

St. Teresa Rehabilitation and Nursing Center
Bishop Primeau Senior Living Community
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Manchester, NH 03104
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September 24, 2020

Hello everyone,

By now you should have received our annual satisfaction survey; they were mailed out on the 16th from NRC. The surveys were sent to the main contact listed on the face sheet of each resident. This person would also have to be someone that is a regular visitor to the facility. They did not go out to our short-term patients.

I hope when filling out the survey you keep in mind what COVID has done to all of us since March. We are asking that you rate us on what your normal experience was with us during the time prior to March. However, I also invite you to use the comment section to address any COVID related feedback on our performance. Please also keep in mind that the changes that have taken place here are through the direction of DHHS and CMS.

Please return the survey as soon as possible as we have a short window to get them back to the company doing the survey (**September 27th**). You can do it online or send it in by mail. If you mail it in you should **send it out by tomorrow** to allow ample time to get there on the 28th. We/I appreciate your feedback.

Kindly,

A handwritten signature in black ink that reads "Luanne Rogers". The signature is fluid and cursive, with a long horizontal stroke at the end.

Luanne Rogers
Administrator