

## EXPLANATION OF OUR VOLUNTARY ARBITRATION PROGRAM

In the unlikely event that a dispute arises between us, this facility offers a voluntary arbitration program for resolving disagreements. Here are a few highlights of the program:

- Arbitration is a process for resolving disputes using a neutral person, called an “arbitrator,” instead of litigation before a judge or jury.
- Each party has an equal say in choosing the neutral arbitrator, who will usually be an experienced lawyer or a retired judge.
- Arbitration is usually faster and more efficient than courthouse litigation.
- Arbitration is less formal than litigation and is usually done in an office conference room rather than a courtroom. We will work with you to select a venue that is convenient to both parties.
- The arbitration proceedings and records are generally confidential, meaning that members of the public do not have access to personal medical information. Of course, you are always free to communicate with federal, state, or local officials about any question, concerns, or issues that may arise.
- Either side may be represented by an attorney of their own choosing or may elect not to use a lawyer at all.
- By agreeing to arbitrate, both sides waive the right to have a judge or jury decide their dispute.
- If you are interested in learning more about our arbitration program, we encourage you to review the attached arbitration agreement, and if you agree, please sign where indicated. The arbitration agreement does not need to be signed in order for the resident to be admitted to our nursing facility or to continue receiving care.
- The arbitration agreement may be revoked in writing at any time within thirty (30) days after signing. A decision to revoke will not affect the care the resident receives.

I read this explanation to the resident and, if applicable, the resident’s representative before they signed the arbitration agreement, and they indicated their understanding to me.

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Signature

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Date

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