

June 25, 2021



Hello, Presidential Oaks Residents, Family Members and Responsible Parties

My name is Jeff Schwartz, I have been selected by the Board of Trustees for Presidential Oaks to be the new Chief Operating Officer. I am honored to be part of this team and this special community here in Concord, NH.

My ultimate goal is to work closely with every team member at Presidential Oaks to improve the quality of care and service to all our residents, throughout this community.

I have more than 30 years of experience operating multiple health care centers in Massachusetts and New Hampshire. I have been on the Board of Directors of the New Hampshire Health Care Association for 12 years and I have been a member of the American Health Care Association for more than 20 years. These organizations represent the needs of all residents living in elder care residences throughout New Hampshire. I have lived in New Hampshire for more than 28 years, and I have recently located to the Lakes Region with my family.

I am looking forward to this new challenge of working with the health care **HEROS** at Presidential Oaks. There are several goals I will be implementing over the next few months, which the team will be working in phases to achieve;

1. Implementation of a new Electronic Medical Records system, which includes upgrading the entire community information technology infrastructure. This includes wifi, internet and computer hardware.
2. Improving and enhancing our community message pertaining to the great care and service we provide at Presidential Oaks which is a CMS four star rated center.
3. Upgrading the Physical Plant and the Environment - This summer we have started rebuilding new exit ramps and a brand new Boiler System will be installed. Other environmental upgrades are in the planning stages.

Obviously, this is still a very difficult period. The Covid-19 Virus has had a negative impact on all elder communities. We will continue to monitor the current situation, and family visits will need to be treated very carefully. We will update you through our website, and other methods pertaining to any changes in visitation. I would like to begin to gather family/responsible party emails, which will help improve direct communication. More information will be coming.

I am hopeful we can have a family council meeting this summer or an outdoor event where I can meet everyone, in an informal manner. I am available any time, if you would like to meet, or stop to say HELLO as you visit your family member. My direct number is 724-6101 and my email is exec@presidentialoaks.org.

Have a great 4th of July Holiday!

Sincerely,
Jeff Schwartz,
CEO-ADM, NHA, MHA