

Welcome to our Family Town Hall
with Paul Pruitt, Chief Executive Officer

Mission

Through the hearts of our Care Team members, we provide excellent healthcare to those we serve.

Vision

We are innovating healthcare by keeping those we serve at the heart of our mission.

Brand Promise

Excellent Healthcare

Listening. Empathy. Accountability. Decisiveness.

LEAD *with LOVE* 

Executive Leadership



Paul D. Pruitt, Chief Executive Officer

"I believe in the power of compassion and connection. In long-term care, we are entrusted with the lives and well-being of our residents—individuals who deserve dignity, respect, and heartfelt care every single day. My purpose is to ensure that every decision we make as an organization that every process we improve, and every moment we spend is centered on enhancing their quality of life.

Equally important are our Care Team Members—the heart of our mission. Supporting them with the tools, trust, and encouragement they need allows them to thrive and deliver exceptional care. When we care for our caregivers, we elevate the entire community. As CEO, my why is to lead with excellence, listening, empathy, accountability, and decisiveness. I aim to serve with purpose and create a culture where both residents and Care Team Members feel valued, safe, and empowered."



Dave Alexander, Chief Operating Officer

"I want to take a moment to share with you the deep sense of purpose that drives me in this profession. Every day, I am reminded that the work we do is about more than just care—it is about fostering love, dignity, and meaningful connections.

One of the greatest privileges of this role is the ability to lead in a way that influences thousands of lives. Leadership in this field is not just about guidance; it is about creating an environment where families can truly be families—where loved ones are not defined by the role of caregiver, but by the warmth and companionship they bring to the residents.

Seeing the impact of this approach—the way it enhances quality of life, strengthens relationships, and allows families to focus on love rather than obligation—fuels my passion every day. It is an honor to serve, to lead, and to work alongside all of you in building a community where love is at the center of everything we do.

Thank you for entrusting us with your loved ones. Together, we are shaping a world where care is not a responsibility but a reflection of compassion and connection."



Brittany Jamieson, Senior Executive Assistant

“My ‘why’ is deeply personal. Spending time with my Nana while she was in an assisted living community showed me firsthand the importance of compassionate, high-quality care. It inspires me to drive success, strategy, and excellence for our team—who are at the heart of delivering care every day. I believe our residents deserve not only the highest standards but also genuine passion, which fosters meaningful connections. Being able to positively impact the lives of residents and their families, while supporting our team to serve as true extensions of family, is what motivates and inspires me every day.”



Anzhelika Shatrov, Chief Financial Officer

“When my grandfather was recovering in a nursing home recovering from a procedure, the care he needed often wasn’t there—I ended up providing much of it myself. I imagined if he did not have me to care for him, what would happen? So, I decided I wanted to change the face of long-term care, one facility and organization at a time.”



Eric Wolfe, Chief Nursing Officer

“My “why” behind what I do is ensuring quality care and the safety of our residents. I find myself motivated and happiest when I enhance the skills, professional aptitude, and personal lives of the staff I work alongside.”



Dr. Robert Russell, Chief Medical Officer

“There is nothing more rewarding than taking care of those in need. Being able to care for someone and treat them with dignity, compassion, and respect when they need it most, is truly a blessing and an honor. I’m truly thankful to be able to serve others.”



Mark Muntel, Chief Information Officer

“I do this because I've seen firsthand what compassionate, connected care means for families. My own parents have spent time in long-term care, and those experiences showed me how technology can either empower caregivers or stand in their way. At Majestic Care, I'm driven to ensure that every piece of technology we implement makes life easier—for our team members providing care, for our residents living with dignity, and for the families who trust us with their loved ones. My purpose is to bridge innovation and empathy, using information systems not just to manage data, but to enhance lives.”



