



October 19, 2022

Dear Patients and Family Members,

The Center for Health Care Provider Services and Oversight has provided guidance for all long-term care facilities requiring “all residential health care facilities to inform residents and their families regarding the availability of facility compliance information as part of an intake application. The new requirements are intended to increase awareness among both residents and families as to the availability of compliance information maintained by the Department of Health with regards to residential health care facilities.”

As such, a skilled nursing and rehabilitation facility must disclose the following:

- Directions on how to look up complaints, citations, inspections, enforcement actions, and penalties taken against the facility.
- The web address for the New York State Nursing Home Profiles website maintained by the New York State Department of Health.
- The web address for the Nursing Home Compare website maintained by the U.S. Department of Health and Human Services, if applicable.

Pursuant to this request, Chapin Home for the Aging is following The Center for Health Care Provider Services and Oversight’s request and offers the following for your review:

- [New York State Department of Health: Home \(ny.gov\)](https://www.ny.gov)
- [Find Healthcare Providers: Compare Care Near You | Medicare](#) (Nursing Home Performance)
- [NYS Health Profile: Chapin Home for the Aging](#) (Inspections, Complaints, Citations & Enforcement)

To look up complaints, citations, inspections, enforcement actions, and penalties taken against Chapin Home for the Aging, please follow the directions below.

1. Go to the website www.profiles.health.ny.gov
2. Type **Chapin Home for the Aging** in the search box located in the upper right corner of the map.
3. Press the Enter Key
4. Click on Chapin Home for the Aging in the list results of nursing homes to the left of the map.
5. Click on "Inspections" to view the specific results for Inspections, Complaints, Citations and Enforcement.

Sincerely,

Jennifer McManaman
Administrator/Executive Vice President
Chapin Home for the Aging