations can also be made anonymously, in honor of someone special or as a memoriam. Send your check to NHCC Fund, 11 John Street, Suite 601, New York, NY 10038. Let us know if you would like a special acknowledgement for gifts in honor or in memoriam. Thank you.

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## **Albany Leaders Fail to Pass Assisted Living Legislation...**

*continued from Page 1*

over important issues facing assisted living consumers, such as: residents' rights, how fees are charged to residents, protection against involuntary eviction, how health and personal care are delivered or even control over receiving visitors. As someone in the Albany establishment recently said (anonymously), there are "no rules, no regulations... and at times no ethics."

### ***State regulation is needed to ensure that every consumer in every assisted living residence is protected.***

The recent settlement by Attorney General Eliot Spitzer's office with Atria over illegal charges (see separate article in this issue) highlights the need for effective, meaningful regulation. However, the Attorney General's lawsuit only helped those people who were recognized in the lawsuit, who were all in licensed homes. State regulation is needed to ensure that every consumer in every assisted living residence is protected.

It is important to remember that merely passing just any assisted living legislation is not enough - we must make sure that any law passed is effective in protecting consumers and holds providers accountable for providing good care.

Following are some of the basic protections that the Coalition believes must be in an assisted living bill next year:

1. **A clear definition which includes the basic principle of assisted living:** the maximization of

individual freedom and choice and the ability for residents to age in place safely;

2. **A uniform admission and discharge policy:** to determine that the facility is appropriate for the potential resident and to ensure that the person is protected and has the right of appeal in any case of involuntary discharge;
3. **Easy to read and understand consumer information and disclosures:** including services provided, basic rates and any additional costs, staffing levels and training, provided activities, billing and payment procedures, refund policies, types of resident conditions the facility will admit and retain, and admission and discharge protections;
4. **Strong state oversight role:** including unannounced facility inspections and specified penalties by the Department of Health and a central role for the long term care ombudsman program. Oversight must include a character and competency review of entities wishing to operate assisted living facilities; and
5. **Resident Rights:** All assisted living facilities have to abide by, post, and hand out a "Consumer Bill of Rights" that would provide residents with basic rights such as: civil rights (including respect for privacy, religion and sexual orientation); ninety-day notice of increase in fees or for other significant changes; and right to establish a resident council. ■



#### **WHAT YOU CAN DO**

Write or call Governor Pataki; your representatives in the New York State legislature; Senators Bruno, Maziarz and Golden; and Assembly members Hannon and Gottfried and tell them that you want assisted living legislation that is protective of consumers in the next legislative session. **Tell them that you want this to be a priority when the legislature meets again, and that any law passed must include the five points listed above to protect consumers.** See the Action Alert Mailing List on the back page for contact information.

## Consumers Union Releases Report on Three Year Nursing Home “Watch List”: Seventeen Homes in New York State on the List for Three Years

The report, “How Good are Your State’s Nursing Homes?” concludes that quality of care issues continue to plague the US nursing home industry. The study is based upon a national analysis of state inspection surveys and enforcement actions. In 2000, the Consumers Union began publishing an annual “Nursing Home Watch List” which identified approximately 10 percent of nursing homes in each state whose inspection reports Consumers Union judged to raise concerns about the quality of care. Total numbers of deficiencies, numbers of deficiencies for putting residents in immediate jeopardy or giving substandard care as well as high numbers of repeat deficiencies were criteria used for inclusion on the list. This current report identifies those homes that remained on this list of facilities giving poor care for three years: 2000, 2001 and 2002. Seventeen homes in New York State were listed for all three years. They are:

- Mercy of Northern NY in Watertown
- Reconstruction Home in Ithaca
- Lakeside Nursing Home in Ithaca
- Vivian Teal Howard in Syracuse
- Mercy Health and Rehabilitation Center in Auburn
- Victory Lake in Hyde Park
- Wayne in Newark
- Lewis County Residential Health Care in Lowville
- Jennifer Matthew in Rochester
- Marcus Garvey Manor in Brooklyn
- Good Samaritan Lutheran in Delmar
- Throgs Neck Extended Care in Bronx
- Loretto Residence in Utica
- Grace Manor in Buffalo

*Continued on Page 8*

## NHCC's Call for a Moratorium Leads to NY Assembly Bill to Establish a Nursing Home Diversion Program: Bill Would Mandate a Diversion of New Admissions From Nursing Homes With Inadequate Staffing

As readers of *The Monitor* know, NHCC and its Staffing Committee formulated a novel idea to combat the crisis in nursing home care — a moratorium on new admissions for nursing homes that are failing the residents they already have. The moratorium would serve as an emergency, stop-gap measure to protect long term care consumers. Until the state is able pass a staffing ratio bill — which could provide a real, long-term solution to the crisis — we feel that the least the state can do is stop putting vulnerable consumers into facilities where they are likely to be harmed.



