

**Agency for Health Care Administration**  
**Long Term Care Unit**  
**AHCA Nursing Home Posters - Questions and Answers**  
May 11, 2000

During the week of May 1, 2000 each licensed nursing home received a copy of the Agency for Health Care Administration poster including contact information for various resident resources. The poster must be displayed in each licensed nursing home. Each facility received three posters, one in English, one in Spanish, and one in Creole.

Pursuant to section 400.141 (13) Every nursing home shall “Publicly display a poster provided by the agency containing the names, addresses, and telephone numbers of the state’s abuse hotline, the State Long-Term Care Ombudsman, the Agency for Health Care Administration consumer hotline, the Human Rights Advocacy Committee, and the Medicaid Fraud Control Unit, with a clear description of the assistance to be expected from each.”

We have received several questions regarding the posters and have prepared the following in response.

**Requirement to Display Poster / Location**

1. Must a facility display all three posters (English, Spanish and Creole)?

Display the poster(s) in the languages spoken by residents of the facility and their family members. If there are no Spanish or Creole speaking residents in the facility (or resident family members) then there is no need to display the Spanish nor Creole poster. However, if you do not use the Spanish or Creole poster, it should be retained and displayed in the event you admit a Spanish or Creole speaking resident in the future.

2. Where must the poster be displayed?

The poster must be displayed in an area accessible to residents. An employee lounge is not appropriate.

3. If a facility has multiple floors, must the poster be displayed on each floor?

There is no requirement that the poster be displayed on each wing or floor.

4. Can we cut off the picture and display only the phone numbers?

The statute requires that all nursing homes display the poster provided by the agency, this means the entire poster. However, if the entire poster is displayed in at least one area accessible to residents and their families, then you are welcome to post only the phone numbers in other locations in the facility.

5. Does the AHCA poster eliminate the need for the Ombudsman poster?

No, the poster provides additional contact information for residents in the facility.

### **Obtaining Additional Posters**

6. Can additional posters be ordered?

Yes, additional posters are available from the Agency for a small fee to pay for the cost of reproduction, shipping and handling. The first poster ordered is \$10 and additional posters are \$2 each if mailed at the same time to the same address. Please specify the language you wish to order (English, Spanish or Creole).

Please find attached order form or call 850/488-5861 to request an order form by fax.

7. Can we reproduce the poster to make extra copies?

Yes, however, the reproduction must be identical to the original poster each facility received by mail. The size must be the same. The poster size includes large print to enhance readability of the text.

8. Does the poster come in any other sizes?

No.