



A Taylor Swift Surprise

Ashley is a 20-year-old long-term care resident at Heartland of Marysville. For a long time Ashley's caregivers have known about her love of the pop artist Taylor Swift and her music. Knowing this, the staff at Heartland of Marysville took it upon themselves to help Ashley's Heart's Desire come true.

Sims Brothers, a local recycling and scrap company, generously donated tickets to Ashley to see her idol in concert. Ashley was surprised with the tickets by the entire staff! Ashley couldn't keep the smile off her face when she learned of the news.

Shortly after Ashley was surprised with the tickets an even more exciting announcement came. The center was able to have Ashley attend a meet and greet with Taylor Swift herself, courtesy of the radio station WCOL in Columbus! The entire night was magical and it's all thanks to the staff at Heartland of Marysville's hard work to grant Ashley's Heart's Desire.



Heart's Desire was designed to help make our resident's dreams come true. HCR ManorCare developed the program in 1997 as a supplement to existing customer service programs, and it quickly became a hallmark in the industry. The program was honored with a Silver Anvil, the Public Relations Society of America's highest award.