



Dear Resident or Family member,

You will soon be invited to participate in a resident survey being conducted on behalf of Grand Oaks Assisted Living by Holleran, an independent research firm. This study is critical to our continuous improvement process and will provide a “benchmark” for future studies.

Your participation is voluntary and your responses will be held in strict confidence by Holleran. A summary of the data will be returned in a report format for Grand Oaks to review. While individual surveys will not be shared with us, all comments will be reported. We encourage constructive feedback, but ask that you refrain from including any identifying information in your comments.

- Beginning on August 7, 2023, any resident that requested a paper survey will receive one in their mailbox. For apartments/units with more than one resident, you will receive a copy of the survey for each person to complete.
- You will mail your completed survey directly to Holleran using the pre-addressed, postage-paid envelope that your survey comes in. *Please do not throw away this envelope!* Holleran will also provide their toll-free telephone number in the event you have any questions. Please complete and return your survey to Holleran by August 18, 2023.
- Any resident that requested to complete their survey electronically will receive an email directly from Holleran, on August 7, 2023, with instructions on how to submit your responses. The survey will come from “Holleran on Behalf of Grand Oaks Assisted Living. Please put the email, “invites@mail.surveygizmo.com” under your safe contacts, to ensure delivery.
- If you do not receive your survey by 12:00 PM on August 7, 2023, please first check your Spam Folder and then contact Holleran at 1-800-941-2168). We ask that you complete your online survey by August 28, 2023.

Our goal is to provide our residents and their families with an opportunity to voice their opinions and ideas. Thank you in advance for taking the time to complete the resident survey.

Sincerely,

Jordan Asrat

Director of Activities