



# Introducing the Resident Voice Program



## OUR MISSION

We want to ensure that our residents are 100% satisfied with their stay and that their experience is one of comfort and compassion on their journey to wellness. Our Resident Voice program begins to attend to customer service needs or concerns on the day of arrival at our center.



## OUR RESIDENT ADVOCATE

- Meets with our new residents and families within 24 hours of arrival to determine what would make their stay more comfortable or fulfilling.
- Visits the resident daily to ensure that any and all needs have been promptly attended to and to make sure they are satisfied
- Guarantees any special needs or requests will be addressed right away.



## OUR PROMISE

We strive to attend not only to physical and basic needs, but to the mind and spirit of each of our residents as well. It is our goal to ensure that those who pass through our doors will have an experience that goes beyond customer service. We will make sure there is no doubt that at Spring Gate, we truly “Care About You, While Caring For You”.