



December 1, 2023

Dear Designated Representative,

Elmhurst Care Center remains committed to providing transparent care and services to you and your loved one. In this mailing you will find information on The New York State Long Term Care Ombudsman Office, the New York State Nursing Home Profiles website, and the CMS Nursing Home Compare website. We will be providing you with this information twice yearly going forward.

Should you have any questions or concerns regarding your loved one's care while at Elmhurst Care Center, we encourage you to speak with a member of our Social Services Department (718-205-8100) who would be happy to help resolve your concerns or help you navigate making a formal grievance. We take all concerns seriously and aim to resolve them as expeditiously as possible while maintaining proper protocol and procedures.

I thank you for taking the time to review this information and encourage you to reach out to a member of our Social Services Department for any questions regarding this mailing.

Sincerely,

*Kamlawattie Mohammed, MSW*

Director of Social Services

New York State Nursing Home Profiles Website: <https://profiles.health.ny.gov>

Nursing Home Compare Website CMS: <https://www.medicare.gov>