

Our **Exceptional Service** Has Our Customers Speaking:

"The food quality and dining experience is very comparable to an upscale hotel. My mother looks forward to mealtime and she especially enjoys spending time with her new friends."

*S. Cloyd - Shelbyville, Indiana*

"As an adult child, it's comforting to know my dad is receiving such wonderful care. The kindness and compassion has shown us that there are angels on earth. We can't thank you enough for being there when we needed you the most."

*L. Smith - Findlay, Ohio*

"It's like one big family. Everyone is so nice and friendly. We always have things to do, whether it's going out on the town in the campus bus or just playing cards in the parlor room. We always stay active."

*J. Spalding - Evansville, Indiana*

"I could not ask for anything better. The staff and their attitudes are what make this place so exceptional. I would recommend this facility to anyone - young or old."

*C. Brown - Louisville, Kentucky*

"My husband and I have been so pleased with the care and services my mother is receiving. The nurses will call us at home regularly just to let us know how things are going. We never imagined it could be this good."

*K. Domer - Goshen, Indiana*

Compassionately Committed to Excellence in Customer Service!

*Experience  
the Customer Service Difference!*



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Healthcare Center

  
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# Our commitment

to superior customer service is apparent in everything we do. Our programs and services are designed with just one thing in mind... exceeding the expectations of our guests and their families.

It is this commitment to excellence that earned us our reputation as a premier provider of senior health and living options.



## *Fine Dining Services*

Meal times provide a culinary delight for our guests. Our dining services are designed to create a fine dining experience:

- Restaurant-style dining
- A variety of delicious, nutritional meals that appeal to your tastes
- Open breakfast daily from 7 a.m. to 9 a.m.
- A variety of alternate meals available daily
- Salad bar twice weekly
- Juice, coffee & fresh fruit available 24-hours
- Soft-serve ice cream bar
- Monthly Sunday Brunch - complimentary for family members
- Private dining rooms for special events and family gatherings
- Taste of the Town: local restaurants featured monthly
- Gas grill available for family cookouts

## *Family Call Program*

To help ensure a positive customer experience, a member of our Leadership Team will contact you monthly for your feedback regarding your satisfaction with the services your loved one is receiving. You'll have an opportunity to share any requests you may have. We'll also be happy to contact other family members who are out of town, per your request.

## *"Resident First" Program*

Once the choice has been made to stay with us, we want to know each resident as an individual right away. Our "Resident First" Program helps us to easily relay important information about each resident to caregivers and others that provide daily assistance. We spend time with each resident and his or her family members to learn detailed life history information such as past jobs and life roles, hobbies, family dynamics, habits and personal likes and dislikes. This information is posted in a frame just inside the resident's suite.

## *Family Night*

We host a family night event monthly, and we invite each resident and their family members to participate in this evening of good cheer, great entertainment and delicious food. Family nights are a perfect opportunity for you to spend time with your loved ones and meet new friends from the community. We look forward to seeing you at our next family night!

## *Recreational Programs*

Residents enjoy a variety of fun, stimulating and rewarding programs. Our residents can participate in a full schedule of events that are entertaining and allow friendships to flourish! We also offer evening activities twice a week, as well as a full activities program on weekends. Programs include volunteers from the community and inter-generational activities that include children and young adults.



## *Weekend Leadership Program*

To ensure that you have access to a management team member seven days a week, we have a Department Leader onsite eight hours each day both Saturday and Sunday. Should you need assistance, you'll find the name of the Weekend Manager posted near the main entrance.

## *Customer Satisfaction*

As a valued customer, your feedback is extremely important to us. Customer Satisfaction Surveys are sent out twice yearly. We encourage you take a moment and complete the survey and return the postage-paid survey to our home office.

Whether it is a compliment about the service and care your family member has received, or a question, concern or suggestion, we are ready to listen. Your feedback will help us continue to provide the high quality service and care our residents and their families deserve.

We want to hear from you, and we welcome your regular feedback!