Margaret Chamberlain, General Counsel

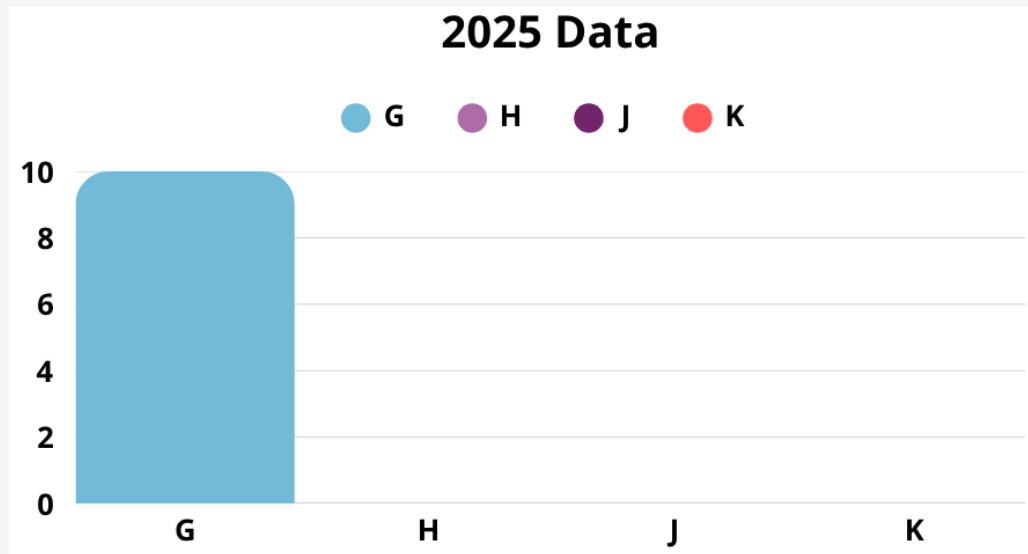
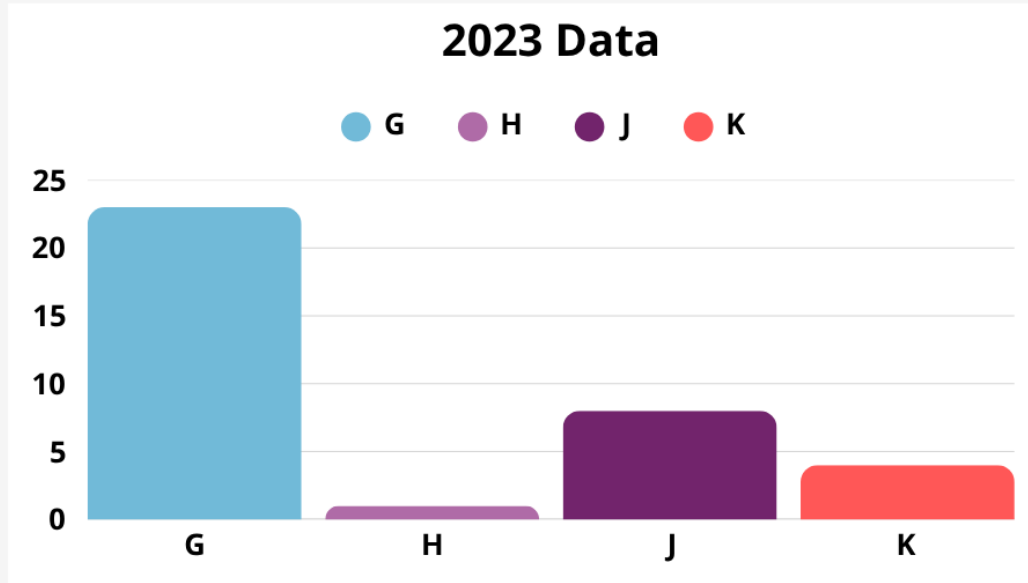
“Nursing homes have been a part of my life since the first grade when the school bus would drop me off at the facility where my mother worked, and I would hang out with the residents until she could leave for the day. The nursing homes feel like home, and the residents and care team members feel like family to me.”



Angie Rewa, Compliance & Privacy Officer

“I was presented with an opportunity to join Majestic Care to develop and implement an effective compliance program. It's been one of the best decisions I've made in my career. Not only has this allowed me to work with a fantastic executive and leadership team, but it has also allowed me to see the excellent care that is provided to our residents and patients every day by Care Team Members who are genuine and passionate about the care they provide. I am proud to be a part of this organization and know that with the foundation of our Code of Conduct, we will continue to provide quality care, act with integrity to keep our residents and patients safe.”

Regulatory Outcomes



Letter Key

Level	Type	Description	Example / Notes
G	Isolated Harm (Non-Jeopardy)	A single incident caused harm but did not jeopardize residents' health or safety.	Isolated event resulting in minor harm.
H	Pattern of Harm (Non-Jeopardy)	A pattern (2-3 incidents or confined to one area/unit) caused harm but did not jeopardize health or safety.	Repeated events in one hall or department.
J	Isolated Jeopardy	A single incident that jeopardized residents' health or safety, even if harm didn't occur.	Serious risk like injury requiring treatment, death, or elopement during extreme weather.
K	Pattern of Jeopardy	A pattern (not widespread) that jeopardized residents' health or safety.	Multiple related events posing serious risk.

