

Filing Complaints Against Continuing Care Retirement Communities

CANHR is a private, nonprofit 501(c)(3) organization dedicated to improving the quality of care and the quality of life for long term care consumers in California.

Know and exercise your rights as a resident in a Continuing Care Retirement Community (CCRC). There are many ways to effectively exercise one's rights and to resolve problems and concerns:

- Meet directly with the responsible person, supervisor and/or administrator
- Make written suggestions to administration
- Raise the issue with a resident association
- Form an independent resident organization — contact California Continuing Care Residents Association
- Create a family council
- Contact the corporate officers and/or the board of directors

If the above approaches are not successful, consider filing a formal complaint with the appropriate agency. Since Continuing Care Retirement Communities provide a continuum of care, there are different agencies that regulate CCRCs. Where to file a complaint will primarily depend on at what level of care the problem occurred.

Residents in Independent Living Units (and for concerns regarding contracts, fiscal matters, resident rights, and level of care transfers) contact:

Continuing Care Contracts Branch
California Department of Social Services
744 P Street, M.S. 10-90
Sacramento, CA 95814
(916) 657-2592
www.calccrc.ca.gov

Residents in accredited CCRCs can make complaints to:

Commission on Accreditation of Rehabilitation Facilities (CARF)
4891 E. Grand Rd.
Tucson, AZ 85712
(866) 510-2273 Toll Free
FAX (520) 318-1129
<http://www.carf.org> email to: feedback@carf.org

In addition, send a copy of your complaint to the California State Legislators who represent your district (<http://www.leginfo.ca.gov/yourleg.html>) and to CANHR.