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# A Resident's Guide to NYS Department of Health Inspections



**Inspection of Adult Care Facility/  
Assisted Living Residences  
and Your Rights as a Resident**

*This guide was developed to help you understand the Department of Health's inspection process for adult care facilities and assisted living residences and to explain the areas reviewed by the inspection team.*

*Included is information on how you can participate in the inspection, your right to confidentiality, and other ways you can become involved with activities in your residence.*

*At the end of this guide are contact numbers to the Department of Health's Regional Offices.*



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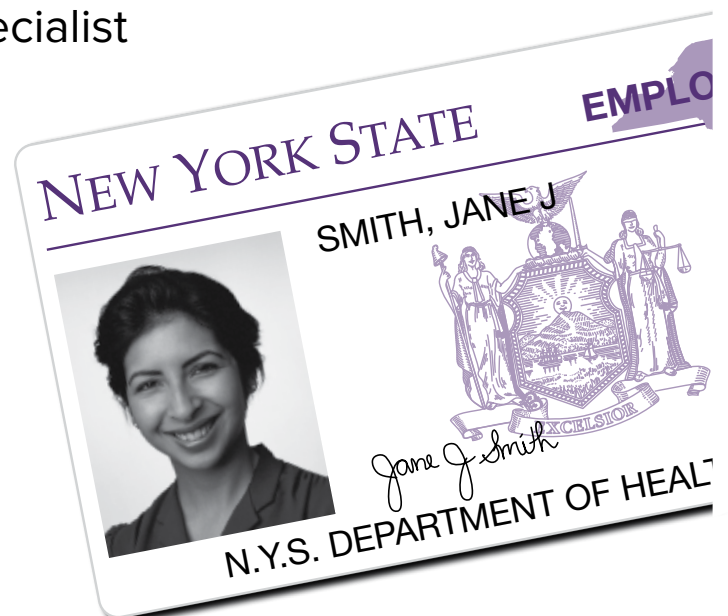


## Inspection Process

The New York State Department of Health is responsible for carrying out inspections of Adult Care Facilities including adult homes, enriched housing programs, and assisted living residences. The purpose of these inspections, also called surveys, is to ensure that your residence meets all required regulations and that your home is a safe place to live. Some homes are inspected every 12 months, while others are inspected every 18 months based on each residence's performance on previous surveys. The Department of Health determines the inspection cycle for your home.

The inspection team is responsible for assessing different aspects of your home and may include a:

- Social Worker
- Nurse
- Environment/Fire Safety Specialist
- Nutritionist/Dietitian



## Activities of the Inspection Team

The survey may include the following activities:

- A walk through of your home, including visits to resident rooms
- A meeting with the operator and other staff from your home
- Review of the fire safety systems
- Observation of meals, review of daily menus and evaluation of kitchen and dining areas
- Review of medication systems and observation of medication assistance
- Review of facility, employee and resident records
- Interviews with residents and staff

Upon completion of the survey, the Department will issue an inspection report that will be posted in the facility.

## Your Right to Participate

You have the right to take part in the inspection process at your home. As a resident, you know best what happens in your home. The inspection team relies on residents to provide information on the quality of life in the home to understand the degree to which your needs are being met. You also have the right not to participate in the process. You can decline to speak to an inspector, or end your participation at any time.

**Should you decide to participate, there are several ways you can do so:**

- Taking part in an interview;
- Requesting to speak to an inspector alone or with a group of residents;
- Requesting that your resident council pass on information to the inspectors for you; or,
- Encouraging family or friends who are familiar with the conditions in your home to speak to the inspectors.

## Other Ways You Can Be Involved

Between inspections, you can take an active role in the care your home provides by:

- Participating in resident council meetings;
- Participating in the events of community groups and agencies that are interested in improving residents' home life;
- Becoming familiar with consumer-led organizations of adult care facilities and resident council groups that are interested in addressing your needs as a resident. Please see your residence's administrator and/or case manager for further details on these forums and events; or,
- Reporting any new or ongoing concerns to the NYS Department of Health's Adult Care Facility Centralized Complaint Intake Program at 1-866-893-6772.

This is a good option particularly if you do not feel comfortable speaking with an inspector during the inspection. You can call the Intake Program at any time, 24 hours a day and you do not have to leave your name if you don't want to.



**Adult Care Facility Centralized  
Complaint Intake Program:**

**1-866-893-6772**

## Your Right to Confidentiality

The Department of Health's first priority is ensuring your well-being and safety and protecting you from any type of retaliation from staff, other residents, or anyone else related to your home. Therefore, it is important that you know what you tell us during the inspection process will be kept confidential.

At the conclusion of the survey, if the Department of Health determines that the operator of your home has not complied with one or more regulations, the Department will issue a citation for each violation. The results of the inspection are issued and the inspection report will be posted in the facility. Please see your residence's administrator and/or case manager if you are unable to locate the posting area of the inspection report.

Information provided by residents may be confidentially included in the inspection report. Resident names are not identified in the inspection report.



New York State  
Department of Health

## Regional Offices



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### Western Regional Office

NYS Department of Health  
335 East Main Street  
Rochester, NY 14604  
Phone: (585) 423-8185  
Fax: (585) 423-8171

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### Central New York Regional Office

NYS Department of Health  
217 South Salina Street  
Syracuse, NY 13202  
Phone: (315) 477-8472  
Fax: (315) 477-8583

### Adult Care Facility Centralized Complaint Intake Program

1-866-893-6772

### Adult Care Facility/Assisted Living Website

[http://www.health.ny.gov/facilities/adult\\_care](http://www.health.ny.gov/facilities/adult_care)



## Capital District Regional Office

NYS Department of Health  
875 Central Avenue  
Albany, NY 12206  
Phone: (518) 408-5287  
Fax: (518) 408-5309



## Metropolitan Area Regional Offices

NYS Department of Health  
90 Church Street, 15th Floor  
New York, NY 10007  
Phone: (212) 417-4440  
Fax: (212) 417-2119

NYS Department of Health  
320 Carleton Avenue, Suite 5000  
Central Islip, NY 11722  
Phone: (631) 851-3098  
Fax: (631) 851-4323



