



March 2022

Dear residents and families,

The past two years have been an extraordinary time for people across this country—perhaps none more than the families like yours who are part of nursing home communities. The historic COVID-19 pandemic brought with it real fear and danger for older adults, families and caregiving professionals, as well as powerful moments of compassion, connection and commitment to a brighter future.

As the President of LeadingAge, my organization represents nonprofit, mission-driven nursing homes, including yours. I'm incredibly proud of the dedication and commitment communities like yours have shown during the pandemic. Never in my long career in this field have I seen people come together to get each other through a crisis as I have seen during this pandemic.

A spotlight has been shone on all nursing home communities during this time, bringing new attention to some of the bad apples allowed to grow by our nation's patchwork care system. You may have seen news stories about specific nursing homes falling down on the job or heard the President mention his intention to crack down on bad actors.

Rest assured that your nursing home and the thousands of others that are part of LeadingAge have no tolerance for bad care. Bad performers must improve and there must be accountability for wrongdoing. We believe that every nursing home should strive for excellence everyday.

You have seen that excellence in action. Your nursing home is committed to quality of care and quality of life for older adults—and that will never change.

Thank you for placing your trust in us. We are grateful for the privilege of being a part of your lives, and you can count on us today and into the future.

Sincerely,

A handwritten signature in black ink that reads "Katie Smith Sloan".

Katie Smith Sloan
President, LeadingAge