



## **Ombudsman Home Emergency Kit**

(shared by Jackie Case, former New York City Ombudsman, 2001)

Following the 9/11/01 attacks, former New York City Ombudsman Jackie Case shared that the Ombudsmen (both staff ombudsmen and volunteers) in her area always kept certain information with them at all times in the event of an emergency. As a result, after the attacks, the Ombudsmen were able to continue their work despite not having access to their offices and files.

Information all Ombudsmen should keep with them:

### **Materials**

1. List of nursing homes in city
2. List of volunteers
3. Copy of Nursing Home Regulations
4. Copy of Ombudsman training manual
5. Business cards
6. Brochure about Ombudsman programs
7. Action forms
8. Complaint forms with complaint codes
9. List of staff contacts

### **Phone Numbers:**

10. Miscellaneous emergency numbers
11. Department of Health – area offices
12. DISTA
13. Complaint numbers
14. Medical Care Rights Center
15. IPRO (Peer Review Organization)
16. Hospital complaints
17. Legal Aid Society
18. Legal Services for Seniors