



January 2015

106 ← **Cases Opened**

Cases closed → **86**

4 ← **Community Service Events**

Volunteers in Training → **5**

469 ← **Hours Donated by Volunteers**

Top Five Complaint Topics

1. Resident Conflict
2. Care Plan/Resident Assesment: Failure to follow or make plan with physician
3. Accidental Injury of unknown origins
4. Discharge/Eviction
5. Verbal Abuse

Upcoming Events

Updates in Dementia Care - May 13



17

Skilled Nursing
Facilities visited



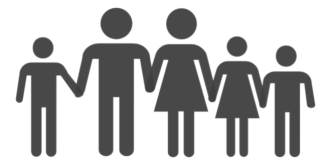
189

Residential Care
Facilities for the
Elderly visited



57

Consultations
Provided



10

Hours of Community
Education