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*NHCC Associate Director Richard Mollot called for an increase in nursing home staffing levels at press conference with US Representative Carolyn Maloney in April.*

# Promoting Assisted Living Resident Autonomy & Independence: NHCC Releases Educational Material for Consumers

NHCC, with the Coalition of Institutionalized Aged and Disabled (CIAD), has finished the first 10 months of a 27 month project funded by the Robert Wood Johnson Foundation. This project involved the development of four educational guidebooks for both consumers and assisted living caregivers to help promote resident autonomy, decision-making and independence. The first guidebook, for consumers looking for an assisted living residence, will help them choose a residence where these principles are a reality. A copy of the just released report can be found on NHCC's website ([www.nhccnys.org](http://www.nhccnys.org)).



The other three guides: (1) a guide for current residents that helps them evaluate their residence in terms of these values and gives them suggestions for working with staff and other residents to make these a reality; (2) a guide for managers that looks both at the obstacles that might limit these ideals and possible solutions for overcoming them; and (3) a guide for staff that work directly with residents to make these values a reality in their every day life, will be tested for their effectiveness in assisted living residences in Iowa and Massachusetts. These guides will be released at the end of the project in about a year and a half. ■

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## NHCC Given New Grant by the New York Community Trust

NHCC has been given a new grant from the New York Community Trust to build upon the findings of its last study identifying good working conditions for nursing home staff (see related article). We intend to work directly with two nursing homes (one for-profit and one not-for-profit) to

measure staff job satisfaction and, if problems are identified, develop a plan to improve them. In addition, a report will be developed which will describe the actual steps taken in each facility so that other facilities can duplicate the process. This report will be released next summer. ■

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### Working Conditions Report...

*continued from Page 1*

#### **Listen to what staff had to say:**

**"I can't give enough care. I am always rushing. ..."**

**"I have no time to speak to the residents. They cling to you. One resident called me in one night. She grabbed my arm and asked me to hold her. I gently removed her hand and explained that I had 16 residents to care for and could not stay. She died the next day. All she wanted was someone to be with her. I felt terrible."**

**"We are at unsafe staffing levels."**

**"I don't have time to supervise."**

Many of the staff also felt that supervisors and others did not respect them; they did not feel that they were really a part of the full community. There were a number of other issues of concern raised by the staff. Among them: (1) hav-

ing the tools to do the job; (2) being trusted by supervisors; (3) having a friendly and trusting relationship with family and residents; (4) having all staff work together as a team; (5) being appreciated; (6) being informed of any changes before the change is made; (7) using the skills they were trained to do; and (8) having administration be concerned about them as a person. The report includes issues that will aid providers as they measure job satisfaction in their facilities. Administrators receiving the report were very complimentary. One said, "I found the research representative and detailing a close picture of our daily relationships." A number asked for extra copies to share with their boards.

The writer held focus groups with a sample of nurse aides, RNs and LPNs (separately) to ask them what they believed made for a good working condition. She then sent questionnaires to the remaining staff to ask them to corroborate the focus groups' responses. The full report, which was sent to all nursing home administrators in the state, is available on NHCC's web site: [www.nhccnys.org](http://www.nhccnys.org). ■

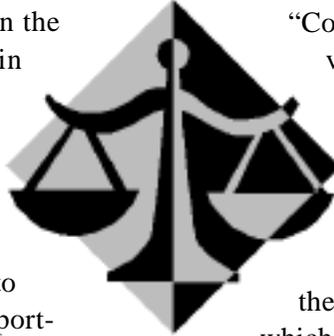
# Attorney General Wins Refund of Improper Fees Charged to Residents of Atria Adult Residences

Attorney General Eliot Spitzer's office announced in June that it had reached a settlement in a lawsuit against Atria over improper fees charged to residents of Atria adult residences. The case began when the Long Term Care Ombudsman office in Suffolk County brought a complaint to the Attorney General's office that Atria's East Northport, Long Island facility was charging a mandatory, non-refundable "Community Fee" of \$5,000 for supplemental services beyond those required to be provided by state law. Such services purportedly included a "fully stocked 24 hour country kitchen, handicapped accessible transportation, state-of-the-art security systems, and specialized seasonal banquet dinners."

