SIX MONTH REVIEW:

OCTOBER 21, 2019 – APRIL 30 2020



WORK THAT WAS DONE FIRST 2 WEEKS AT CTKM

- Google Updates
 - 2 Pictures Added
 - Hours Changed
 - Name Changed:
 - From: "Christ the King Manor- Du Bois"
 - To: "Christ the King Manor DuBois
- Little Indeed (money spent)

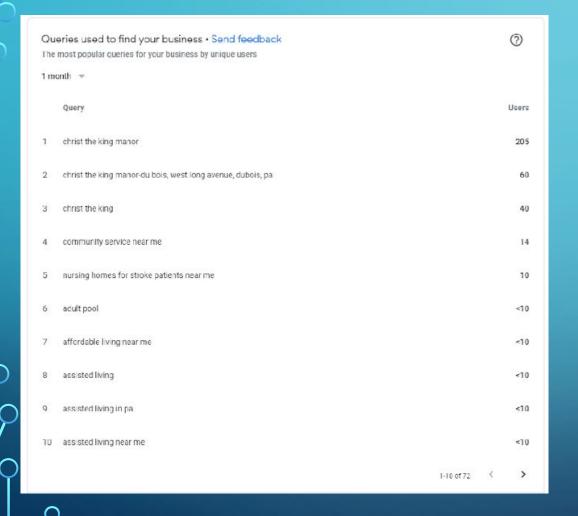
- Facebook Updates
 - Daily Pictures Added
 - Hours Changed
 - Name Changed:
 - From: "Christ the King Manor- Du Bois"
 - To: "Christ the King Manor DuBois"
- Little Facebook (no money spent)

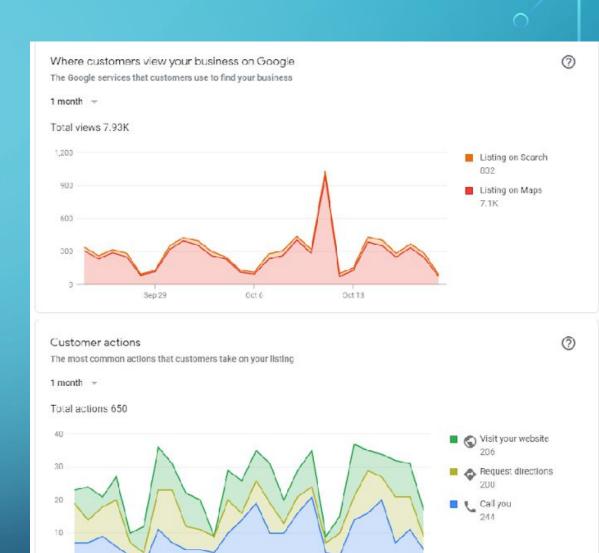
WORK THAT HAS BEEN DONE AFTER 6 MONTHS

STATISTICS

COMPARING STATS FROM THE FIRST 2 WEEKS AT CTKM AND 6 MONTHS AT CTKM

AFTER 2 WEEKS





Oct 6

Oct 13

Queries used to find your business • Send feedback

assisted living

assisted living apartments

The most popular queries for your business by unique users 1 month ▼ Query Users 1 christ the king manor 213 2 christ the king 28 3 community service near me 18 4 nursing homes near me 16 5 area nursing homes < <10

?

<10

<10





AFTER 2 WEEKS

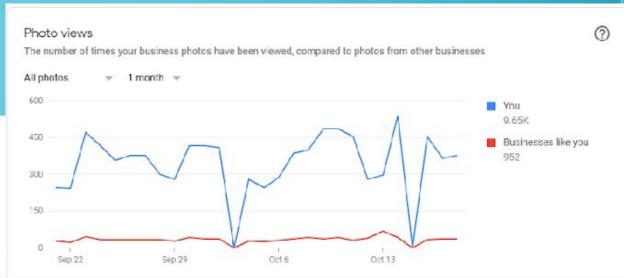
Directions requests

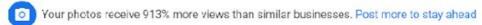
The areas where customers request directions to your business from

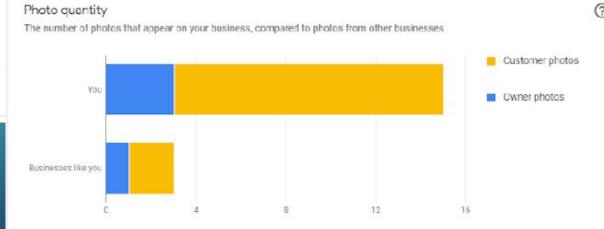
1 month -

15801 54 15840 11

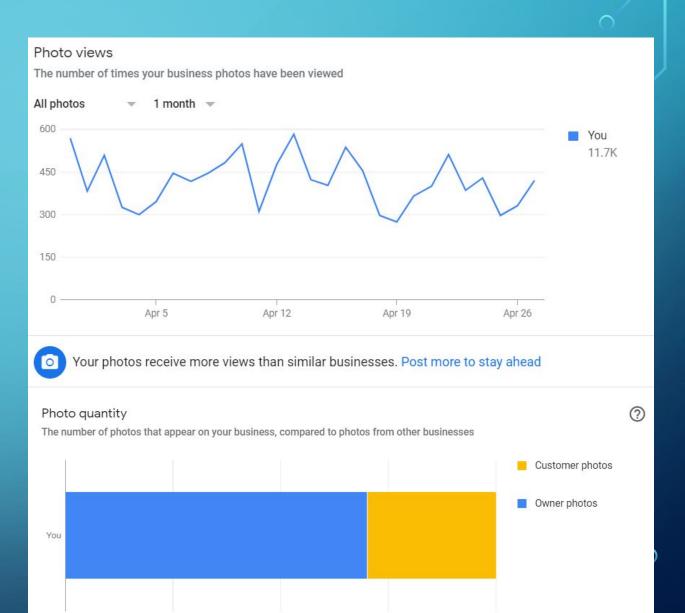












7.5

10

2.5

AFTER 2 WEEKS

NAME ON GOOGLE: CHRIST THE KING MANOR - DUBOIS Show up whenever customers are looking for you online - on their computers or mobile devices. Set up in minutes, and only pay when your ad is clicked. Learn more

