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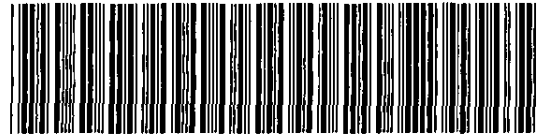
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From: Carson, Diana [Diana.Carson@opismr.com]
Sent: Friday, March 18, 2011 11:34 AM
To: CorpAddressChange
Cc: Ziolkowski, Jennifer
Subject: ADDRESS UPDATE - HIGHLANDS

Hello. Please update our mailing address as follows:

REGISTRATION# G03036900150

OWNER INFORMATION SECTION:

Highlands Lake Center, LLC
10150 Highland Manor Drive
Suite 300
Tampa, FL 33610

FEIN: 43.1988449

DOCUMENT: L02000034244

My contact information is listed below. Thank you. Diana Carson

Revolutionizing the future of long term care....

Diana Carson
diana.carson@opismr.com
813.558.6539
Fax 813.397.4105

Opis Mission Statement:

Opis Management Resources is dedicated to the highest standards of care for all those we serve - our customers, their families and each other. By listening to our customers, our caring and compassionate team members are continuously improving operations and creating a warm, respectful, dignified, ethical and safe environment for the elderly we serve.

Mission Word for March 2011 is Listening

Revolutionary Team Member actions are often demonstrated when team members listen to our customers needs and wishes

When one of our long term customer's conditions worsened, it was urgent to the director as well as to the staff that she was probably dying. IV fluids for hydration, medication for pain, and oxygen for comfort were all ordered by a physician. The family gathered at the bedside to support the customer and each other. Alva Gordon, Unit and Coordinator was very active in the customer's care. She kept the physician aware of any changes in the customer's condition. Alva was also diligent in attending to the customer's needs as well as the needs of the family. One day as Alva was in the customer's room with the family she asked them to step out of the room so she could speak with them. Alva asked the family if there was anything else the center could do to for the customer, and by listening to them she learned that the customer had been very religious all of her life. Alva asked the family if she could play spiritual music for the customer. The family happily agreed. Alva obtained the CDs from the local church, transported them back to the customer's room, and played them for the customer. A peaceful and serene atmosphere was created for the customer and her family. Sadly, the customer passed away later that day, but she was comforted by her beloved spiritual music and left her family at her side. By being customer focused and by listening to the family, Alva helped make the customer's passing a peaceful one.

This revolutionary story was submitted by Terry Frazier, a team member at Coquina Center.

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