Quality Measure Star Ratings

INDIANA		
	Q3 2023	Q3 2025
AVON	5	5
BEDFORD	2	3
BLOOMINGTON	3	5
CARMEL	4	2
CONNERSVILLE	2	3
DEMING PARK	5	3
FORT WAYNE	5	5
GOSHEN	5	3
JEFFERSON POINTE	4	4
LAFAYETTE	4	4
MCCORDSVILLE	3	5
NEW HAVEN	5	5
NEWBURGH	3	3
NORTH VERNON	5	4
SAINT ANTHONY	4	5
SHERIDAN	5	5
SOUTH BEND	5	5
SOUTHPORT	4	5
TERRE HAUTE	4	5
WEST ALLEN	5	5
AVERAGE	4.10	4.20

OHIO		
	Q3 2023	Q3 2025
BRYAN	4	4
CEDAR VILLAGE.	3	4
CLYDE	4	5
COLUMBUS	4	
FAIRFIELD	4	4
KENT	3	5
MIDDLETOWN	4	3
NEW LEXINGTON	4	5
PERRYSBURG	5	5
POINT PLACE	4	5
TOLEDO	4	5
WHITEHALL	4	5
AVERAGE	3.91	4.16

MICHIGAN		
	Q3 2023	Q3 2025
BATTLE CREEK	4	5
LIVONIA	2	5
FLUSHING	3	4
AVERAGE	3.00	4.66

KENTUCKY		
	Q3 2023	Q3 2025
BOYD	2	2
CARTER	2	5
ELLIOTT	1	2
GREENVILLE	5	5
HIGHLANDS	3	3
NICHOLASVILLE	3	3
SENECA PLACE	3	3
SOUTH SHORE	3	4
WELLINGTON PARC		
WEST LIBERTY	4	5
WURLTAND	2	3
AVERAGE		

Corporate Q3 2023 Average: **3.69**
 Corporate Q3 2025 Average: **4.16**

Components of a Quality Measure

Resident Care & Safety Measures

Long-Stay Residents

- Walking & self-care: Tracks changes in mobility and need for daily help
- Skin & catheter health: Pressure sores, catheter use, UTIs
- Safety: Falls causing serious injury
- Medications: Use of antipsychotic drugs
- Hospital/ER visits: Unplanned hospitalizations or emergency visits

Short-Stay Residents

- Independence at discharge: Ability to care for themselves and move safely
- Skin & medications: New or worsened pressure sores, new antipsychotic use
- Post-discharge outcomes: Readmissions, ER visits, successful return home

2025 Growth

Ohio

Majestic Care of Bryan
Majestic Care of Clyde
Majestic Care of Kent
Majestic Care of New Lexington
Majestic Care of Perrysburg
Majestic Care of Point Place