Start with \$100 in free ad credits

Get started





LATEST CUSTOMER PHOTOS



Manage photos

YOUR BUSINESS IS ON GOOGLE



View on Maps



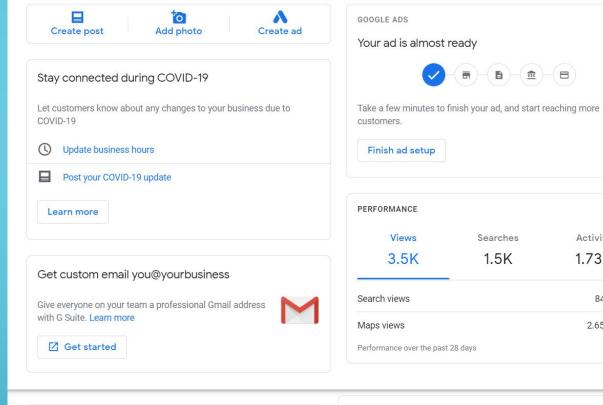
View on Search

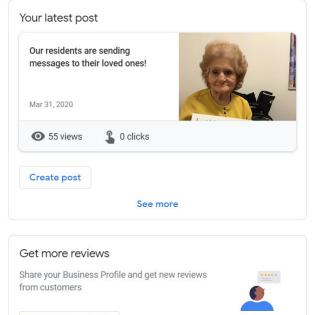
Pending edits

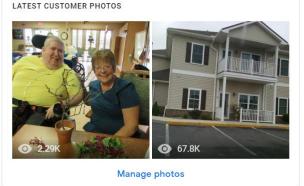
Some edits are pending. Edits may be reviewed for quality and can take up to 3 days to be published.

Learn more

NAME ON GOOGLE: CHRIST THE KING MANOR







Activity

1.73K

849 (-25%)

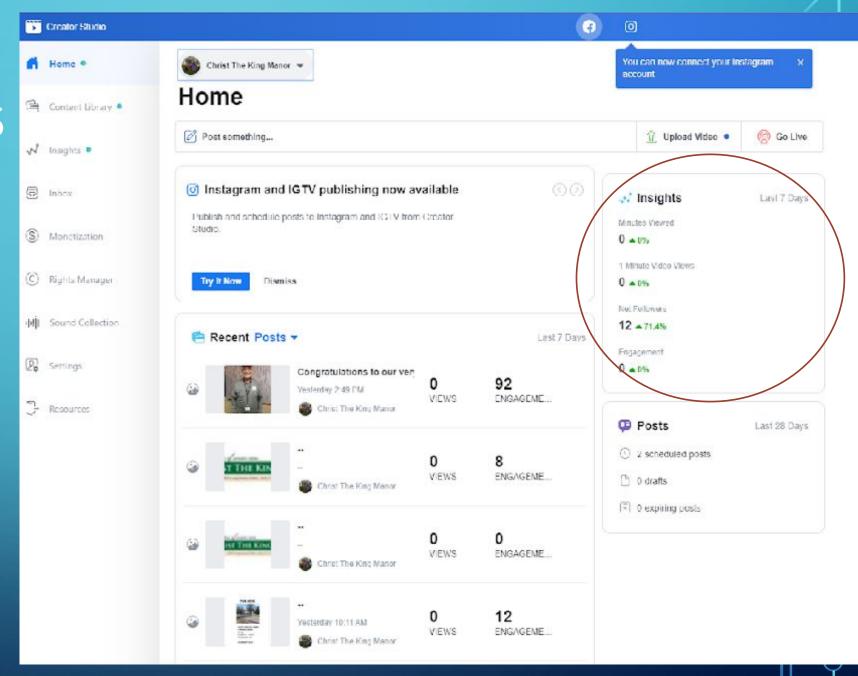
2.65K (-23%)

