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To: [Kester, Tonykester@aging.sc.gov](mailto:Kester, Tonykester@aging.sc.gov)

Date: 7/23/2015 11:56:52 AM

Subject: Free Guide: 20 Common Nursing Home Problems and How to Resolve Them

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**Can a nursing home deny needed therapy services?  
Evict a resident for being “difficult”? Limit family members and  
friends to specified “visiting hours”?**

Many common nursing home practices are, in fact, illegal. In order to receive the best possible quality of care, a resident or resident’s family member should be familiar with the protections of the federal Nursing Home Reform Law, and understand how to use the law effectively.

That’s why we wrote our practical and widely-used consumer guide, ***20 Common Nursing Home Problems and How to Resolve Them***. The new version is completely updated and boasts a reader-friendly new design.

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Please [download it today](#) and [share this link](#) with anyone you think might find it useful.

Best Wishes,  
Eric Carlson

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