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Exceptional Service has our Customers Speaking:

"I came to your campus after a fall at home and a hospital stay. The therapists here were always patient with me and treated me with respect. I could tell that they really cared about my well-being. Without the therapy I received during my stay, I wouldn't feel as confident as I am now that I am strong enough to go home and stay home."

Janice H. – Rehab Resident (Greensburg, IN)

"With the Almost Home program, I get everything I need. It provides me with the opportunity to become independent again prior to returning home. And in the meantime, I really love letting someone else manage my medicine and provide me with meals while I work on building my strength. Then when I'm ready, I can prove to my family that I'm ready to return home!"

Betty – Almost Home Resident (Springfield, OH)

"This facility is a blessing to our community. The amazing part to me is that regardless of a person's position, whether they're administration, nursing or social services, everyone at your campus pitches in. Daily, I saw managers helping patients to the dining room and even serving meals. This kind of behavior is rarely seen in any business today. Because of the genuine care they give to the residents, I would readily recommend you to anyone that needs their services."

Jack C. – Transitional Care (Spencer, IN)



Experience our **Customer Service Difference!**

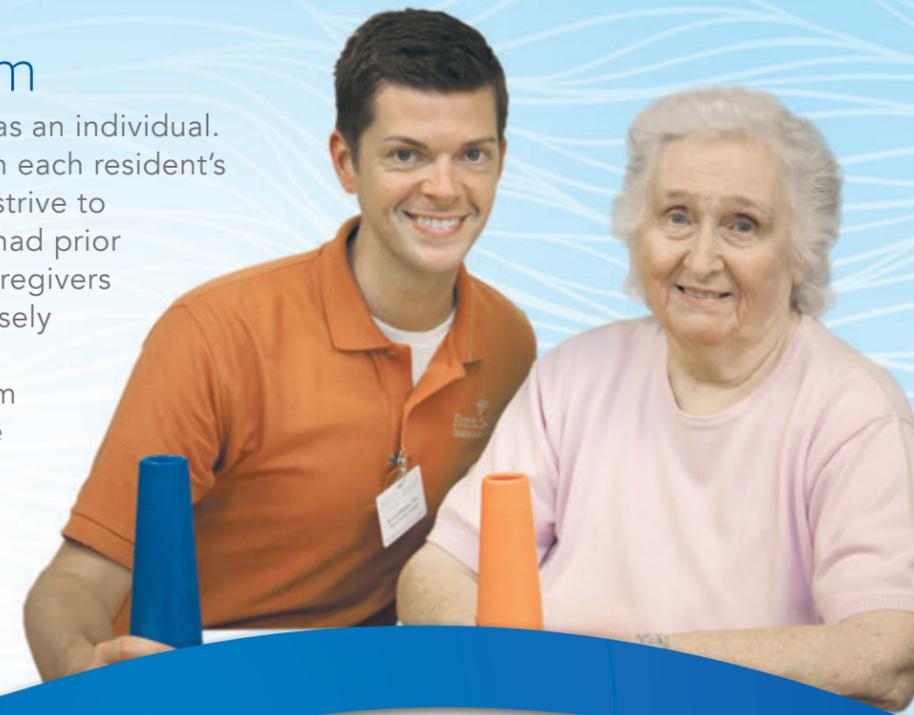
Our programs and services are designed with one thing in mind: **exceeding the expectations** of our guests and their families.

Our Commitment to superior customer service and resident-centered care is apparent in everything we do. From staff engagement and our focus on customer satisfaction, to the local flavors on our menus, and our state-of-the-art therapy gym and courtyard, you are sure to feel the difference the minute you walk through our doors. It is this commitment to excellence that has earned us our reputation as a premier provider of senior health and hospitality services.



Resident First Program

We want to personally get to know you as an individual. Our “Resident First” program focuses on each resident’s personal preferences, as our caregivers strive to maintain the personal routine residents had prior to staying with us. Our consistency of caregivers allows staff and residents to become closely acquainted. In addition to determining residents’ personal preferences, our team of caregivers discuss and document care goals, and work together as a team to help achieve the goals of each resident. And, in an effort to make our campus feel even more like home, you’ll never hear an overhead page in our hallways except in an emergency situation.



Customer Service Standards

Based on input from our customers and expert staff, we have carefully crafted a proprietary service program that differentiates our customer service experience from that of any other senior care community. Each of these Service Standards was designed to create a service experience that exceeds the expectations of every customer, whether they are residents, family members or our employees. We refer to this culture as “servant leadership,” and this is the foundation of our operating philosophy.

Inspired Living

At our campus, we know that being occupied is not the same as being engaged. That’s why we offer a variety of daily activities as part of our Inspired Living programming. Residents can participate in a full schedule of stimulating and engaging daily events and outings that are not only entertaining, but also educational, as we realize the therapeutic value in these daily interactions. We welcome volunteers, family and community member involvement at all times.

Family Care

We believe in not only taking excellent care of our residents, but their families and loved ones as well. A member of our leadership team is regularly available to receive your feedback and requests, and we welcome you to visit any time! Come enjoy one of our Family Nights, or stop by at any time of your choosing.

Weekend Leadership Program

For purposes of care, comfort and security, our residents and family members have access to a management team member seven days a week. In addition to the weekdays, a Department Leader remains onsite eight hours on Saturdays and Sundays as well. Should you need assistance, you’ll find the name of the Weekend Manager displayed near the main entrance on our CommunityShare digital board or sign.

The Dining Experience

Meal times provide a culinary delight for our guests. Our restaurant-style services and chef-prepared meals are designed to create a superior dining experience. For a look inside our kitchen, please ask to see a sample menu.

Home Again/Personal Wellness Program

Our Home Again Rehabilitation Program helps residents return home faster and stronger following an illness, injury or surgery. This unique program offers a full range of medical and rehabilitation services, including physical therapy, occupational therapy and speech language pathology.

Home Again Amenities Include:

- Tastefully furnished private suites
- Concierge Service
- Chef-prepared meals
- Wireless Access
- Telephone
- Fine linens
- State-of-the-art Therapy Gym
- Cable television
- Therapeutic Outdoor Courtyard
- Much More!

We are proud to be an industry leader in reducing hospital readmissions. Once you’re ready to return home, we’ll provide you with a Personal Wellness Plan, which provides daily education on symptom management for many common diagnoses, such as Congestive Heart Failure, Pneumonia, and hip and knee replacement, reducing your chances of being readmitted to the hospital.