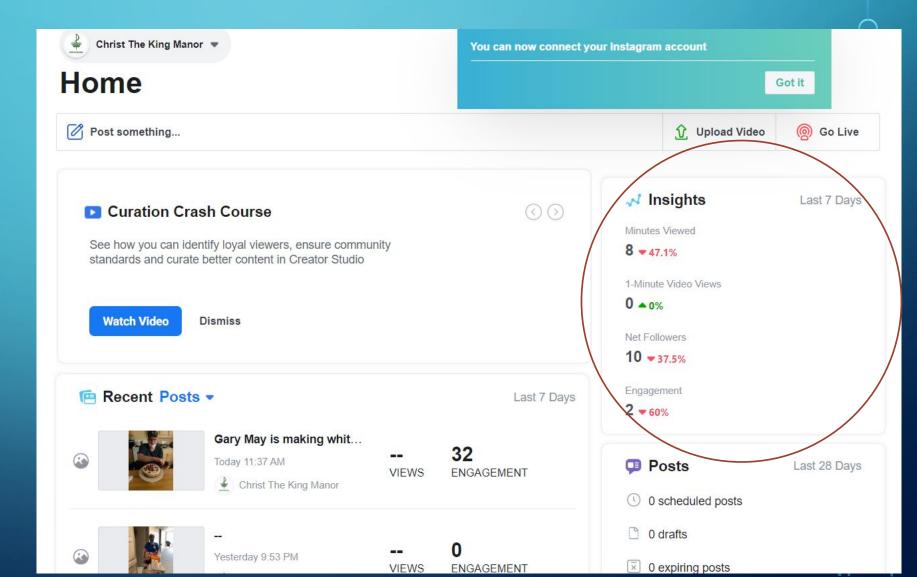


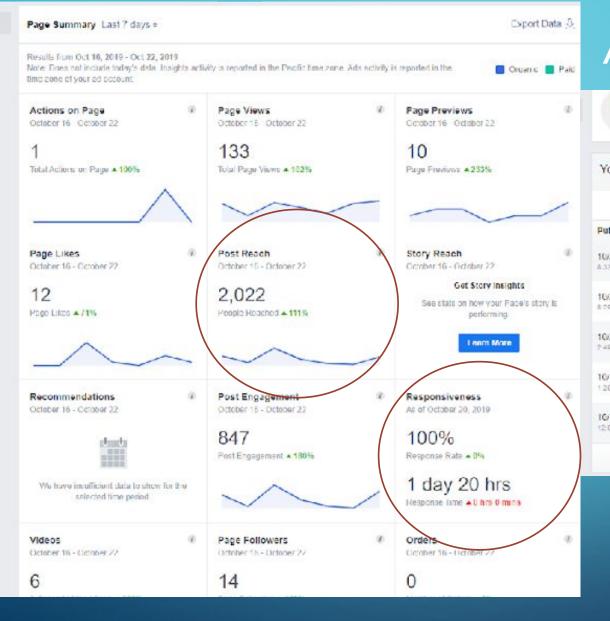




AFTER 2 WEEKS







CVCTVICW

Followers

Page Views

Page Previews

Actions on Page

Branded Content

Events -

l'osts

Videos

Storius

I neal

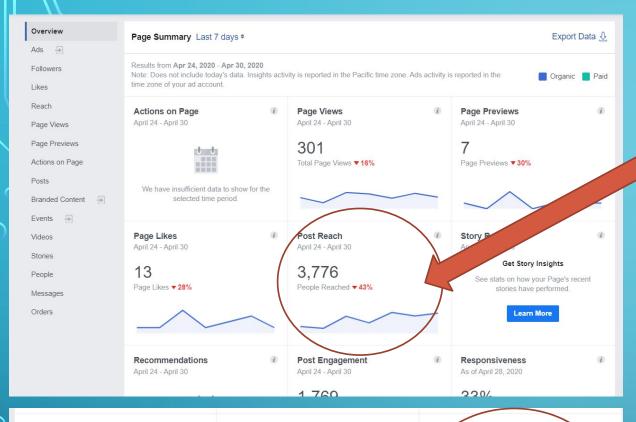
Messages Orders

Ads

AFTER 2 WEEKS



Sec All Posts



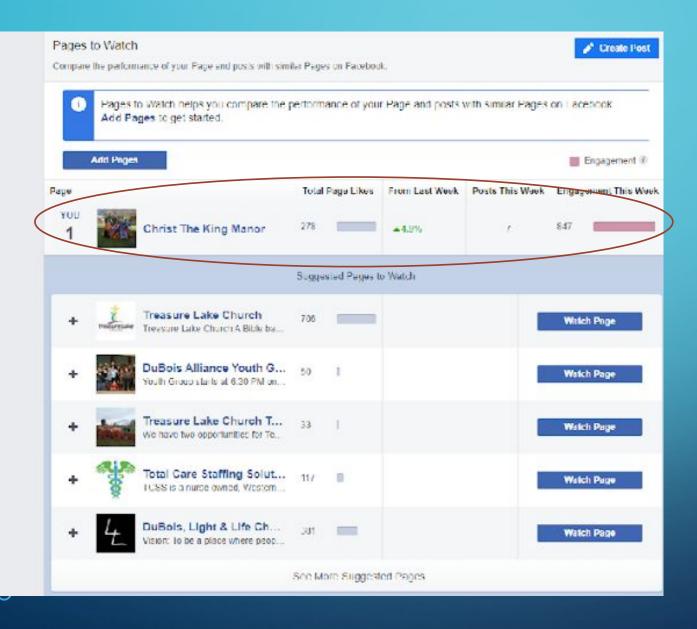
Post reach is up monthly from the first 2 weeks at CTKM over 1700 impressions each month.

Recommendations Post Engagement Responsiveness April 24 - April 30 April 24 - April 30 of April 28, 2020 33% 1,769 Post Engagement ▼ 45% Response Rate ▲ 7% 8 hrs 21 mins We have insufficient data to show for the selected time period. sponse Time 4 hrs 33 mins Videos Page Followers Orders April 24 - April 30 April 24 - April 30 April 24 - April 30 13 3-Second Video Views ▼ 83% Page Followers ▼ 28% Number of Orders . 0%

Percentage went down due to automatic replies that I have set in place and the multitude of applicants coming in from Facebook. Each applicant receives an automatic reply thanking them for applying to CTKM.

Note: Average response time has dropped

Note: Average response time has dropped tremendously



Likes

Reach

1 tosts

Videas Storius

People Local

Messages Orders

Page Views

Page Previews

Actions on Page

Branded Content

Events -

AFTER 2 WEEKS

278 Likes847 engagements weekly

ı	Page			Total Page Likes		From Last Week	Posts This Week	Engagement This Week	
	1	\Diamond	Penn Highlands Healthc	9.9K		▲1.2%	8	23.4K	_
	2		DuBois Continuum of C	1.5K	П	▲ 0.2%	2	1K	T
	YOU 3		Christ The King Manor	715	I	▲ 1.4%	10	1.8K	
	Keep up with the Pages you watch. Get More Likes								
	4		Nelsons Golden Years P	156	Ĭ	0%	2	251	1
	5		Total Care Staffing Solut	142	Ĵ	▲1.4%	1	5	1
	6		Village View Independen	53	1	0%	0	0	I

715 Likes1.8k engagements weekly

This chart shows how we compare to our competitors is regards to 'likes' and engagement with our brand on Facebook. The previous chart (on left hand side) does not show us versus our competitors, which is why it looks slightly different.



