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## Organizational Information

**FRIA** was founded in 1976 in response to major scandals that documented the severe neglect and physical and psychological abuse of elderly residents in a number of local nursing homes. For over 30 years since then, FRIA has been the one-stop resource thousands of people have turned to for answers to complex questions concerning long term health care. Our main tools are our free telephone helpline; advocacy on individual complaints and policy issues; organizing and assisting family councils within nursing homes; consumer education publications; and presentations and workshops for family members, community groups and professionals.

**FRIA** believes that informed, empowered consumers make better decisions about eldercare for their own friends and family members and improve care for everybody. Our opinions are respected and solicited by legislators, policy makers, and families. We are widely recognized as the leading independent, consumer orientated source of information in New York about all aspects of eldercare.

- FRIA is a 501(c)3 with a governing Board of Directors.
- FRIA is not a membership organization in the traditional sense. Membership confers access to parts of our website. Members also work on policy for FRIA. Recruitment is accomplished through our helpline or through conferences and outreaches.
- FRIA's geographic focus is within the five boroughs of New York City, although we are currently expanding to include Long Island and Westchester County. There are over 300 nursing homes in NYC alone and the majority of our calls come from the greater metropolitan area.

**FRIA's** main topical focus since its founding has been nursing home care. FRIA gleans information from helpline calls and family councils to determine which topics to focus on for advocacy through education, regulation and legislation. The majority of FRIA's complaint calls surround issues of overmedication, discharge/transfer or abuse, neglect and mistreatment. In response to the shift toward aging in place, our helpline is also equipped to discuss community based options for long term care, as FRIA continues to explore avenues for supporting aging in place.

**FRIA** also focuses on building family and friend caregiver skills through each helpline call and through family council coordinating. Our family councils meet once every three months to collaborate and share successes and challenges.