

ATTENTION  
FAMILY MEMBERS & FRIENDS

# 2021 Family Satisfaction Survey



Our community is participating in the Ohio Department of Aging's **Family Satisfaction Survey!** Family members and resident sponsors will receive their survey this summer.



Look for it in your mailbox  
or respond to the text link.

[www.ltc.ohio.gov](http://www.ltc.ohio.gov)

## What to do when you receive the **Family Satisfaction Survey:**



Complete the survey you received in the mail or submit online.



Contact the toll-free info line 1-844-864-0049 with any questions.

## **All Surveys are Anonymous!**

Our staff will only receive data averaged together and nothing on the survey form identifies you or the resident.

## **Your Answers are Important!**

Your answers will help guide our quality improvement process to provide the first-class services you desire and deserve.

## **Results are Posted!**

Survey results for each home in the state will be posted on the Ohio Long-Term Care Consumer Guide web site [www.ltc.ohio.gov](http://www.ltc.ohio.gov) in summer of 2022.