WORK THAT HAS BEEN DONE AFTER 6 MONTHS

COMPARING STATS FROM THE FIRST 2 WEEKS AT CTKM AND 6 MONTHS AT CTKM



UPDATES

WEBSITE, LOGO, STATIONARY, ETC...

HISTORY OF LOGOS/FONTS/COLORS



Christ The King Manor

814-371-3180

CHRIST THE KING MANOR, INC.
SKILLED NURSING FACILITY









Christ The King Manor



*LOGO CONSISTENCY





LETTERHEAD



THANK YOU LETTERS



NEW AND IMPROVED NEWSLETTER



CHRIST THE KING MANOR

NEWSLETTER

September-October-November-December 2019

In an effort to do our part to help the environment, we are happy to announce that we are Going Green! Our Newsletter will now be available Online at ChristTheKingManor.org. We will be happy to send you a reminder of when it's available by sending us your email address to auxiliary@christthekingmanor.org.



NEWSLETTER

- Individuals can received the newsletter via mail or via email.
- Over the past few months, many individuals have signed up for our digital newsletter through our website. The email that is sent to these individuals takes the recipient to our website where they can directly download a PDF of our newsletter in an effort to 'Go Green'.
- Hard copies of the newsletter are being professionally printed and mailed.
- Newsletter is more streamlined and more professional looking to consumers and contains cover pages.
- This is now a tool for our community/campus to participate together along with residents and their family members as many submit photos and stories to share in the news letter



VISUAL CHANGES

HISTORY OF ADVERTISING

Christ the King Manor Advertising in the past: Radio, Newspaper, placemats, digital spending, Yellow Books, directories, random brochures, TV, High School Sports, and more.

Throughout Christ the King Manor's time, advertising has not been strategically placed. As an example, we advertised our apartments during long-term care month. CTKM spent hundreds of dollars a year on yellow books, placemats, and random websites that do not directly reach the target audience.





Christ The King Manor, we are the future of senior care!

Call today for more information

hrist The King Manor 814-371-3180

A Standing Success Story!



The ability to stand and walk are often taken for granted. At Christ The King Manor, that is not the case!

That's why at Christ The King Manor you will find the latest in Occupational and Physical Therapy teams with cutting-edge equipment and experience. Combine that knowledge with dedication and commitment and you know why

we have good reasons to know, with our talented team, you will succeed! Call us today!











1100 WEST LONG AVENUE • DUBOIS

Modern Convenience at Christ The King Manor,

www.christthekingmanor.or

814-371-3180

Thank You

Tri-County Area for voting us the

Best Nursing Home!

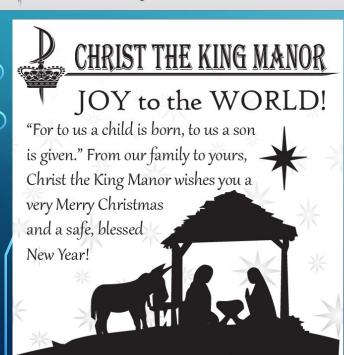
We are dedicated and excited to serve the community! We are dedicated to empower our residents to thrive and live their lives to the fullest!



CHRIST THE KING MANOR

(814) 371-3180

1100 West Long Avenue, DuBois • www.ctkmanor.org



COMMUNITY 'FEEL GOOD' SPONSORSHIPS (PR)

CHRIST THE KING MANOR

The Future of Senior Care

Christ The King Manor's mission is to provide a continuum of care through the healing hands of Jesus Christ, empowering those we

serve to live full and dignified lives.

We look to excel in comfort, security, compassion, and dedication

for our residents. Through the years, we have cared for thousands of people at Christ the King Manor and pride ourselves in having what you need, when you need it.

Offering:

O Personal Care

O Home Support O Independent Living

O Skilled Nuring





GENERAL FLYERS/SOCIAL POSTS

COVID-19

ATTENTION VISITORS AND GUESTS OF CHRIST THE KING MANOR

We are requesting all non-essential visitors to pospone visiting the campus. Prevention is the key to not spreading the coronavirus/COVID-19. Help us be part of the solution and eliminate your visits unless absolutely necessary.



DO NOT VISIT IF YOU ARE SICK







Clean hands before entering and after leaving with hand sampeer

Do not visit multiple people in your visit

Please help keep our residents safe

With our recent announcement regarding limited visits to the Christ the King Manor campus during this outbreak of the coronavirus/COVID-19, we are requesting that the community helps prevent the spread to our residents by closing mass to the public until further notice.

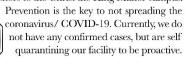
We have no current cases.



Thank you for helping us by being part of the solution.

Visitors Prohibited

To protect our residents and staff, we are prohibiting guests and visitors to the Christ the King Manor campus.



Thank you for helping us prevent the spread of the coronavirus/COVID-19 to our residents.

Please contact (814)371-3180 with any questions and head to our website for frequent updates: www.ctkmanor.org

Brunch Canceled Until Further Notice

With our recent announcement prohibiting visits to the Christ the King Manor campus during this outbreak of the coronavirus/COVID-19, we will be canceling brunch at our community center until further notice.





Thank you for helping us by being part of the solution

Video Chats Now Available

We know how much your loved ones mean to you. With the recent outbreak of the COVID-19/coronavirus, we, at Christ the King Manor, have stopped visitors and quests from entering the facilities. However, this does not mean you can't visit with your family member or friend. We are now offering FaceTime and Skype visitations with residents.







