NURSING HOMES MUST PROVIDE PPE FOR STAFF
Nursing homes must provide adequate Personal Protection Equipment for staff caring for residents and must require temperature checks for staff.

RESIDENTS WITH COVID-19 MUST BE ISOLATED IN QUARANTINE
Nursing homes must isolate residents who test positive for COVID-19 in quarantine and designate separate staff to care for those residents.

NURSING HOMES MUST NOTIFY RESIDENTS & FAMILY OF COVID-19 CASES
Within 24 hours of a resident testing positive or dying due to COVID-19, the nursing home must notify all residents and family members.

NURSING HOMES FACE STIFF PENALTIES & FINES FOR VIOLATIONS
Nursing homes that fail to abide by the State’s orders could be fined $10,000 per violation or potentially lose their operating license.

REPORT CONCERNS ABOUT NURSING HOME CARE
You can file nursing home complaints with the New York State Attorney General’s Office by calling 1-833-249-8499 or by visiting www.ag.ny.gov/nursinghomes. You can also complaints with the Department of Health by calling 1-888-201-4563.

BE SAFE. BE AWARE.
HAVE ADDITIONAL QUESTIONS?
CONTACT LIFESPAN’S NURSING HOME OMBUDSMAN
585-244-8400

FOR MORE INFORMATION VISIT
LAWNY.ORG/KNOWYOURRIGHTS DURINGCOVID-19