

ROCK COUNTY, WISCONSIN



Rock Haven Nursing Home
P. O. Box 920
Janesville, Wisconsin 53547-0920
608-757-5000
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URGENT MEMORANDUM

DATE: February 18, 2021

TO: Rock Haven Staff

FROM: Sara Beran, Interim Nursing Home Administrator

RE: Complaint Survey

Dear Rock Haven Residents and Families:

State surveyors entered the facility on a complaint February 18, 2021. It was reported the complaint was related to staffing. After their investigation, the complaint was found to be unsubstantiated resulting in no citations.

The surveyors also communicated the residents had no complaints on staffing or cares. They shared, "The residents are happy, clean and well cared for" and commented on what a beautiful, clean building Rock Haven has.

Thank you to all Rock Haven's hard working and dedicated staff in each department. You have shown that you continue to provide top notch care. Thank you to our residents and their families for allowing us to provide care for you. This is an achievement everyone can share together.

Thank you,

Sara Beran

Sara Beran, RN
Interim Nursing Home Administrator
(608) 757-5332