To find out more information on how to connect with your loved one who lives here at Christ the King Manor, please contact Kim McMonagle by calling (814)371-3180

Keep updated at: www.ctkmanor.org

CHRIST THE KING MANOR

We recognize and respect every one of our employees' individual rights to engage in artitudes outside of work, as long as that does not conflict or in anyway harm our ability to best care for our residents. In light of our runnert situation with the escalation of COVID-19; as well as the \(\frac{1}{2}\)\(\frac{ Tom Wolfe to restrict all travel other than what is absolutely essential we are asking all employees, for the safety of all our residents and yourselves who we need to care for those residents, to refrain from any travel unless it is essential

Escapid travel includes things like commutant to and for work, picking up supplies like groceries and meeticine, and checking on or caring for family, jets in other households or other vulnerable persons. The announcement further requests that no one should host or attend otherings. The complete announcement is posted on our Board with other posted to keep employees informed. The enforcement period will be until April 30, 2020. If employees are ever stopped and asked for the reason for travel, they may show their employee ID and also

POLICY Stay At Home except for work and certain essential activities needed to sustain life for yourselves, family or other vulnerable persons.

Finsher, we sak that employees must disclose to their department director and/ or HR of any travel or events that they, or family that life in their house, may be planning, as this could be a resulted or what is in the best interest of our residuest and our entire staff. We will have individual conversations with staff as needed.

Send your family member an Easter message!



Let's spread Easter cheer to our residents. If your friend or family member is a resident at Christ the King Manor, send us a video wishing them a Happy Easter that we can show to them.

Submit videos by: messaging us on Facebook, post to your timeline and tag Christ the King Manor, attach the video to the comments, or email dmartino@christthekingmanor.org.

Help us spread Easter cheer around our facility by sending us videos! We all wish that our residents could see family and friends in celebration of Easter but with the recent "Stay-At-Home" order, window visits are no longer allowed. This is a nice alternative for you and our residents to connect.

Thank You

Christ the King Manor wants to extend their appreciation to all the residents, families and employees of the Manor during this time. We recognize the limitation of visitation impacts everyone, but we appreciate the partnership. And lastly want to say how proud we are of all the employees at Christ the King Manor for their amazing work!

Our Campus has no current cases.

With our recent announcement prohibiting visits to the Christ the King Manor campus during this outbreak of the coronavirus/COVID-19, we will continually update our website with our precautionary measures. www.ctkmanor.org

Attention Christ the King Manor Family and Friends

Due to Gov. Wolfe's 'Stay-At-Home' order we are unable to allow window visits at this time.



We are encouraging virtual visits. You can schedule your virtual visit by calling (814) 371-3180.

Please stay at home and be safe.



Church/Mass Updates

Regarding the announcement from the Diocese of Erie about canceling public masses, Christ the King Manor will be altering our services to allow less residents gathering together.

We have advised all residents to tune-in to these listed channels:



For consistent updates on how we are protecting our residents from COVID-19, head to www.ctkmanor.org

Join us in showing support for our local healthcare workers!



Communities around the world are joining together to show their support for our everyday heroes who are working front-line to keep our friends, family members, and communities healthy. Christ the King Manor wants the surrounding communities to join us in visually showing our healthcare workers that we are here with them by

placing something 'RED' in your yards or on your porch that will be visible from the road so healthcare employees and first responders can see how many local community members are supporting them at this time.

tem ideas: handmade signs, red ribbon, red outdoor decorations, red lights, or anything else red that you may have in your house.

Let's support our local healthcare employees together by showing them we have them in our thoughts and prayers everyday.



OTHER VISUALS:

HEALTHCARE BANNER OUTSIDE



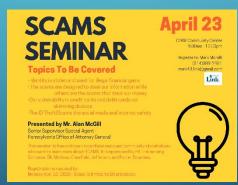
FACEBOOK PROFILE FRAME:



SOCIAL VISUALS







JEANS DAY





FRIDAY LUNCH INTERNAL POSTERS







BOARD OF DIRECTORS IS PROVIDING

SUPER SUB CHICKEN WINGS THIS FRIDAY

> Mild, Butter & Garlic, Honey BBQ Wings - Bone In and Boneless Salad and Brownies Serving Friday, May 1 @ 10:30, 11:00, 12:30, 4:30, 5:00

ALL FOOD SERVICES EMPLOYEES
ARE INVITED TO THE

APPRECIATION BREAKFAST LUNCHEON!

1:30 - 4 PM, WEDNESDAY FEB 4
COMMUNITY CENTER

IT'S TIME TO SHOW OUR APPRECIATION FOR ALL THAT OUR DINING AND FOOD SERVICES TEAM DOES FOR OUR CHRIST THE KING MANOR COMMUNITY.



Track Your Steps!

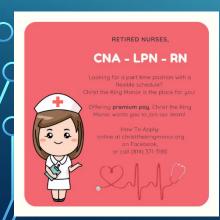
We want each employee to track your steps each week throughout January

> Track your steps by using your - smartohone

- smartwatch - step tracker
- other devic

Give us your step count each week by submitting your total steps on the sheet in: Employee Break Room - Clock In Areas -

he Employee with the most steps at th nd of the month wins Two Tickets to th Movie Theater and a \$10 Gift Certificat





CHRIST THE KING MANOR COMMUNITY

LOOKING FOR VOLUNTEERS

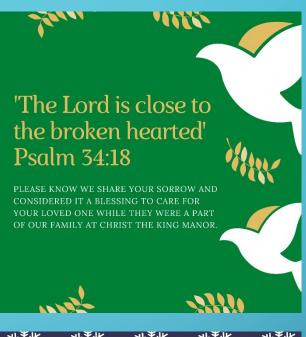
If you are interested in helping our team at Christ the King Manor, we are accepting volunteers for:

- Transporting Residents After Meals -
 - Feeding Assistance -
 - Activity Support -
 - Visiting/Fellowship -
 - ... and more

HEAD TO:
WWW.CTKMANOR.ORG/VOLUNTEER
OR CONTACT LARISSA WARD: (814) 299-7911

We're looking for volunteers who can assist the residents at Christ the King Manor in our Skilled Nursing Care facility.







