



# COVID-19 & NYS NURSING HOMES

This information is up to date as of April 29, 2020.  
Please contact our office for the most up to date information.

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## 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

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Nursing homes must isolate residents who test positive for COVID-19 in quarantine and designate separate staff to care for those residents.

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## 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

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Nursing homes that fail to abide by the State's orders could be fined \$10,000 per violation or potentially lose their operating license.

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## 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](http://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**



**BATH: 607-776-4126**  
**ELMIRA: 607-734-1647**  
**GENEVA: 315-781-1465**  
**ITHACA: 607-273-3667**  
**JAMESTOWN: 716-664-4535**  
**OLEAN: 716-373-4701**  
**ROCHESTER: 585-325-2520**



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DURINGCOVID-19**