

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*

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 A Trilogy Health Services Community

Experience Our  
*Customer Service Difference*  
in East Lansing, Michigan



  
The Willows  
AT EAST LANSING

  
The Willows  
AT EAST LANSING

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 our campus 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. This information is displayed in a frame just inside the resident’s suite. And, in an effort to make our campus feel even more like home, you’ll never hear overhead paging in our hallways unless in an emergency situation.

## Recreational Programs

Residents enjoy a variety of exciting, stimulating and engaging programs at our campus. 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 as well. 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 campus 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

Our campus is privileged to host a monthly 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 campus 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 from 7 a.m. to 9 a.m.
- Ten alternate meals options available daily on our Café Menu
- Fresh salad bar twice weekly
- 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

