**Concerned about your loved one’s care?**

The loved one you are entrusting to the care of a Nursing Home is someone you cherish, and someone you have cared for as their needs have changed.

Our members understand the difficult decision that you have made to place your loved one in care. We take this responsibility very seriously and commit to working with families to ensure the best possible care for your loved one. We commit to being responsive to you and your loved one; treating everyone with respect and dignity and listening to your concerns and acting upon them.

We ask that if you have a concern that you contact the Director of Care and the Administrator of the Nursing Home directly to resolve your concerns.