The Attorney General's investigation revealed, however, that Atria used the community fee to pay for other items, such as nutritional assessments, establishment of medication protocols and apartment cleaning and refurbishment upon move-in and move-out. Consequently, Spitzer's office concluded that Atria misled consumers about the nature and purpose of the community fee.

In addition, they determined that the community fee did not comply with adult home rate requirements. New York regulations require that licensed adult homes, of which Atria is one, charge one distinct basic rate for specific-

ly identified, mandatory services. By including charges for mandatory services such as nutritional assessments and establishment of medication protocols in its "Community Fee" and not in its basic rate, Atria violated state adult home rate regulations.



While we applaud the Attorney General for his work to enforce the rights of seniors in these facilities, it is important to remember that he was only able to do so because these residences are licensed under the adult home rules. Assisted living facilities - which are the fastest growing segment of senior housing in New York - continue to be unregulated by the state (unless they come under adult home regulations), due to the failure of New York's leaders to pass an assisted living bill in the session that just ended. (See article on assisted living in this issue for more information on what is going on and what you can do to help.) ■

## WHAT TO DO IF YOU THINK YOU QUALIFY FOR A REFUND

Call the Attorney General's Health Care Bureau help line at (800) 771-7755 (option #3). Give them your name and address and they will send you an application within 30 days.

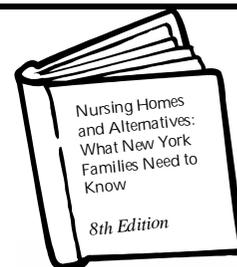
Coming Soon!

## NURSING HOMES AND ALTERNATIVES: WHAT NEW YORK FAMILIES NEED TO KNOW

Professionals rely on this indispensable, comprehensive resource for information about long-term care.

Order this newly revised edition of FRIA's consumer guide today!  
**Call 212-732-5667.**

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# FRIA

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New York, NY 10038  
212-732-5667  
www.fria.org



# Enforcement Actions Against Nursing Homes<sup>1</sup>

3/15/03 to 6/15/03



## THE STATE FINED NINE HOMES

<i>NAME OF HOME</i>	<i>LOCATION</i>	<i>DATE OF SURVEY</i>	<i>AMOUNT</i>
Aishel Avraham RHF	Brooklyn	10/31/01 & 01/23/02	4,000
Eddy Cohoes Rehab.	Cohoes	05/03/02	1,000
Elcor Nursing Home	Horseheads	07/27/01	4,000
Glen Island Care Ctr.	New Rochelle	05/21/02	4,000
Kirkhaven Nursing	Rochester	03/21/02	1,000
Latta Road Nursing Home A	Rochester	01/17/01	2,000
NY United Hospital Medical Center	Port Chester	02/15/02	2,000
St. John's Healthcare Corp.	Rochester	04/17/02, 07/12/02	4,000
Victoria Home	Ossining	10/07/02	2,000

## THE STATE NOTIFIED 3 NURSING HOMES THEY ARE SUBJECT TO A FINE AND MUST POST A "NOTICE OF ENFORCEMENT" (LOOK FOR THESE POSTERS)<sup>2</sup>

<i>NAME OF HOME</i>	<i>LOCATION</i>	<i>SURVEY DATE(S)</i>
Bellhaven Ctr. For Geriatric And Rehab. Care	Brookhaven	06/03/02
Berkshire Nursing & Rehab. Ctr.	W. Babylon	03/08/02
Erie County Medical Center	Buffalo	12/20/02

## THE STATE TOOK OTHER ACTIONS AT FIFTEEN NURSING HOMES

In addition to the actions listed below, the following nursing homes have fines pending. If the nursing home was found, at the time of the survey, to have given substandard quality of care (SQC) and/or to have put residents in immediate jeopardy (IJ), (the most serious level of deficiencies), or to have repeated deficiencies that have caused isolated resident harm (G), or to have a double G (have received G's in two consecutive surveys).