SHOWCASE AND CRAFT SHOW NOON
BLESSING OF THE TREE / RECOGNITION 6:20

PICTURES WITH SANTA 6:30

SNACKS AND WARM DRINKS 6:30

CAROLERS 'FROM THE DAHS CHOIR' 6:30

FROM ST. TOBIAS AND CALHOUN FARMS*
OPEN INTERVIEWS

NOON - 8:30

- FOR MORE INFORMATION ON WHERE TO FIND EACH ACTIVITY WITHIN THE MANOR PLEASE CHECK OUR FACEBOOK PAGE. -

"A special thank you to Denny Heindl for donating a 40 foot Christmas Tree and many Christmas decorations that we can use for years to come. We appreciate your kind donation, which will allow us to create more event opportunities for the community."



Please use the employee entrance at the back of the facility and ring the bell after 8pm

THANK YOU FOR YOUR COOPERATION.



Thank You To All Nurses!

Join us for Christ the King Manor's Create and Sip event!

Probably 2007 or World, we Bird Aircry

November 19th -- 5:30PM Christ the King Manor Activities Room

Employees and non-employees of children the 41 types non-are investors. 2007 For one in Alexandra extending traces (40) would be consent a appreciation for all numbers in Thankagia nguseross.

This event is FREE and is only use lable to 20 number.

Please 3597 by Westerber 15th of reconfacebook Christ The 4ng Manor (MMANI WAIT - A & for Decisionary)





THE YEAR OF THE NURSES!

National Nurses Week

The Team at Christ the King Manor is excited to celebrate RNs and LPNs.

Your hard work and love are very much appreciated!

- **V** Benefits
- **▼** Paid Time Off
- Flexible Schedules
- **V** Retirement Plans
- **T**uition Reimbursement



