

The Manor  
577 Washington Hwy  
Morrisville, VT 05661

March 31, 2009

Dear Administrator,

### Congratulations The Manor!

Your facility is receiving My InnerView's  
2008 Excellence in Action award,  
recognizing your commitment to superior  
Customer satisfaction.



My InnerView's 2008 *Excellence in Action* award is presented to any My InnerView customer facility that meets the following criteria:

1. Completed a customer (resident or family) or workforce satisfaction survey during calendar year 2008, using standard nursing facility instruments (may or may not include additional custom questions)
2. Had a minimum of 10 responses, with a minimum 30% response rate
3. For customer satisfaction: Scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility to others?" in terms of the percentage of respondents rating the facility as "excellent"

For workforce satisfaction: Scored in the top 10% of qualifying facilities on the question "What is your recommendation of this facility as a place to work?" in terms of the percentage of respondents rating the facility as "excellent"

In honor of your achievement, we will be sending the award to you on April 16 to coincide with our national announcement on the same day. Please be advised that at this time, we will be releasing the name of your facility, along with your city and state, on our Web site and within other public announcements. **If you do not want your facility's name included in our public recognition list, please contact me by April 10 to have your name removed from the public list.**

As always, we look forward to continuing our relationship with you as you continuously strive to improve the quality of care and life that your residents, families, staff and community receive. If there is anything we can do to help you continue your success, feel free to contact us.

Sincerely,



Brad Shiverick  
Vice President of Research

PS: Visit [www.myinnerview.com/ExcellenceAwardFacility](http://www.myinnerview.com/ExcellenceAwardFacility) to access a communication toolkit with resources to help you communicate your achievement.