

GRIEVANCE NOTICE

Our facility is committed to preserving the rights and dignity of all our residents.

Residents and their representatives have a right to voice grievances without discrimination or reprisal and without fear of discrimination or reprisal. Such grievances include those with respect to care and treatment, the behavior of staff and of other residents, and other concerns regarding their stay in this facility.

The facility's Grievance Officer is responsible for investigating grievances and ensuring compliance with the grievance process. The facility's policy is, when possible, to address reports within 72 hours of the filing.

THIS FACILITY'S GRIEVANCE OFFICER IS

Janice Pressley

1865 Bold Springs Road, Monroe, GA 30656

jpressley@parkplacenursingandrehab.com

(770) 267-8677 ext 126

ALTERNATE

Kathie Head

1865 Bold Springs Road, Monroe, GA 30656

khead@parksidegrp.com

(770) 267-8677 ext 127

Residents or their representatives may voice their grievances in person, by telephone or via written communication and have the right to receive a written decision regarding their grievance. Grievances may be submitted anonymously.

Grievances may also be filed with the pertinent state agency, Quality Improvement Organize, State Survey Agency and State Long-Term Care Ombudsman Program, such as the State Department of Health Nursing Home Complaint Hotline at

800-878-6442.

Questions regarding the Grievance Policy and Procedure can be addressed to the Compliance and Ethics Officer or the Compliance and Ethics Hotline at 855-585-1011.