CHRIST THE KING MANOR

1100 W Long Ave. DuBois PA 15801 (814) 371-3180



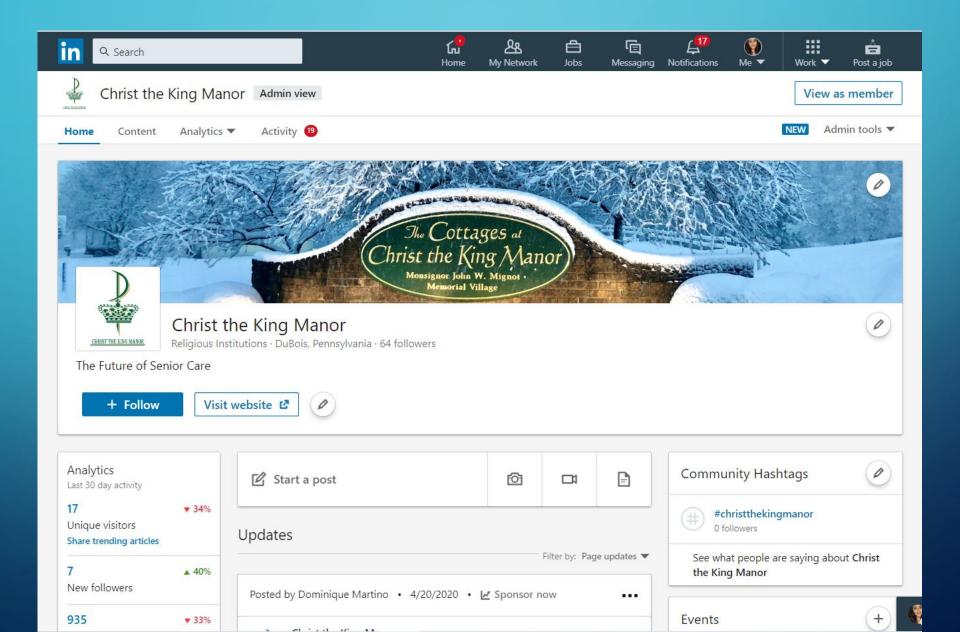




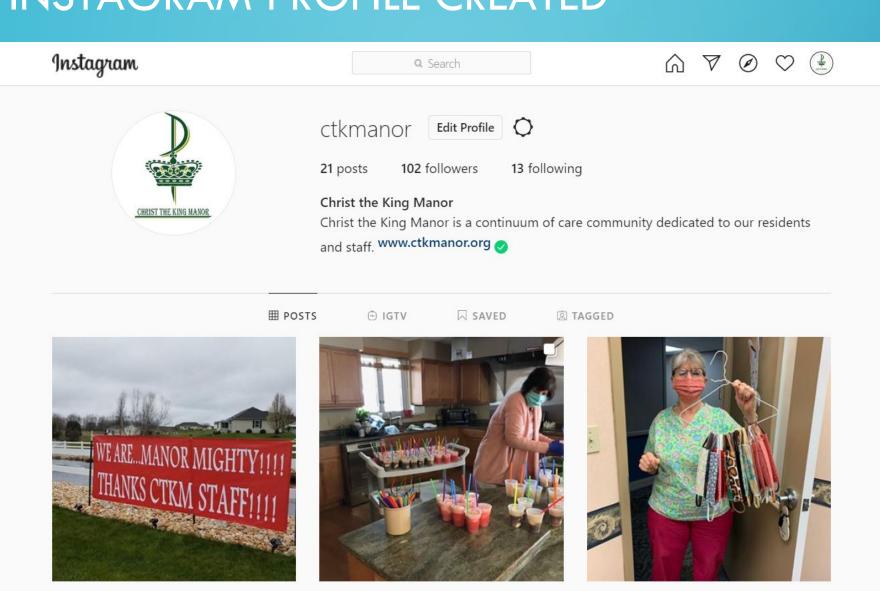
SOCIAL MEDIA PAGES

INSTAGRAM, LINKED IN, YOUTUBE

LINKEDIN PROFILE CREATED



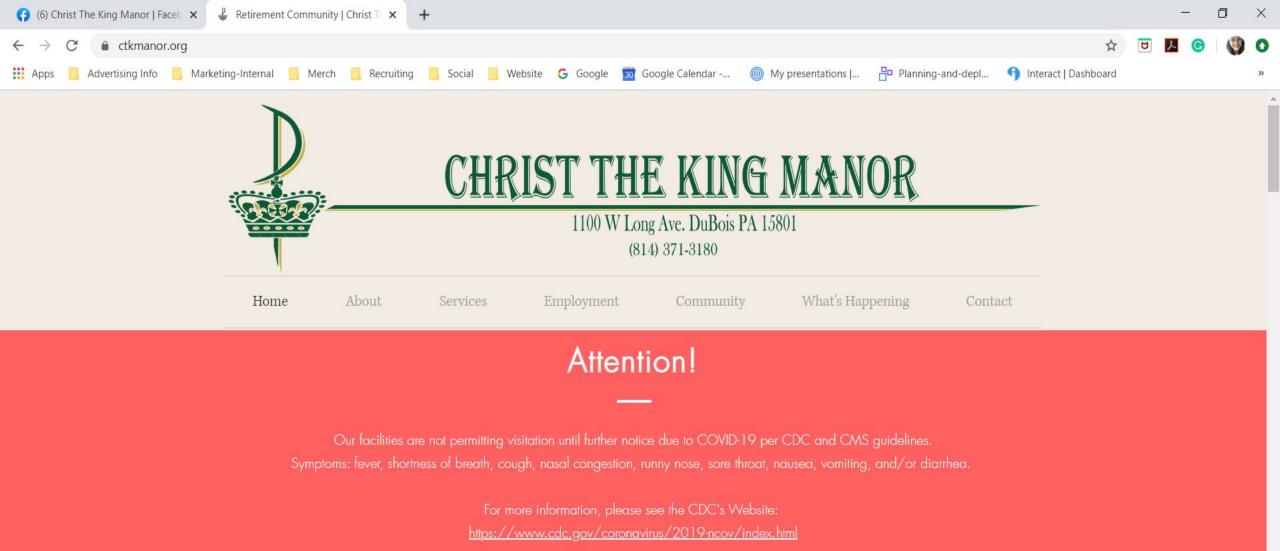
INSTAGRAM PROFILE CREATED



YOUTUBE PROFILE CREATED

- We will use this in the future to live stream:
 - Church Services,
 - Events,
 - Special Programs (ex. Veterans Day),
 - Place our Commercials for Recruitment, Branding, Information, etc...
 - Possibly Advertise on YouTube.

WEBSITE STATS DECEMBER 22 - APRIL 30



View More

WEBSITE

October 2019:

- Copyrighted 2015
- Not updated visually since 2015
- www.christthekingmanor.org

April 2020

- Copyrighted 2020
- New website Dec 2020
- www.ctkmanor.org
- <u>www.christthekingmanor.org</u> redirects to <u>www.ctkmanor.org</u>
- More user friendly
- Mobile Friendly/Mobile First
- Ample information about our facility and services, including Community Center.

