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Photo and caption included

Jefferson's Ferry Recognized for Exceptional Resident Experience

Resident Survey Scores Jefferson's Ferry in Top 15% Nationwide in Skilled Nursing

S. Setauket, NY...March 28, 2023... For the fifth year in a row, Jefferson's Ferry Life Plan Community has earned Pinnacle Quality Insight's Customer Experience Award for outstanding resident satisfaction and overall achievement in the health care industry. This award recognizes the dedication of the staff of The Vincent Bove Health Center at Jefferson's Ferry in providing "Best in Class" service in Skilled Nursing. Jefferson's Ferry's health center scored in the top 15% of skilled nursing facilities nationwide over a 12-month period of study, excelling in Nursing Care, Cleanliness, Individual Needs, Recommendation to Others, Activities, Admission Process, Safety & Security, and Overall Customer Experience.

"Since our founding more than 20 years ago as Long Island's first Continuing Care Retirement Community, Jefferson's Ferry has been committed to providing the highest quality experience in a community setting that promotes dignity, privacy, individuality and independence for every resident," said Jefferson's Ferry President and CEO Bob Caulfield. "The Pinnacle Award is a direct reflection of the outstanding work that our employees perform every day. It's always gratifying to know that our residents recognize our dedication with this vote of confidence."

Over the course of 2022, a sampling of residents of the Vincent Bove Health Center and their families participated in monthly telephone interviews that asked open-ended questions to rate their experiences in specific categories. Every month, Jefferson's Ferry staff evaluated the results from the interviews to gain a better understanding of resident needs and make improvements when necessary.

"In addition to the high marks our residents and their families give us in the Pinnacle survey, they also recommend Jefferson's Ferry to their friends and family," added Anthony Comerford, Vice President of Health Service. "Our staff and residents form close relationships based on mutual respect, trust, and quality care."

"While we don't come to work looking to win awards, we always do our very best for our residents and families," concluded Caulfield. "Our goal is always to provide the people who call Jefferson's Ferry home with the means and peace of mind to live their best life here. It is especially meaningful to know that we are consistently hitting the mark, meeting or exceeding the best standards or practices within

our industry. It's the people who live and work here that make Jefferson's Ferry the truly special and vibrant community we know so well."

Pinnacle Quality Insight is a customer satisfaction measurement firm with over 26 years of experience in post-acute healthcare. Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,500 care providers in all 50 U.S. states, Canada and Puerto Rico.

About Jefferson's Ferry www.jeffersonsferry.org

Jefferson's Ferry is a not-for-profit Life Plan Community for active adults aged 62 and above, with Independent Living cottages and apartments, assisted living apartments, and a quality health care center all on one site. A multi-million-dollar expansion and renovation project, "The Journey Toward Renewal," is part of a larger strategic initiative launched in 2018 to create a life-enriching environment for all new and current residents at every stage of their life.

Journey to Renewal has added 60 one- and two-bedroom independent living apartments, offers six distinct dining venues, an expanded Healthy Living Center, Fitness Center, and its state-of-the-art Rehabilitation Therapy Center. A new Memory Care building will provide a high quality of life and care for people diagnosed and living with Alzheimer's and other dementia-related diseases. Common areas in Assisted Living and the Health Care Center will be renovated.

Jefferson's Ferry offers exceptional living and amenities, including indoor pool, computer center, library, recreational areas, gardens, and gazebos. A mix of cultural excursions, civic activities, and a community of residents who help shape Jefferson's Ferry's future ensures a spirited and engaged lifestyle.

The Vincent Bove Health Center at Jefferson's Ferry enjoys a 5-star rating from The Centers for Medicare and Medicaid Services (CMS), and was named a "Best Of" nursing home by U.S. News & World Report. Jefferson's Ferry has repeatedly earned the industrywide Community Choice Award for resident satisfaction and engagement and has been recognized with the Pinnacle Quality Insight's Customer Experience Award for five years running. FitchRatings has assigned Jefferson's Ferry a BBB bond rating. Jefferson's Ferry has consistently been voted Best Retirement Community, Best Nursing Home and Best Assisted Living on Long Island by The Long Island Press and has been recognized for Excellence by the Hauppauge Industrial Association's Business Achievement Awards program. For more information visit www.jeffersonsferry.org



Photo Caption: Jefferson's Ferry Recognized for Exceptional Resident Experience

For the fifth year in a row, The Vincent Bove Health Center at Jefferson's Ferry has earned Pinnacle Quality Insight's Customer Experience Award for outstanding resident satisfaction and overall achievement, recognizing the dedication of the staff in providing "Best in Class" service in Skilled Nursing. Pictured here with the award are: (L-R) Anthony Comerford, VP Health Services; Kathy Koutouvidis, RN, Assistant Director, Nursing; Patti Gallagher, Director, Environmental Services; Dawn Flowers-Leib, Director, Admissions; Richelle Rugolo, RN, Director, Nursing; and Bob Caulfield, President and CEO, Jefferson's Ferry Life Plan Community.