



PINNACLE QUALITY INSIGHT
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February 04, 2021

To whom it may concern,

Over the course of the last twelve months, Pinnacle Quality Insight, a nationally recognized customer satisfaction firm, has interviewed the customers of Virginia Gay Nursing And Rehab regarding their satisfaction levels .

Customers were asked to evaluate several aspects of their received services. From the results of these interviews, Pinnacle has determined that Virginia Gay Nursing And Rehab has qualified for a **Pinnacle Customer Experience Award™** in the following service areas:

- Overall Satisfaction**
- Nursing Care**
- Dining Service**
- Cleanliness**
- Individual Needs**
- Laundry Service**
- Communication from Facility**
- Response to Problems**
- Dignity and Respect**
- Recommend to Others**
- Activities**
- Professional Therapy Services**
- Admission Process**
- Safety and Security**
- Overall Customer Experience**

The Customer Experience Award™ is awarded to care providers who have achieved best-in-class customer satisfaction standards within their peer group.

Pinnacle congratulates the staff of Virginia Gay Nursing And Rehab for achieving this honor .

Chris Magleby
CEO
Pinnacle Quality Insight

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

OVERALL SATISFACTION

A handwritten signature in blue ink, appearing to read "C. Magleby".

CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
recognizes

VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

NURSING CARE

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

DINING SERVICE

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

CLEANLINESS

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

INDIVIDUAL NEEDS

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

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VIRGINIA GAY NURSING AND REHAB

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customer satisfaction standards in

LAUNDRY SERVICE

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

COMMUNICATION FROM FACILITY

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

RESPONSE TO PROBLEMS

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

DIGNITY AND RESPECT

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

RECOMMEND TO OTHERS

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

ACTIVITIES

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

PROFESSIONAL THERAPY SERVICES

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CUSTOMER EXPERIENCE AWARD

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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

ADMISSION PROCESS

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

SAFETY AND SECURITY

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CHRIS MAGLEBY, CEO

2021



CUSTOMER EXPERIENCE AWARD

Pinnacle Quality Insight
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VIRGINIA GAY NURSING AND REHAB

for achieving best-in-class
customer satisfaction standards in

OVERALL CUSTOMER EXPERIENCE

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CHRIS MAGLEBY, CEO