

Please feel free to use the following text and logo in any communications with family members, for example, a facility newsletter, website, or billing statement insert, etc. You may edit for length and personalization for your residents. Please contact ODA at consumerguide@age.state.oh.us or (614) 466-1221 if you have any questions.

Let us know what you think! Coming Soon: Family Satisfaction Survey

We are participating in the Ohio Department of Aging's 2010 Nursing Home Family Satisfaction Survey. Family members and sponsors of our residents will be receiving the satisfaction surveys in the mail in late June or early July.

When you receive the Family Satisfaction Survey, please complete it and return it promptly to the Scripps Gerontology Center in the business reply envelope provided or submit your survey online. Each packet will include a toll-free number to call if you have questions.

No one will know how you responded. Our staff will not have access to your survey responses and you won't have to sign your name.

Survey results for each nursing home in the state will be posted on the Ohio Long-Term Care Consumer Guide website www.ltcoho.org in January 2011.

Thank you for your time and assistance. By filling out the surveys, you will be helping us to improve and provide the best level of care for your loved ones.



www.ltcoho.org