<i>NAME OF HOME</i>	<i>LOCATION</i>	<i>IJ, SQC OR G</i>	<i>SURVEY DATE</i>	<i>ACTIONS<sup>1</sup></i>
Andrus on Hudson	Hastings on Hudson	Double G	05-14-03	DOPNA
Bethel NH	Ossining	IJ/SQC	05-19-03	DOPNA, POC, State Monitor
Carlton NH	Brooklyn	SQC	05-22-03	POC, In-Service
Green Manor NH	Ghent	IJ/SQC	04-28-03	DOPNA, POC, In-Service, State MonitorIng
Hallmark	Granville	IJ/SQC	05-06-03	DOPNA, POC, In-Service, State MonitorIng

1. As reported by the Department by Health. This list will be posted on NHCC's website every three months, two to three weeks after the end date listed above. If you want to know why a facility was cited and/or fined, you can get a copy of the Statement of Deficiencies (SOD) from the Department of Health. You will be charged \$.25 a page. Call Jim O'Meara, FOIL Officer - 518-474-8734 or e-mail - nhinfo@health.state.ny.us. Ask the Department to let you know how much it will cost to make sure that you can afford the amount. If you cannot, ask if you can look at the SOD in your regional office.

2. Nursing homes are also required to post the most recent survey results



# Enforcement Actions Against Nursing Homes

continued from previous page



NAME OF HOME	LOCATION	IJ, SQC OR G	SURVEY DATE	ACTIONS'
Horizon Care Ctr	Arverne	IJ/SQC	05-11-03	DOPNA, State Monitoring
Jennifer Matthew	Rochester	IJ/SQC	04-30-03	DOPNA, POC, In-Service, State Monitoring
Medford Multi	Medford	IJ/SQC	04-15-03	DOPNA, POC, In-Service, State Monitoring
Northeast Care	Lake Katrine	IJ/SQC	05-21-03	DOPNA, POC, In-Service, State Monitoring
St. Catherine	Smithtown	IJ/SQC	05-12-03	DOPNA, POC, In-Service, State Monitoring
Tioga Nursing	Waverly	Double G	05-22-03	POC, In-Service
Walnut Mt. Care Ctr.	Liberty	Double G	04-10-03	DOPNA, POC
Wedgewood Care Ctr.	Great Neck	Double G	03-19-03	DOPNA, In-Service
Westgate NH	Rochester	Double G	04-28-03	POC
Westmount HF	Queensbury	Double G	04-03-03	POC, In-Service

1. **Denial of Payments for New Admissions (DoPNA):** Facility will not be paid for any new Medicaid or Medicare residents until correction; **Directed Plan Of Correction (POC):** A plan that is developed by the State or the Federal regional office to require a facility to take action within specified timeframes. In New York State the facility is directed to analyze the reasons for the deficiencies and identify steps to correct the problems and ways to measure whether its efforts are successful; **In-Service Training:** State directs in-service training for staff; the facility needs to go outside for help; **State Monitoring:** State sends in a monitor to oversee correction; **Termination** means the facility can no longer receive reimbursement for Medicaid and Medicare residents.



Use this postcard to send a quick message to Governor Pataki.

Tell him how you feel about **protecting seniors** and **long term care consumers** in nursing homes and/or assisted living. He needs to hear from you or nothing will get done!

**You can make a difference!!**

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PLACE  
STAMP  
HERE

Governor George E. Pataki  
Executive Chamber  
State Capitol  
Albany, NY 12224

## HELP NHCC PROMOTE ENFORCEMENT OF UNLICENSED FACILITIES THAT SHOULD BE LICENSED

The Coalition has been working with the Department of Health to identify unlicensed adult living facilities that should be licensed under current regulations. So far, many of the facilities that we have brought to the Department's attention have been found to need licensure. Given the failure of the Albany leaders to pass Assisted Living legislation, the only way that we obtain oversight of unlicensed facilities is by bringing them to the Department's attention.

We will be meeting again with the Department in the fall. Please send us the names of any facilities that are unlicensed that you believe should be licensed because they seem to be giving the same care as adult homes and we will present them to the Department for investigation.

Email names to:  
 richard.nhcc@verizon.net or  
 fax number 212-732-6945.

## Consumers Union Releases Report on Three Year Nursing Home "Watch List"...

*continued from Page 3*

The report also identifies those homes that were on the first (2000) and third (2002) lists. In New York State, the following homes were on these two lists, demonstrating what Consumers Union considers a "yo-yo" pattern of compliance: out of compliance in 2000, in compliance in 2001 and out again in 2002.

