

Our
Exceptional Service
has our Customers Speaking:

“Not only is it beautiful here, but I have also made several really good friends. I have found that the activities will keep you as busy as you want to be. I find it convenient that the rent includes almost everything: 3 meals per day and laundry rooms on every floor with no charge for using them. I especially like the van with a driver for things like doctors’ appointments and pleasure trips, like the Indianapolis Zoo and lunch outings.”

R. Denton – Senior Living Resident

“My mom has been a resident at Senior Living at Forest Ridge for more than four years, and it is a comfort to me to know that, even though I live nearby, she has 24/7 care as she needs it. There is a team of caring and competent people right there to assist in any way they can. I cannot ask for a better environment for her when being in her private home is not an option.”

C. Goodwin – Daughter of Senior Living Resident

“I have been here for almost 9 years and I couldn’t be happier. They have great food, service and a caring staff which makes this the best place in town to be.”

L. Grigsby – Senior Living Resident

“Before my husband, John, passed he told me to stay here at Senior Living at Forest Ridge, and I have to say that this place has really been a wonderful home for me. The staff here are unbelievable, and I am so happy to have gotten to know them.”

A. McGrady – Senior Living Resident

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 A Trilogy Health Services Community

Experience Our
Customer Service Difference
in New Castle, Indiana




Senior Living
at Forest Ridge


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at Forest Ridge

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 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 activities program, 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 options.



“Resident First” Program

Once the choice has been made to make this your or your loved one’s new home, we want to personally get to know each resident as an individual right away. 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, eating and sleeping times.

Recreational Programs

Residents enjoy a variety of exciting, stimulating and engaging programs at our Senior Living at Forest Ridge. Our residents can participate in a full schedule of daily events and outings that are not only entertaining, but are also educational and promote socialization. Programs often include 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.

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 on-site eight hours on Saturdays and Sundays. Should you need assistance, you’ll find the name of the Weekend Manager displayed near the main entrance.

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 a “servant leadership culture.” This is the foundation of our operating philosophy.

Family Night

We are privileged to host a quarterly Family Night event for the loved ones of our residents, 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!

Family Call Program

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 leadership team will work directly with you to quickly resolve any questions or concerns you may have.

The Dining Experience

Meal times provide a culinary delight for our guests. Whether our residents choose to dine in their suite, or join others in our dining room, our meal services are designed to create a superior dining experience, which includes:

- Restaurant-style dining
- Chef-prepared meals
- Fine linens and meals served on china
- A variety of delicious, nutritional meals that appeal to your tastes
- Open breakfast daily until 11 a.m.
- Ten alternate meals options available daily on our Café Menu
- Fresh salad bar daily
- Juice, coffee & Coca-Cola products available anytime
- Old-fashioned, hand-scooped 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 get-togethers

