The Long Term Care Ombudsman Program provides New York State Certified volunteers who visit the county's Skilled Nursing and Adult Homes to act as advocates for the residents. Their role is to assist residents with resolving any problems or concerns they might have and to try to assure that they have the best quality of life possible.

To contact the Long Term Care Ombudsman Program, please contact:

Jeff Parker, Ombudsman Coordinator
The American Red Cross of the Mohawk Valley
1415 Genesee Street
Utica, NY 13501
(315) 733-4666
parkerj@redcrossmv.org