- Plaza (DBA Rosewood Heights) in Syracuse
- Taylor Care Center in Hawthorne
- Health Related Facilities and Nursing Home Corporation of Rome in Rome

In addition, the study analyzed state fines against these homes. According to the study, New York State fined only 7 of the 17 homes on the lists. Six of these were homes on all three lists and one was on two out of the three lists. Thus, 8 of the homes that remained on all three lists were not fined. It will be interesting to see if these 8 remain on the next Watch List for 2003. How long do residents have to suffer?

For a full copy of the report go to [www.consumer-union.org](http://www.consumer-union.org), click on health at top and click on report on right side. ■



Dear Governor Pataki,

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Use this postcard to send a quick message to Governor Pataki.

Tell him how you feel about **protecting seniors** and **long term care consumers** in nursing homes and/or assisted living. He needs to hear from you or nothing will get done!

*You can make a difference!!*

# HELP THE NURSING HOME COMMUNITY COALITION KEEP TABS ON STAFFING IN NURSING HOMES

As of January 1, 2003, nursing homes are required to post "in a clearly visible place" the number of nursing staff on duty for each shift. Those who must be included are the Registered Nurses (RNs), Licensed Practical Nurses (LPNs) and Nurse Aides directly responsible for resident care. Some nursing homes might show RNs and LPNs together as "licensed nurses."

Families, friends, residents and staff from all over the state will be contributing to this important effort. Please take a few moments to answer the following questions for the nursing home you live in or visit.

NHCC will use your answers to make sure that nursing homes are complying with the law and that the information is posted in a way that is helpful to consumers. It will also help us determine whether we need to advocate for improvements to the law in the future.

This is important information that can help you and other consumers determine the kind of care a facility is providing.

We encourage you to make and distribute copies of this form so that we can get as much information as possible. Feel free to fill out a form every time you visit – every report we receive will help us determine if this new law is working to benefit residents. Even if you have found that there was no posting, it is very important that we hear from you.

**Thank you.**

**NURSING HOME POSTING OF STAFF ON DUTY - REPORTING FORM**

**- Please Print -**

Name of Nursing Home: \_\_\_\_\_

Address & County of Nursing Home: \_\_\_\_\_

1. Date and time of day posting was checked : \_\_\_\_\_ œ Day œEve œ Night
2. Does the Nursing Home have a posting? œ Yes œ No
3. Is it easy to find? œ Yes œ No
4. Is it easy to read? œ Yes œ No
5. How large is it (approximately)? \_\_\_\_\_
6. Where was it posted (check all that apply)?  
œ Near the entry or reception desk œ On or near a community bulletin board  
œ On residence floors œ Near nurse station(s) œ Somewhere else (please tell us where) \_\_\_\_\_
7. What were the numbers posted? \_\_\_\_ RNs \_\_\_\_ LPNs \_\_\_\_ Nurse Aides  
*(NOTE: If numbers are only given for "Licensed" and "Unlicensed" Nursing Staff, please fill in under LPNs and Nurse Aides, respectively, and check here œ)*
8. Do you feel that this number accurately reflected the number of direct care staff on duty? œ Yes œ No Why? \_\_\_\_\_
9. If you know how many residents are in the facility, write number: \_\_\_\_\_
10. Are you a œ Family Member/Friend œ Resident œ Staff œ Other

Optional Information (all personal information will be kept confidential):

Your Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Email Address: \_\_\_\_\_ Check to join our Action Alert List: œ

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE RETURN THIS PAGE TO NHCC Posting, 11 John Street, Suite 601,  
New York, NY 10038 or FAX 212-732-6945.**

## NHCC's Call for a Moratorium Leads to NY Assembly Bill to Establish a Nursing Home Diversion Program...

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Assemblyperson Richard Gottfried, Chair of the Assembly's Health Committee, introduced a bill in June that would establish a moratorium in the form of a Nursing Home Diversion Program (NHDP). Similar to the practice in place for hospital emergency rooms, which divert patients to other hospitals when they reach capacity, and don't have the staffing or resources to care for additional people, the NHDP would divert new residents from nursing homes that do not have enough staff or resources to care for additional people.

NHDP adopts an average of three hours of direct care staffing time per resident per day as the cutoff point — this was the number identified in a federal study as the threshold below which injury is likely to occur. Facilities that have staffing below that level would not be able to accept new residents until they bring their staffing levels up. This is a temporary measure to stop the flow of people into facilities where they are likely to be harmed. It is not a permanent solution to the crisis. The number of hours required here will help take people out of danger, but it is not sufficient to provide the good care which every nursing home resident deserves.

