

Laurel Health Care Company
Statement to Interested Parties

March 2, 2018

Note to those who wish to use this statement:

This statement is to be referenced in its entirety. There is no expressed permission given to extract any single piece of the statement or to print or reference anything but the entire statement.

The Laurels of Huber Heights was in the news recently related to a post on social media which included pictures and allegations of improper care for one of our residents. The resident's family members were responsible for the viral post, encouraging others to share it. Through the shared post, our associates were made aware of the concerns and immediately made attempts to reach the resident's family members. To date, we have been unable to communicate with the family about this matter.

The post further generated media coverage based solely on the social media pictures and comments made by the family members. And, many of the additional comments made by social media users without personal knowledge of the situation, were threatening toward Laurel associates. This posting and its negative comments have impacted our associates who work hard every day to provide quality care to all of our residents. We appreciate the outpouring of support from those who know us -- the community, our current and past residents and their families.

First and foremost, care for our residents is the most important responsibility for all of us at The Laurels. We know that no facility is flawless and always look for opportunities to improve our care. We take all concerns seriously and have systems in place to review and address them. With this situation, an internal review and investigation was initiated immediately. Out of respect for the privacy of the resident and HIPAA requirements, our ability to publicly address the findings of our investigation is limited. However, through our investigation, our findings did not support the allegations made in the social media post. In addition to our internal investigation, an independent and external agency review was initiated immediately and completed by the Ohio Department of Health (ODH), our licensing and enforcement agency. At the conclusion of that survey team's four-day investigation, we believe we appropriately and thoroughly investigated this situation and stand by our findings.

Laurel Health Care Company has provided care and services to the communities in which we operate for over 25 years. Those we have had the privilege to serve know of our good reputation and the quality of our care we are known to provide. In addition to meeting regularly with our residents' family members to discuss care and treatment plans, we have an independent third-party regularly conduct satisfaction surveys of our valued customers. Our most recent survey data supported a 90% satisfaction rate for "quality of life" in our facilities. Further, it is our goal to attract, train and retain knowledgeable, caring and compassionate individuals. Our associates demonstrate this attitude and ethic every day to our residents and their family members and for that, we express our gratitude.

We, with our associates, are honored for the opportunity to provide quality care for over 12,000 new residents each and every year. Rest assured, The Laurels has been and will always be focused on caring for our residents and we will not be distracted in our mission.

Primary Contact: Catherine Chiovaro, VP Operations
614-794-8806 x. 176