ANALYTICS: FEB APRIL of

3,180

VISITS

2,186

UNIQUE VISITORS

167

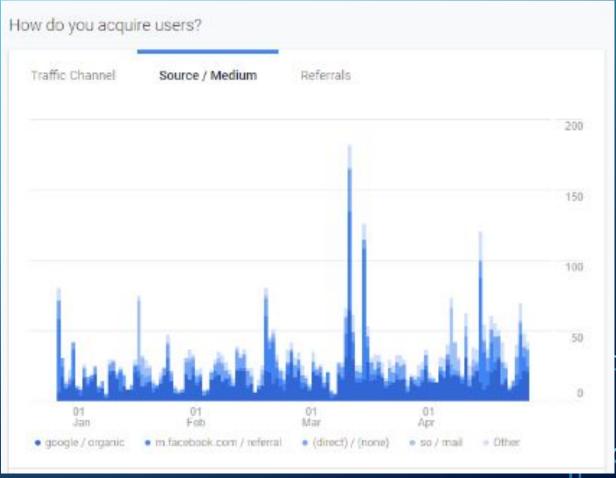
FORM SUBMISSIONS

GENERAL INFORMATION

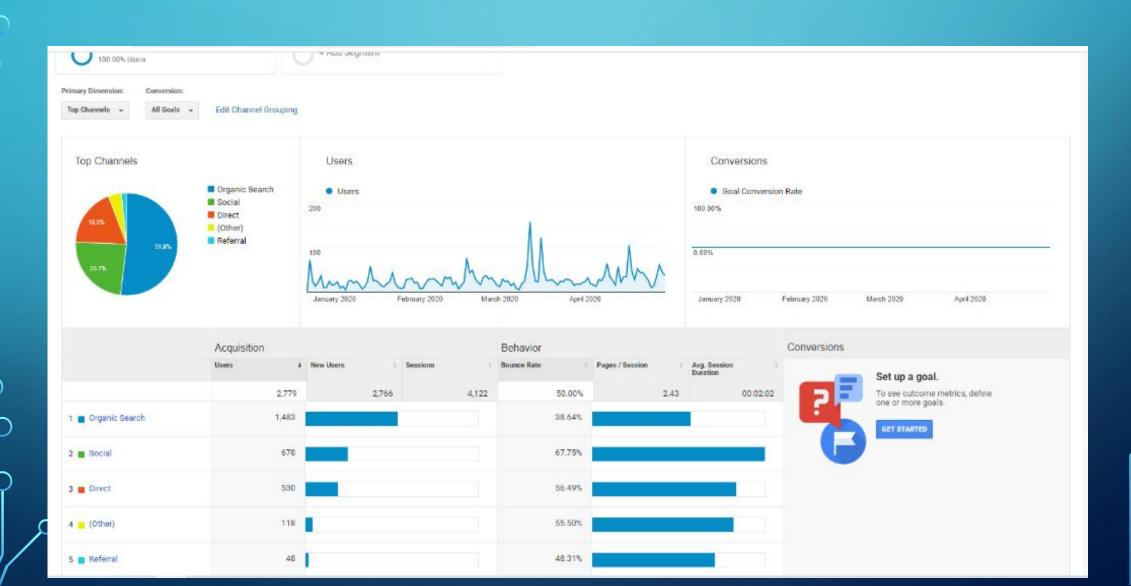


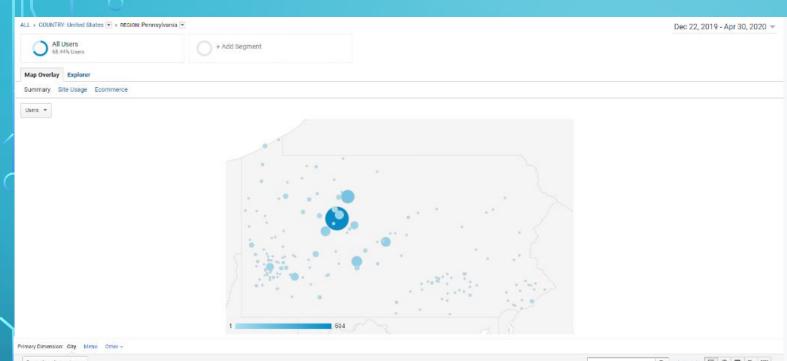
HOW PEOPLE GET ON OUR WEBSITE:





CHANNELS CONSUMERS ARE FINDING US:





Q advanced 🗏 🖰 🖺 🐍 IIII Secondary dimension * Goal Value 1,857 2,924 47.16% Avg for View: 50.00% (-5.68%) \$0.00 % of Total: 0.00% (0) Ava for View: 2.43 (3.12%) 1. DuBois 604 (29.52%) 571 (30.75%) 1,084 (37.07%) 2.49 00:02:34 0.00% 0 (0.00%) 80.00 (0.00%) 2. Saint Marys 191 (9.34%) 183 (9.85%) 284 (9.71%) 48.24% 2.38 00:02:04 0.00% 0 (0.00%) 80.00 (0.00%) 40.10% 2.68 3. (not set) 155 (7.58%) 140 (7.54%) 197 (6.74%) 00:02:01 0.00% 0 (0.00%) \$0.00 (0.00%) 4. Altoona 108 (5.28%) 94 (5.06%) 146 (4.99%) 49.32% 2.25 00:01:34 0.00% 0 (0.00%) \$0.00 (0.00%) 97 (4.74%) 92 (4.95%) 119 (4.07%) 2.30 00:01:35 0.00% 0 (0.00%) \$0.00 (0.00%) 5. Punxsutawney 6. State College 93 (4.55%) 72 (3.88%) 115 (3.93%) 45.22% 2.90 00:01:51 0.00% 0 (0.00%) \$0.00 (0.00%) 7. Treasure Lake 70 (3.42%) 62 (3.34%) 103 (3.52%) 40.78% 2.53 0.00% 0 (0.00%) \$0.00 (0.00%) 8. Clearfield 65 (3.18%) 59 (3.18%) 81 (2.77%) 2.67 0.00% 0 (0.00%) \$0.00 (0.00%) 9. Greensburg 64 (3.13%) 50 (2.69%) 68 (2.33%) 2.49 00:01:11 0 (0.00%) \$0.00 (0.00%) 10. Pittsburgh 63 (2.15%) 33.33% 2.65 0.00%

GEOGRAPHY

USER INFORMATION

	What pages	do	your	users	visit?
--	------------	----	------	-------	--------

Pageviews	Page Value		
3,758	\$0.00		
744	\$0.00		
718	\$0.00		
590	\$0.00		
577	\$0.00		
358	\$0.00		
313	\$0.00		
250	\$0.00		
248	\$0.00		
171	\$0.00		
PAGE	PAGES REPORT >		
	744 718 590 577 358 313 250 248		

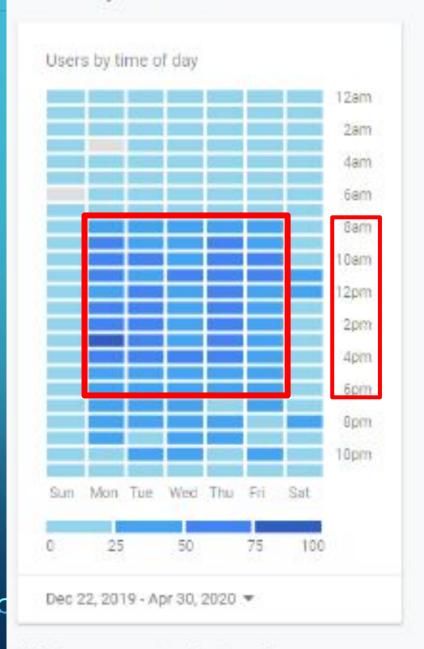
USER INFORMATION



USER INFORMATION



When do your users visit?



WHEN DO USERS VISIT?



HR Recruitment Applicant organization on spreadsheet