

# The Resident Voice



Support Line (866) 503-3332

www.ciadny.org

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## October Fall Edition 2024

### A Message from Theresa Young, Executive Director

It has been a whirlwind of a Fall since I assumed the role of Executive Director of CIAD on August 12<sup>th</sup>! I am pleased to have the opportunity to meet on a monthly basis with resident leaders from various homes including: Bronxwood, Brooklyn Boulevard ALP, Brookdale, Surfside Queens Adult Care Center, and Sanford. These are on-line meetings where the resident leaders bring their needs and ideas together to help us strengthen our advocacy with and for residents in all the homes we reach. By the time you receive this newsletter, I will have made in person visits to Brooklyn Boulevard ALP, Sanford and Brookdale homes, as well as Queens Adult Care Center and Brooklyn Adult Care Center. I am grateful for the warm welcome I am receiving and want you to know the staff at CIAD and I are working hard for you each day.

What I learn from you, and what our staff shares from the Resident Council meetings they attend, helps me to serve as a voice for your needs when I meet with the leadership of the New York State Department of Health every two weeks. We also share you needs and hopes in planning meetings with Mobilization for Justice, The New York State Justice Center and our colleagues from the various Ombudsman/Ombudsperson offices in the greater New York area.

I share this with you because I want you to know that **CIAD hears you**. We hear your concerns about food issues. We hear your worries about safety and security. We hear you when you tell us the operators of your homes do not listen to you or respect your needs. **WE HEAR YOU** and we will use that information to help make changes to the Adult Home system. In late November, we will begin to have our Policy Committee meetings to help shape our plans for the annual Speak Out in Albany where CIAD hosts a forum for **YOU**, the residents, to speak to the regulators and legislators directly about your needs and hopes for bettering the Adult Home system. Please call the Support Line at 866- 503-3332 to learn the dates and locations of the meetings as they are scheduled. We will share that information at Resident Council meetings as well. Together we make a difference. I am delighted to be on this journey with you!

VOTE! VOTAR! הצבעה! تصويت! 投票! VOTU! वोट!

### Elections are on the horizon for New York State!

#### General Election

Election Day: November 5, 2024

Early Voting: October 26, 2024 - November 3, 2024

To see if you are registered and where you can vote go to:

<https://voterlookup.elections.ny.gov/>. Select your county and enter your information.

CIAD is a nonprofit advocacy organization run with and by persons with disabilities to support resident rights in Adult Care Homes. CIAD provides: Resident Council training and organizing, Independence Training, and individual advocacy. In partnership with Mobilization for Justice we support advocacy efforts with the NYS Department of Health, Adult Care Home operators and state and local elected officials.

# The Resident Voice

***Congratulations to CIAD's Geoff Lieberman who received the Lifetime Achievement Award at The Alliance for Rights & Recovery Annual Conference in September 2024.***



Pictured above (l-r) are:  
***Gary Levin, CIAD Board Vice President,  
Geoff Lieberman, retired Executive Director  
of CIAD and Harvey Rosenthal, CEO of The  
Alliance for Rights and Recovery***



***Geoff addresses the Conference  
participants after receiving the award for  
Lifetime Achievement.***

## **What is an ombudsman/ombudsperson?**

The Ombudsman/Ombudsperson Program is part of the New York State Office for the Aging. They are trained to be effective advocates and resources for older adults and people with disabilities who live in nursing homes, assisted living, and other licensed adult care homes. Ombudsmen help residents understand and exercise their rights to good care in an environment that promotes and protects their dignity and quality of life. CIAD works in partnership with the various ombudspersons in the greater New York area. Together we work to:

- **Advocate** – Act on behalf of residents to assure rights are not violated, identifying, investigating and working towards resolution of resident complaints.
- **Mediate** – Work collaboratively with residents, family members, and staff towards achieving mutually beneficial solutions to the issues they are experiencing in adult homes.
- **Educate** – Provide information and consultation to residents, families, facility staff, and community about specific issues they are experiencing in facilities.
- **Refer** – When a problem cannot be solved, we assist residents in registering complaints with the NYS Department of Health.
- **Call 1-888-855-9807** to seek assistance for the Ombudsman Office or ask CIAD staff to assist you.