

## NEWS RELEASE

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### **Clement Manor Honored with Excellence in Action Award**

*Greenfield, Wis* – During all stages of life, it's vital to enjoy where one lives, learns and revives themselves. It's a benefit Clement Manor residents enjoy each day—and now they've made the nation aware of it.

Clement Manor has once again soared above resident and family expectations by providing excellent quality care and service. Its great success has earned the facility an Excellence in Action Award from My InnerView, a renowned quality management firm.

Clement Manor was honored with the award along with only seven other facilities in the State of Wisconsin and 298 across the entire country. Residents and their family members ranked Clement Manor in the top 10 percent of My InnerView's surveys—when asked if they would recommend Clement Manor to others, they overwhelmingly marked their satisfaction as 'excellent'.

“We are very honored to be recognized for our commitment to provide quality service,” says Keri Gerlach, Director of Marketing for Clement Manor. “This award means so much to us because everyone here works with the purpose of not only caring for, but enriching the lives of residents and their families. Our quality improvement measures and customer service standards will continue to push us to exceed the expectations of our customers.”

After 25 years of serving the community, Clement Manor continues to improve upon its values of respect, collaboration and quality service. In 2004, Clement Manor was awarded Facility of the Year by the Wisconsin Health Care Association. That same year, it received the American Health Care Association/National Center for Assisted Living Step II Quality Award, the first Wisconsin facility to be acknowledged with the award.

Clement Manor is a faith-based continuing care retirement community in Greenfield offering assisted and independent living, short/long term care, lifelong learning programs, adult day services and more. For more information on Clement Manor, please visit [www.ClementManor.com](http://www.ClementManor.com).

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