



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE
PO BOX 2675
HARRISBURG, PENNSYLVANIA 17105-2675

ADULT RESIDENTIAL LICENSING

PHONE: (717) 783-3670
FAX: (717) 783-5662

July 21, 2010

Dear Personal Care Home Operator:

On August 1, 2010, the Department of Public Welfare will implement a new automated 24-hour complaint hotline system with a new toll-free number. As of this date, the Department of Health will no longer accept personal care home complaints on their hotline (800-254-5164).

The new toll-free Personal Care Home Complaint Line number is:

877-401-8835

Please update any materials referring to the Personal Care Home Complaint Hotline, including your reportable incident procedures as required by 55 Pa.Code § 2600.16(b) (relating to reportable incidents and conditions), your emergency telephone number poster as required by § 2600.44(g) (relating to complaint procedures), (poster enclosed) and emergency numbers posted by all telephones as required by § 2600.91 (relating to emergency telephone numbers). Please make these changes effective August 1, 2010, as the new number will not be activated until that date.

Please feel free to contact your Adult Residential Licensing Regional Office with any questions regarding this change.

Sincerely,

A handwritten signature in black ink that reads "Karen E. Kroh".

Karen E. Kroh
Director