Though the bill was introduced late in the session, it did receive considerable media attention in papers like *The New York Times* and *Albany Times Union*. When Representative Gottfried reintroduces the bill next year it will be important that consumers and citizens help us advocate for this important bill. If we can make it a reality, we can reduce unnecessary suffering and harm for many people throughout the state. ■



### WHAT YOU CAN DO:

Call, write or email Governor Pataki, Assembly Speaker Silver, Senator Bruno, and your own state legislators and tell them that the state must do something to stop the flow of vulnerable consumers into nursing homes with staffing below the level recognized by the federal government as the threshold for danger. Urge them to support the Nursing Home Diversion Act in the next session (introduced in this last session as bill #A8866). See the Action Alert Box for contact information.



Art Levin, Director of the Center for Medical Consumers, spoke about some new healthcare quality policy developments at a recent Coalition meeting. Seated next to him is Ellen Ensig-Brodsky.

## UPCOMING COALITION MEETINGS:

The next general **Coalition** meetings will be held at 1:30pm on September 29, 2003 and November 17, 2003 at the offices of AARP, 780 Third Avenue, 33rd Floor. All members are welcome to attend these meetings. The next meeting of the **Staffing Committee** will be held at 10am on August 12th at the offices of 1199SEIU Headquarters, 330 West 42nd Street, 2nd Floor. The next meeting of the **Assisted Living Committee** will be held on September 4th at 10am at Alzheimer's Association, 360 Lexington Ave, 5th Floor. The next meeting of the **Complaint Committee** is currently being planned. Committee members will receive updates as the date is confirmed. NHCC committee meetings are open to members of the individual committees. **All NHCC members are welcome to join and participate in a committee. Please call our office at 212-385-0355 for more information or to join.** ■

## ACTION ALERT BOX

### NEW YORK STATE OFFICIALS:

Governor Pataki  
State Capitol  
Albany, NY 12224  
Phone: 518-474-7516  
E-Mail: Go to:  
<http://www.state.ny.us/governor/>

Commissioner Antonia C. Novello  
NY Department of Health  
Tower Building  
Empire State Plaza  
Albany, NY 12237

#### New York State Assembly:

To write to your representative in the Assembly, address your letters to him or her at NYS Assembly, Albany, NY 12248. The general switchboard for the Assembly is 518-455-4100.

In addition to your personal representative, it is important that the following leaders hear from you:

Assemblymember  
Sheldon Silver  
Speaker  
[speaker@assembly.state.ny.us](mailto:speaker@assembly.state.ny.us)

Assemblymember  
Richard N. Gottfried  
Chair, Committee on Health  
[gottfrr@assembly.state.ny.us](mailto:gottfrr@assembly.state.ny.us)

Assemblymember  
Steve Englebright  
Chair, Committee on Aging  
[engles@assembly.state.ny.us](mailto:engles@assembly.state.ny.us)

#### New York State Senate:

To write to your Senator, address your letters to him or her at NYS Senate, Albany, NY 12247.

The general switchboard for the Senate is 518-455-2800.

In addition to your personal senator, it is important that the following leaders hear from you:

Senator Joseph Bruno  
Majority Leader  
[bruno@senate.state.ny.us](mailto:bruno@senate.state.ny.us)

Senator Martin Golden  
Chair, Committee on Aging  
[golden@senate.state.ny.us](mailto:golden@senate.state.ny.us)

Senator Kemp Hannon  
Chair, Committee on Health  
[hannon@senate.state.ny.us](mailto:hannon@senate.state.ny.us)

To obtain the names of your personal state government representatives, go to [www.elections.state.ny.us](http://www.elections.state.ny.us) and click on "District Maps and Representatives."

#### FEDERAL OFFICIALS:

President Bush  
The White House  
Washington, DC 20500  
Phone: 202-456-1111  
Fax: 202-456-2461  
E-Mail:  
[president@whitehouse.gov](mailto:president@whitehouse.gov)

Senator Hillary Clinton  
United States Senate  
476 Russell Senate Office Building  
Washington, DC 20510  
Phone: 202-224-4451  
Fax: 202-228-0282  
E-Mail: Go to:  
<http://clinton.senate.gov>

Senator Charles Schumer  
313 Hart Senate Building  
Washington, DC 20510  
Phone: 202-224-6542  
Fax: 202-228-3027  
E-Mail: Go to  
<http://schumer.senate.gov>



**Nursing Home Community Coalition  
of New York State (NHCC)**  
(212) 385-0355 Fax: (212) 732-6945  
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