

Dear Facility Administrators,

As part of our efforts to provide Ohioans with accurate, up-to-date information about long-term care facilities, the Ohio Department of Aging (ODA) sent out the **Nursing Home and Assisted Living Data Refresh Survey** last month. We greatly appreciate your efforts to complete the survey as quickly and efficiently as possible so that Ohioans can make educated decisions about their care needs.

Based on your feedback about the survey content and technical concerns, we are extending the deadline to **Friday, August 16 by 4 p.m.** We hope this gives facilities the time necessary to resolve any concerns and successfully complete the survey.

To access the survey, **each administrator was provided a unique link (one for each facility administered with the same email point of contact listed in the COVID-19 Care Center Portal) in separate emails on July 15, July 21, and July 31.** If you did not receive the emails, please log in to the [COVID-19 Care Center Portal](#) and confirm that your facility's administrator is listed correctly under the points of contact section.

- If your facility administrator information is incorrect, please update that information in the COVID-19 Care Center Portal and email us at LTFCDataRefreshSurvey@age.ohio.gov so a new unique link can be resent.
- If the administrator information is correct, please check your spam/junk folders to see if the message was blocked in error by your IT's firewall.

If you are listed as the facility administrator on a shared campus, or if you manage multiple facilities, **you should have received a separate email with a unique survey link for every facility you manage** as listed in the COVID-19 Care Center Portal. To complete a survey for more than one facility, you will need to use the survey links in multiple emails. Attempting to use the same link to complete the survey multiple times will result in a message stating that you have already completed the survey. You only need to complete the survey once for each facility link received.

ODA has also heard from administrators that they are having difficulty finding their facility in the drop-down list. We ask that administrators continue to scroll through the list to find their facility, as the **numbers restart numerically midway through the list on some links.** Your facility may be in the bottom half of the order.

This survey will take you about 30-40 minutes to complete, but the impact it will have for Ohioans will last much longer. With this information, ODA will be able to better understand the amenities and services offered in the state's nursing homes and assisted living facilities, and Ohioans will have access to much of the data in future versions of public health dashboards created by ODA.

We appreciate your diligence in completing this survey, and please let us know if we can assist as the new deadline of August 16 approaches.

Sincerely,
Ohio Department of Aging

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