

Monroe County Care Center

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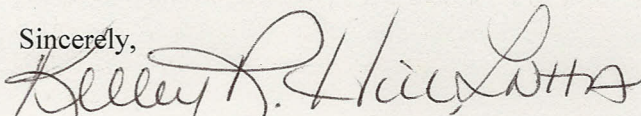
July 20, 2009

Monroe County Care Center had its annual State inspection by the Ohio Department of Health on June 16, 2009. During the survey process, the Life Safety component of the inspection became rather tedious and the Surveyor required detailed and very specific information on a particular matter that took numerous attempts to satisfy. During this process, Dana Indermuhle, Swiss Valley Associates, arrived in person at our nursing facility to assist us, faxed us numerous times after leaving the facility, and accepted at least a half dozen phone calls requesting his assistance on the same matter. Dana was just as respectful and helpful on the last call as he was the first and actually insisted that we stay in touch until he was able to give us exactly what the State Surveyor wanted.

This is the second such time that our facility required extensive assistance and expertise from Swiss Valley Associates while trying to gain compliance with our State and Federal regulatory requirements. In 2008, our facility had a challenging Federal Survey inspection that required extensive interventions to the physical plant. Swiss Valley came through with shining colors. The level of confidence they display is of great comfort during such a stressful time. The employees of Swiss Valley present with an extensive knowledge base related to the Life Safety Code and NFPA guidelines that we must follow as a nursing facility, and have shown consistently to be very well versed in all our regulatory requirements. The employees provide one of the highest levels of customer service I have seen in my entire career. They were always respectful, and courteous and eager to please. Their interactions with the Residents of our facility were outstanding. In spite of their time constraints, they always took a minute to acknowledge any resident who commented about the work they were doing, or just in general engaged them in conversation. They were very conscientious about our dining schedules and nursing routines and were careful not to interrupt the normal daily routine of the facility. There is ongoing communication so that no one is ever left wondering what the next step will be. One of the first things I noticed about the company the first time we needed their services was that they had some employees whose youth was quite evident, and I honestly wondered about their levels of expertise. It didn't take any time at all for me to quickly learn that they were skilled beyond their years, and had obviously had a proper upbringing to boot. They are the kind of young men that you want to see succeed.

I would highly recommend Swiss Valley Associates of Sardis Ohio. As an Administrator, your plate is often full and the tasks ahead each day are numerous. I have truly felt that I could wholeheartedly hand over the project that they were working on to them without the need for monitoring, knowing that it would exceed my expectations in the end. Thank you Swiss Valley Associates, and please accept this letter of reference as a token of our appreciation for your outstanding services.

Sincerely,



Kelley R. Hill, LNHA
Administrator