

Sample Letter to Residents, Clients and Families

<p style="text-align: center;">Your Organization's Letterhead</p>
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[DATE]

Dear [RESIDENTS, CLIENTS, FAMILY],

[NAME OF AGING SERVICES ORGANIZATION] takes great pride in the care and services we provide. As a nonprofit organization, we are always looking for new ways to improve quality on behalf of our residents and clients.

[NAME OF AGING SERVICES ORGANIZATION] has pledged to support and be part of Quality First, an initiative led by the American Association of Homes and Services for the Aging (AAHSA) in collaboration with other aging services organizations.

AAHSA Quality First is a philosophy of quality and a framework for earning public trust in aging services.

When the leadership of our aging services organization signed the AAHSA Quality First Covenant, we demonstrated our special stewardship responsibility to maintain:

1. Continuous Quality Assurance and Quality Improvement
2. Public Disclosure and Accountability
3. Patient/Resident and Family Rights
4. Workforce Excellence
5. Public Input and Community Involvement
6. Ethical Practices, and
7. Financial Stewardship

I would be pleased to talk with you about Quality First, or respond to your questions about quality of care and quality of life at [NAME OF AGING SERVICES ORGANIZATION].

Our dedicated team – staff and volunteers – work very hard to make [NAME OF AGING SERVICES ORGANIZATION] a good provider of care and services for you. That's one reason we are excited about AAHSA Quality First and the ways it will further improve our service to you and your loved ones.

Thank you for choosing our [FACILITY or ORGANIZATION], and we invite you to visit and call us at [PHONE NUMBER] at any time.

Sincerely,

[NAME]

[TITLE]

[AGING SERVICES ORGANIZATION]