



Jewish Home

Please address any grievances, concerns or unresolved problems to:

1. Your Social Worker or Head Nurse Manager
2. Your Grievance Official:
Jackie Felker, Vice President of Nursing Services
The Jewish Home
2021 Winton Road South
Rochester, NY 14618
585-784-6693
Email address: jfelker@jewishhomeroc.org
 - Grievance forms are available at the concierge desk or from your social worker
3. Your Ombudsman:
Lifespan at Lac De Ville Plaza
1900 South Clinton Avenue
Rochester, NY 14618
484-244-8400 x 114
Website: <https://www.ltombudsman.ny.gov>
4. The New York State Department of Health
Triangle Building
335 E. Main Street
Rochester, NY 14604-2127
Hotline number: 888-201-4563
Website: <https://apps.health.ny.gov/surveyd8/nursing-home-complaint-form>
 - You may file a complaint to the NYS Department of Health concerning any suspected violation of state or federal nursing facility regulation including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property, and non-compliance with advance directive requirements.
5. Medicaid Fraud Control Unit
Rochester Regional Office
144 Exchange Blvd. Suite 600
Rochester, NY 14610
Hotline number: 800-771-7755
Website: <https://ag.ny.gov/medicaid-fraud/contact>