### Sample Informational Letter for Resident Family Members, Representatives, and Friends

Dear ***<insert facility name>*** Resident Family Members, Representatives, and Friends,

The Ohio Department of Aging (AGE) is conducting Resident and Family Satisfaction Surveys across the state. We are pleased to announce that this year’s statewide surveys will begin soon! This document provides important information regarding both surveys.

**Your Opinion is Important**

AGE will use resident and family survey results to publish scores for our facility online on the [Ohio Long-term Care Quality Navigator](https://aging.ohio.gov/care-and-living/long-term-care-quality-navigator/home). Your survey responses will also be combined with others and a summary of these results shared with facility management to help monitor and improve quality in our community. Your individual responses will not be shared with the facility. By providing feedback, you and your resident are helping others to make informed decisions about nursing and assisted living facilities.

**Family Satisfaction Surveys**

AGE has contracted with Vital Research (Vital), an independent research firm, and Scripps Gerontology Center at Miami University (Scripps), to conduct these surveys. Our facility is permitted to provide your contact information to Vital and Scripps for this survey. The Family Satisfaction Survey will ask about your impressions of quality at our facility. Your opinion is very important, and we encourage your participation. Even if your resident is no longer at the facility, we would encourage you to share your opinions about when they were a resident. In the next few months, you should receive information about the Family Satisfaction Survey from Scripps.

**Resident Satisfaction Surveys**

In-person surveys are the most effective mode for surveying residents, and residents have voiced appreciation for being able to share their opinions. Trained staff from Vital will invite a random sample of residents to provide their thoughts on the quality of our facility. Vital’s staff have been trained to interview residents with a wide variety of disabilities and cognitive improvements. Vital’s staff must obtain the resident’s consent before administering the survey; if the resident is unable to consent or declines to participate, the interview would not begin and there will be no negative consequences for them. The interviews take an average of 15 minutes to complete, but residents that consent to participate can skip any questions they would like or stop the survey early. If a resident stops responding or is unable to respond, the interviewer would thank them for their time and end the interview.

If you are a legal guardian or have power of attorney (POA) and would prefer that the resident you represent does not participate in the resident survey, please call <***Insert Name of Facility Contact Person***> at <***Insert Phone Number***>.

Vital also requires interviewers to follow steps to reduce the risk of spreading infectious diseases. Vital’s detailed Infectious Disease Safety plan and other helpful information can be found at <https://vitalresearch.com/ohsurvey/>.

**Surveys are Confidential**

Only the interviewer/Vital/Scripps will know what is said during surveys unless they see or hear anything that makes them concerned about a resident’s safety or health. In that case, they would have the responsibility to facility staff, or an Ombudsman know so they can help. We (the facility) will not see individual residents’ or family members’ survey responses.If you have any questions about the resident or family surveys, please contact Vital at 888-628-3681 or [ohrssinfo@vitalresearch.com](file:///C:\Users\bbetts\AppData\Local\Microsoft\Olk\Attachments\ooa-5bb68972-de3c-40cc-bb26-94d2613619f0\f388de92cd746425d7ef45896278f8206ea27de7d10eef7714224f2ddd0d0900\ohrssinfo@vitalresearch.com).

Thank you in advance for your participation!

Sincerely,

***<Insert Administrator Signature>***