



The Ohio Academy of Nursing Homes

*Helping innovative long-term care
professionals provide quality health care to Ohioans.*

April 6, 2011

Mark Schierloh
Glenmont
4599 Avery Rd.
Hilliard, OH 43026

Dear Mark:

Congratulations! Your facility is one of the 16 facilities that received a score of 100 on both key questions ("Overall, do you like this facility?" and "Would you recommend this facility to a family member or friend?") in the 2010 Family Satisfaction Survey.

The 2010 Family Satisfaction Survey was conducted between June and December 2010, and nearly 30,000 family members and 931 facilities participated. Family members were asked for their opinions on activities, administration, admissions, nursing, dining, therapy and general satisfaction. The statewide average score was 87.93 (out of a possible 100).

In these challenging economic times, this outstanding achievement demonstrates to your residents, their families and the community that your facility is a home that exemplifies superior quality in the long-term care industry! This kind of success embodies the fact that team work and daily commitment has been provided by each staff member and that your residents are receiving the very best care this industry has to offer.

Again, congratulations and we look forward to your continued commitment and success in raising the bar of excellence!

Sincerely,

Victoria L. Gresh, CAE
Executive Director