

The Osborn Pavilion Announces New Administrator

-Zena Merchant brings extensive experience in the long-term care industry to her new role-

Rye, NY, October 12, 2022: The Osborn announced that Zena Merchant will serve as the senior living community's new Administrator at The Pavilion, a five-star licensed facility providing long-term skilled nursing care, as well as both inpatient and outpatient rehabilitation.

Ms. Merchant has had an extensive career in the long-term care industry, most recently as the Administrator of Charlotte Hall Veterans Home, an assisted living and skilled nursing facility in Maryland. Originally from New York, she held a variety of senior-level healthcare positions with NYC Health + Hospitals, the largest public health care system in the United States, and long-term care facilities. She also oversaw two skilled nursing facilities in Minnesota.

"Zena Merchant has exceptional administrative experience, as well as empathy and communication skills, that make her an ideal fit for our community," said Osborn President and CEO Matthew G. Anderson. "The residents, families and staff will all benefit from her energy and dedication to ensuring the best possible care."

Ms. Merchant said, "I am proud to be joining The Osborn, which has such a stellar reputation in the area. The fact that The Osborn has been able to consistently maintain a Medicare five-star rating, even during the challenges of the pandemic, demonstrates the quality of care being delivered, which I look forward to upholding."

She added, "My style is to manage with visibility – I want to always be present and accessible to my residents, families and staff and ensure The Osborn Pavilion continues to be a top choice for residents and employees. I am also a big proponent of open and frequent communication with residents and families."

Zena Merchant, MHA, LNHA, has been licensed as an Administrator in the States of New York, Minnesota and Maryland. She holds a Bachelor of Science in Health Science with a concentration in Healthcare Management from Stony Brook University and a Master of Health Administration from Hofstra University. She enjoys mentoring students and is an active member of the American College of Healthcare Executives.

About The Osborn

The Osborn is a private, non-profit, continuum of care community, founded in 1908 and based in Rye, New York. It offers Independent Living, Assisted Living, Memory Care, a Five-Star Skilled Nursing Facility, as well as Inpatient and Outpatient Rehabilitation Care. In addition to residential and health care services on its 56-acre campus, the organization provides home care in Westchester and Fairfield Counties through Osborn Home Care. The Osborn is accredited by CARF and has an "A" rating from Fitch. Individuals and families interested in learning more about The Osborn are invited to call 888-9-OSBORN or visit www.theosborn.org.



Zenae Merchant