



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS

ORLENE HAWKS
DIRECTOR

Tuesday, May 26, 2020

Dear Residents and Family Members,

As we continue to address the impacts of COVID-19, we want to ensure that you or your loved one receives appropriate care in a safe environment. We, therefore, have asked all nursing home providers to send you this communication to explain the process of how to file a complaint with the Department of Licensing and Regulatory Affairs (LARA).

How to file a nursing home complaint with LARA:

- Complaints may be filed by email at: BCHS-Complaints@michigan.gov
- A complaint form is also included with this communication, which can be emailed as an attachment or sent by fax (517-335-7167) or U.S. Mail (information is on the complaint form).
- Individuals may choose to call the toll-free Complaint Hotline (**800-882-6006**) and leave a message for our complaint intake team.
- For more information about this process go to: www.michigan.gov/bchs
 - Click on File a Complaint
 - Click on Health Agencies & Facilities
 - This webpage outlines the three methods of filing a complaint (online form, toll-free hotline, and email, fax, or U.S. mail) as well as an overview of how LARA handles complaints.

Another resource for residents and family members with loved ones in a nursing home is to reach out to the state or local Long-Term Care Ombudsman, who serves as an advocate. The Ombudsman will also work with your nursing home facility to make sure that resident rights are being respected.

Long-Term Care Ombudsman Information:

- Salli Pung, State Long-Term Care Ombudsman
 - Phone: 517-827-8025
 - Email: spung@meji.org
 - Website: <https://mltcop.org/>
 - Address: Michigan Long Term Care Ombudsman Program
Michigan Elder Justice Initiative
15851 South US 27, Suite 73, Lansing, MI 48906

Please know that we remain both committed to working collaboratively with our public officials, local health departments, Long-Term Care Ombudsman, nursing home providers, and you, as residents and family members, in order to get through this ever-challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Gobbo". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Stephen Gobbo, Deputy Director
Bureau of Community and Health Systems
Department of Licensing and Regulatory Affairs