



Department of Health

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Governor

JAMES V. McDONALD, MD, MPH
Commissioner

JOHANNE E. MORNE, MS
Executive Deputy Commissioner

September 12, 2025

DAL: DNH 25-14
Subject: Reminder to Notify the Department of Service Interruptions

Dear Nursing Home Administrator:

Please be reminded that, in accordance with Title 10 of New York Codes, Rules, and Regulations, Section 415.26(b)(13), the Department of Health ("Department") must be notified immediately of any anticipated or actual termination of a facility's vital services including, but not limited to, telephone, electric, gas, fuel, water, heat, air conditioning, rodent or pest control, contract food, or contract laundry services, and the services of key full- or part-time personnel such as the administrator, director of nurses, medical director, consultant dietitian or others. In addition, it is imperative that immediate notification be made when there is a planned workforce strike at the facility. Often, the Department will follow-up with the reporter for information relative to resource needs and the facility's preparedness for ongoing resident health and safety during the anticipated or actual service disruption.

Immediate notification can be made via telephone during normal business hours when appropriate, and/or via email. For purposes of ease, contact information for each Regional Office follows.

Region	Telephone	Email
Capital District Regional Office	(518) 408-5372	nhcdro@health.ny.gov
Central New York Regional Office	(315) 916-3574	syrcontinuingcare@health.ny.gov
Metropolitan-New York City	(212) 417-4999	MARONHadmin@health.ny.gov
Metropolitan-New Rochelle	(914) 654-7058	MARONHadmin@health.ny.gov
Metropolitan-Long Island	(631) 851-3612	MARONHadmin@health.ny.gov
Western-Buffalo	(716) 847-4302	NHWRO@health.ny.gov
Western-Rochester	(585) 423-8076	NHWRO@health.ny.gov
Executive	(518) 408-1672	nhinfo@health.ny.gov

We strongly encourage Nursing Home staff to review their Health Commerce System profiles to ensure a current 24/7 contact reachable in emergencies (e.g., cell phone number). Additionally, it is important to ensure that your facility's emergency preparedness plan is current and ready to be deployed immediately in the event of an emergent service disruption.

If you have any questions regarding this correspondence, please consult the appropriate Regional Office team or write to nhinfo@health.ny.gov.

Sincerely,

Stephanie E. Paton, RN, Director
Division of Nursing Home and ICF/IID Surveillance

cc: Dr. Fish
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