

The Manor, Inc.

———— NEWS RELEASE ————

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**The Manor Receives National Honors for
Exemplary Customer and Workforce Satisfaction**

*Only 74 nursing homes nationwide receive award for both customer, workforce
satisfaction*

MORRISVILLE, VT — On April 16, 2009 — The Manor received My InnerView's Excellence in Action award, a national honor recognizing the facility's commitment to superior customer and workforce satisfaction. The award, which is presented annually, recognizes those nursing homes that have made a commitment to superior customer or workforce satisfaction. The Manor was one of only 74 nursing homes throughout the country and one of only 5 homes in Vermont that received the award for both customer and workforce satisfaction this year.

"This year's award recipients truly demonstrate their dedication to excellent customer and workforce satisfaction," said Brad Shiverick, Vice President of Quality, My InnerView. "This is an exceptional group of providers and their efforts should be recognized."

My InnerView, the applied research and quality-improvement solutions provider that presents the annual award, supports leaders across the entire senior care profession with tools to measure, benchmark and improve performance. This year's award for superior customer and workforce satisfaction was presented to any My InnerView customer who completed a customer and workforce satisfaction survey in 2008, had a minimum 30 percent response rate and scored in the top ten percent of qualifying facilities on the questions "What is your recommendation of this facility to others?" and "What is your recommendation of this facility as a place to work?" in terms of the percentage of respondents rating the facility as "excellent."

The Manor has been a part of the community for 10 years and specializes in Short Term Rehabilitation, Post-Operative Recovery, Long Term and Residential Care Services.

For more information, contact The Manor at 888-8700.

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