

# OPERATIONAL PRIORITIES

## Health & Safety



The health and safety of our team, our guests, and our partners is our top priority. We proactively minimize and manage known risks, vigilantly prepare for, and respond to incidents through training, rehearsal, and regular inspections.



## Our Team

We are a “sleeves rolled up” group that is always willing to get the work done, but we also take care of ourselves physically and mentally. We provide effective tools and training to support team members and ensure success.

## Residents & Guests



Our service philosophy is the Golden Rule - we treat others the way we want to be treated. We are only as good as our reputation, and where we fall short we make it right. We always strive to not only meet but exceed the expectations of our guests.



## Our Finances

Financials are a critical measurement of business, but they are only the scoreboard. Prioritizing Health & Safety, Our Team, and the Residents & Guests will create an environment in which financial success naturally follows.