

Our  
*Exceptional Service*  
has our Customers Speaking:

“My experience has been great. The therapy team is excellent, the nursing staff is warm and friendly, and the campus is very clean. In my opinion, the care is top-of-the-line.”

*M. Porter – Logansport, Indiana*

“Our team of caregivers has done everything humanly possible to make us happy. My wife is getting better care than I could have ever imagined; better than I could have ever given at home. We’d recommend this place to anyone who asked. We just love it here!”

*B. Peters – Greensburg, Indiana*

“I receive excellent care here. The facility is beautiful, but it’s the staff who really make the difference. The food is wonderful, and the chefs go out of their way to prepare my meals the way I like them.”

*C. Bretz – N. Baltimore, Ohio*

“After living over 50 years in this town, our family has seen the care and compassion in long-term care facilities, and we have been with those who lack a genuine interest in others. Our experience here was an outstanding example of positive characteristics. Thank you for your care and compassion, for your helping hands and hearts, for your smiles and encouragement, and for the genuinely friendly attitude which we encountered every day of Mother’s stay.”

*J. Myers and Family – Louisville, Kentucky*

2710 Man O’War Blvd.  
Lexington, KY 40515  
Phone: 859.273.0088  
Fax: 859.273.0089  
[www.willowsatfritzfarm.com](http://www.willowsatfritzfarm.com)

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Experience Our  
*Customer Service Difference*  
in Lexington, Kentucky



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 resident-tailored Life Enrichment programs, you are sure to feel the difference the minute you walk through our doors. It is this commitment to excellence that earned us our reputation as a premier provider of senior health and living services.*



## “Resident First” Program

Once the choice has been made to make our campus your or your loved one’s new home, we want to personally get to know each resident as an individual within the first week of admission. Our “Resident First” program focuses on each resident’s personal preferences, as our caregivers strive to maintain the personal routine residents had prior to moving in. We spend time with each resident and his or her family members to learn detailed life history information, such as previous occupations, life roles, hobbies, habits and personal likes and dislikes. This information is displayed in a frame just inside the resident’s suite.

Our consistency of caregivers who serve residents throughout their stay allows staff and residents to become closely acquainted, oftentimes developing deep and meaningful relationships. Our staff learn each resident’s personal preferences including dining preferences, sleep habits, and bathing preferences. In addition to determining residents’ personal preferences, our team of caregivers discuss and document the short and long-term care goals as conveyed by the resident and work together as a team to help achieve each resident’s goals. 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.

## Weekend Leadership Program

For purposes of care, comfort and security, our resident 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.

## 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.

## Family Care

We believe in not only taking excellent care of our residents, but their families and loved ones as well! To help ensure a positive experience, a member of our Leadership Team will contact you regularly 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, and our service concern process ensures that our campus leadership team will work directly with you to quickly resolve any questions or concerns you may have.

We are also privileged to host quarterly Family Night events, where guests are provided a complimentary evening of fun, great entertainment and delicious food and beverages. These events are a perfect opportunity for you to spend time with your loved one and meet new friends from the community. We look forward to hosting you at our next Family Night, and we welcome you to visit anytime!

## 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. Programs often include contact with nature, pets, volunteers from the community, and inter-generational activities that include children and young adults, as we realize the therapeutic value in these daily interactions. We welcome volunteers, family and community member involvement at all times.

## 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.