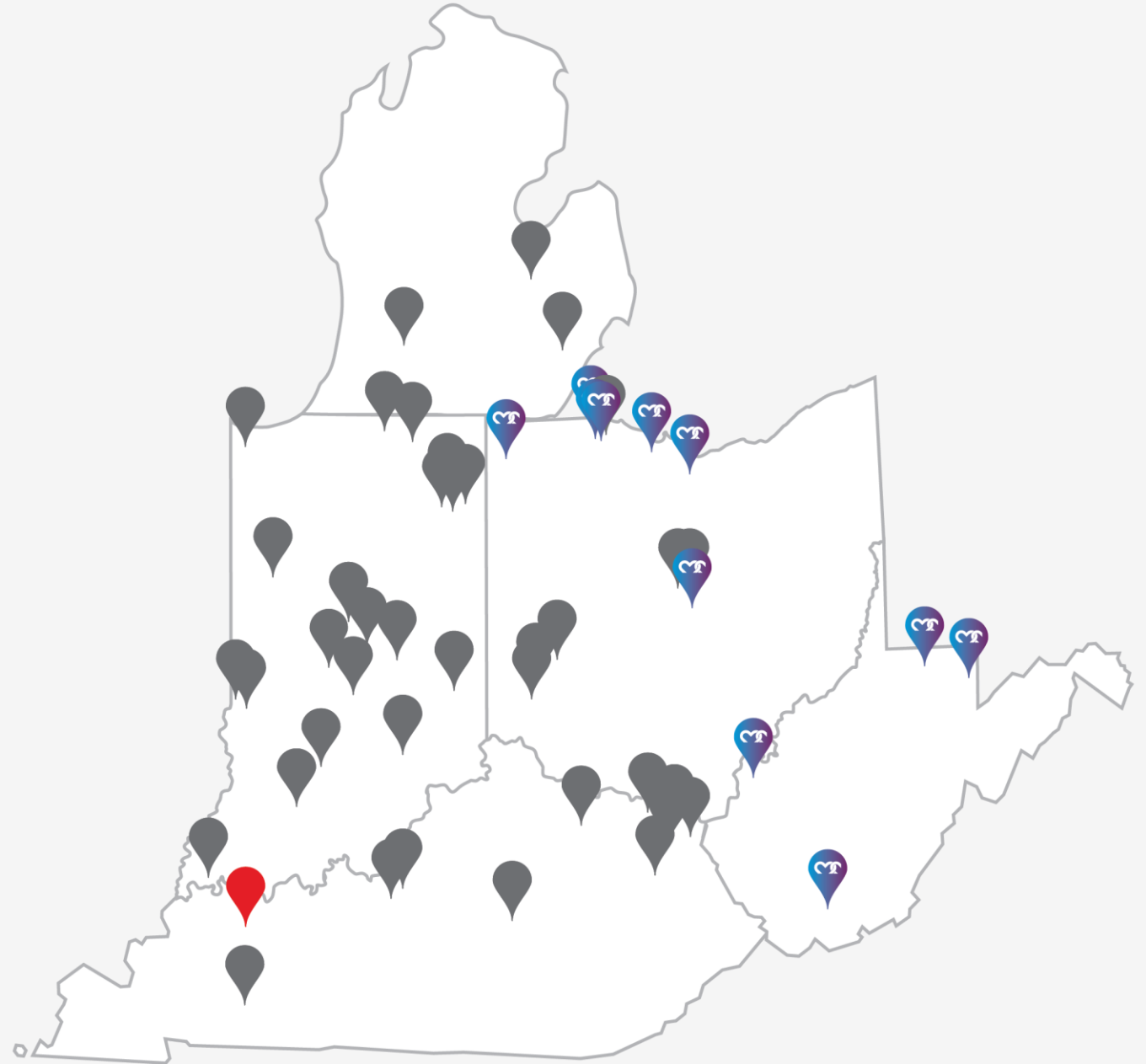
Majestic Care Commons at Perrysburg

Kentucky

Wellington Parc Nursing & Rehabilitation

West Virginia

Majestic Care of Beckley
Majestic Care of Hopemont
Majestic Care of Lakin
Majestic Care of Manchin



Full Continuum of Care

Our Care Team of trained, licensed and compassionate professionals provide a highly personalized approach to our residents' treatment. Whether it's a short or long-term need the care we provide will be tailored to each resident and focused on helping them reclaim their independence.

Business Lines:

- Ahava Hospice
- Majestic Home Health
- Senior Living
- Childcare

Care Services:

- Short-Term Rehabilitation
- Physical Therapy
- Occupational Therapy
- Long-Term Care
- Respite Care
- Speech Therapy
- Outpatient Therapy
- Memory Care
- Aquatic Therapy
- Behavioral Health
- Independent Living
- Dialysis Care
- Ventilator Care
- Pediatric Care

2025 Strategic Plan & Goals

1. Quality

2. Workforce

3. Financial

Questions for Me

Please be mindful of time so we can accommodate as many questions as possible.

Additionally, you can send questions to MyMajestic@MajesticCare.com, and we will respond as soon as possible.

COMING SOON: Resident & Family Satisfaction Surveys

Powered by Qualtrics

- *Simple & Convenient:* Surveys available via text, email, and QR code
- *Real Time Feedback:* Comments go directly to leadership for review and response
- *Continuous Improvement:* Every response helps us enhance care, service, and communication.

Your voice helps shape our community. Together, we continue to live our mission, Through the hearts of our Care Team members, we provide excellent healthcare to those we serve.

qualtrics^{XM}



Stay Connected with ACM Messenger

What is ACM Messenger?

ACM Messenger is our new communication tool that helps us send you important updates about your loved one's care —fast and easy! You'll receive messages by text, phone call, or email—whatever works best for you.

UPDATE



Why You'll Love It:

- ✓ Quick updates from our care team
- ✓ Helps us stay organized and respond faster
- ✓ Used for daily updates and emergencies

How It Works:

1. We write one message
2. You get it your way
(text, call, or email)
3. Done! You're informed & connected



Thank you for Joining!

For additional questions, please email us at
MyMajestic@MajesticCare.com

To report a concern, contact our hotline: **833.460.0008**

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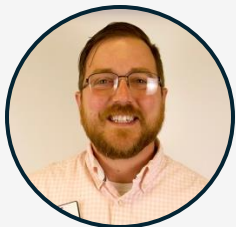
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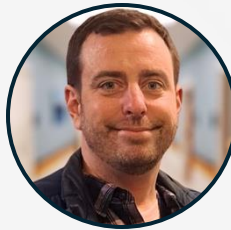
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MICHIGAN

Leadership

OHIO

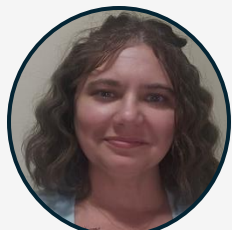
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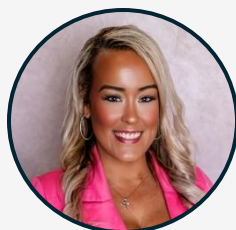
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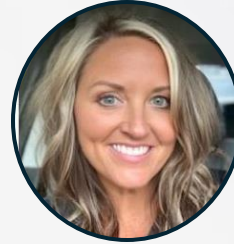
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