



Bacon and Hinkley Home, Inc.

581 Pequot Avenue, New London, CT 06320 ♦ (860) 443-8624 ♦ Fax (860) 437-8704

Retirement living that feels like home.

Bacon and Hinkley Home, Inc. Resident Grievance Procedure

Each resident of the Bacon and Hinkley Home has the right to voice grievances without discrimination or fear of reprisal. Such grievances include those with respect to the care and treatment which has been furnished, as well as that which has not been furnished, the behavior of the staff and of other residents, and other concerns regarding the residence stay.

Grievances made to the Bacon and Hinkley Home will be handled in the following manner.

The Home Administrator, currently Sally Nelson, shall be the Grievance Officer responsible for overseeing the grievance process and receiving and tracking grievances through to their conclusion.

Any grievance must be made in writing to Sally Nelson as the Grievance Officer. Grievances may be made electronically by sending the grievance to the e-mail of the Administrator. The e-mail address is: administrator@baconandhinkleyhome.com.

Grievances may also be made in writing using the Resident Grievance Form. Any written grievances should be placed in a secure box specially designated for grievances, located in the Administrator's office.

The Resident Grievance Form will be posted on the Resident Bulletin Board and will also be available on the Bacon and Hinkley website.

If you are unable to write down the grievance yourself, you can request that the Grievance Officer assist you in completing the grievance form.

After a grievance has been submitted, either electronically or in writing, the Grievance Officer shall provide a written response to you as to the status of any investigation or other action in response to the grievance within five (5) business days.

Upon completion of any necessary investigation, a written grievance decision will be provided to the resident who filed the grievance.

If the grievance is not responded to within five (5) business days or is not resolved in a satisfactory manner, the resident may contact the Connecticut Long-Term Care Ombudsman for further assistance. The name and contact information for the current Ombudsman is posted on the resident bulletin board and will be updated as needed.

If the grievance involves the facility Administrator, who is also the Grievance Officer, the grievance can be made in writing to the Connecticut Long-Term Care Ombudsman and to any member of the Board of Directors of the Bacon and Hinkley Home. The names and contact information for the Board of Directors for the Bacon and Hinkley Home are posted on the resident bulletin board and will be updated as needed.