



STATE OF NEW YORK  
EXECUTIVE CHAMBER  
ALBANY 12224

APPROVAL # 90  
CHAPTER # 770

December 22, 2023

MEMORANDUM filed with Senate Bill 7211, entitled:

“AN ACT to amend the public health law, in relation to the reporting and resolution of issues at residential care facilities; and to amend the elder law, in relation to establishing an outreach and awareness program to promote and recruit long-term care ombudsman and the training of such ombudsmen”

A P P R O V E D

This bill would enhance and clarify communications between the Department of Health (DOH) and the Long-Term Care Ombudsman Program (LTCOP) regarding the status of DOH's investigations into nursing home complaints. It also would establish an outreach program to attract more staff and volunteers to the LTCOP.

All nursing home residents and their families should be kept regularly informed of the status of such investigations. However, as drafted, this bill would have given sensitive information to individuals who may not have retained their status as a LTCOP volunteer. Changes were necessary to protect the confidential health information of residents, and to clarify when residents or their families are updated on the status of complaint investigations.

I have reached an agreement with the Legislature to enact these changes. On the basis of this agreement, I am pleased to sign this bill.

This bill is approved.

*Ruth Hochstetler*