

From: [Marilyn Ziegler](#)
To: [Constantino, Mike](#)
Subject: [External] Fwd: 25-031 Oak Hill Senior Living & Rehabilitation Center, Waterloo
Date: Tuesday, October 28, 2025 12:20:35 PM

Please see our attached letter opposing the approval of lease given to Accolade for administration of Oak Hill in Waterloo, IL.

Thank you!

Sent from my iPad

Begin forwarded message:

From: Marilyn Ziegler <marilyn.n.ziegler@gmail.com>
Date: October 18, 2025 at 9:12:30 PM CDT
To: DPH.HFSRB@illinois.gov
Subject: 25-031 Oak Hill Senior Living & Rehabilitation Center, Waterloo

We have lived in Monroe County, IL for over 41 years. When we started to research skilled nursing and rehabilitation facilities for our family members, Oak Hill quickly rose to the top of the list. The administration was extremely helpful and easy to work with to find the appropriate placement and meet the needs of our family members. Every staff member at Oak Hill truly cares about the residents. The consistent day to day care provided to the residents is nothing but top notched!

To our dismay, we find that this beloved Monroe County institution will now be managed by the for profit company, Accolade Healthcare. We are extremely disturbed by this news. Others have already submitted to this site the dismal ratings this company has received at the Illinois facilities it manages. The newly appointed administrator from Accolade for Oak Hill boasts of his experience. Less than 3 years nursing home administration is not considered by us as noteworthy. (Especially when the CMR rating for the two facilities he worked at are 1 of a possible 5!)

Two of our family members have been residents at Oak Hill for over 2 years. Each of them had very different and specific medical needs as well as memory issues. One of them passed away in February 2025. All the staff provided excellent care to her and they continue to provide excellent medical care and support to her spouse. The employees make Oak Hill special. Many of them are local residents and always welcome family and visitors with Hello in the hallways. The staff knows the residents well, going above and beyond to treat them with respect and dignity. This includes ALL the staff, from administrators, nurses, food services and maintenance.

We are opposed to this change of day to day management of Oak Hill and are very apprehensive as this impending lease option to Accolade takes effect on December 1, 2025.

Al and Marilyn Ziegler
Columbia, IL