

**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 personalize for your residents.

**Let us know what you think! Family Satisfaction Survey coming soon!**

We are participating in the Ohio Department of Aging's 2021 Family Satisfaction Survey. Family members and sponsors of our residents will be receiving the satisfaction surveys between September and December 2021.

New this year is a survey invitation by text message in addition to the mailed paper survey. However you decide to complete the survey, please do so promptly by submitting your survey online or returning it to the Scripps Gerontology Center in the business reply envelope provided. Each survey invitation 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 and assisted living in the state will be posted on the Ohio Long-Term Care Consumer Guide website [www.ltc.ohio.gov](http://www.ltc.ohio.gov) later in 2022. If you have questions, please call 1-844-864-0049.

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

