

(20) A description of the existence and role of the resident association;
[and]

(21) A DESCRIPTION OF THE INTERNAL GRIEVANCE PROCEDURE; AND INCLUDING:

~~(I) THE OPPORTUNITY FOR A SUBSCRIBER TO SUBMIT A WRITTEN GRIEVANCE IN ANY FORM TO THE PROVIDER;~~

~~(II) PROMPT INVESTIGATION OF A SUBSCRIBER'S GRIEVANCE AND A HEARING IN NECESSARY SITUATIONS;~~

~~(III) THE MANNER IN WHICH THE CAUSE OF A GRIEVANCE WILL BE OR ATTEMPT TO BE ALLEVIATED OR REMEDIED DURING AN INVESTIGATION OF A GRIEVANCE;~~

~~(IV) THE REQUIRED PARTICIPATION OF ONE OR MORE INDIVIDUALS AUTHORIZED BY THE PROVIDER TO TAKE CORRECTIVE ACTION TO REMEDY THE CAUSE OF A GRIEVANCE;~~

~~(V) THE RIGHT OF THE SUBSCRIBER WHO SUBMITTED THE GRIEVANCE AND OF OTHER SUBSCRIBERS ON BEHALF OF THE AGGRIEVED SUBSCRIBER TO PARTICIPATE IN THE GRIEVANCE PROCEDURE;~~

~~(VI) THE RIGHT OF A SUBSCRIBER WHO SUBMITTED A GRIEVANCE TO BE NOTIFIED OF THE DISPOSITION OF THE SUBSCRIBER'S GRIEVANCE AND ANY CORRECTIVE ACTION TAKEN; AND~~

~~(VII) THE RIGHT OF SUBSCRIBERS TO ESTABLISH AND PARTICIPATE ON A SUBSCRIBER GRIEVANCE PANEL THAT:~~

~~1. IS COMPOSED OF SUBSCRIBERS ONLY;~~

~~2. PRESENTS GRIEVANCES TO THE PROVIDER, FACILITY MANAGERS, ADMINISTRATORS, OR STAFF, PUBLIC OFFICIALS, AND ANY OTHER INDIVIDUALS ON BEHALF OF A SUBSCRIBER; AND~~

~~3. WORKS WITH THE PROVIDER, FACILITY MANAGERS, ADMINISTRATORS, AND STAFF OR ANY OTHER INDIVIDUALS WITHIN OR OUTSIDE THE FACILITY TO IMPROVE THE QUALITY OF CARE FOR SUBSCRIBERS; AND~~

[(21)] (22) Such other material information concerning the facility or the provider as the Department requires or that the provider wishes to include.

(d) The disclosure statement shall contain a cover page that states, in a prominent location and type face, the date of the disclosure statement and that the issuance of a certificate of registration does not constitute approval, recommendation, or endorsement of the facility by the Department, nor is it evidence of, or does it attest to, the accuracy or completeness of the information set out in the disclosure statement.

(e) Any amended disclosure statement: