

What really sets Via Elegante apart? We're a family owned with a local management team running the daily operations. We're always available and responsive to both the needs of our residents and their loved ones. Additionally, our unique ALL-INCLUSIVE PRICING is a breath of fresh in the assisted living industry.

## Via Elegante's Exclusive Three C's Commitment

### Continuity of Care

- ✓ Industry leading staff-to-resident ratio of care 1:5 to 1:8
- ✓ Care plan individualized for each resident by our Registered Nurse
- ✓ **Safety protocols:**
  - Individual personal assistance call button pendant
  - Each bathroom is equipped with an assistance call button
  - Floor surfaces designed for walker and wheelchair compatibility
  - Safety grab bars standard in all bathroom areas
  - Single level floor plan for ease of mobility
  - State-of-the-art smoke detectors and fire sprinklers
  - Secure and thoughtful common and outdoor areas
  - Safely You AI technology cameras in each room to detect limbs on floor to initiate immediate action of fall detection
- ✓ Quality assurance programs and on-site staff nurse care
- ✓ All medications are managed and reviewed by physicians quarterly and our full-service management administers medication from pharmacies to residents by dedicated technicians and health director employees only
- ✓ On-going training for staff meets and/or exceed state requirements
- ✓ We support end of life care and services, there is no need to relocate - we are there through the whole life experience
- ✓ Therapy offered for in-house service include physical, occupational, speech, podiatry, labs, dentistry, ophthalmology, and more
- ✓ Assisted and Memory care blended communities regardless of memory care needs to promote maximum resident independence.

### Clarity of Communication

We understand that communication is a critical component when it comes to how comfortable you are entrusting a loved one in assisted living care. This is one of our core commitments for just this very reason.



#### On-going Proactive Communication

Weekly emails to all family members from our care givers and clinical staff. This will describe the day-to-day interaction with your loved one (the good, the bad and the ugly). It will also have notes from our RN about health milestones or concerns.

#### Care Team Interaction

You can speak to the care team - live person any time 24/7.

#### 24-7 Family Access

Families have 24/7 access to their loved ones and can take their loved ones outside the community at any time - families should feel like this is their home

### Consistent Cost

#### ✓ ALL-INCLUSIVE PRICING

Our rates are based on the amenities of the room, not the level of care. All residents receive best-in-class care, and we adjust care based on the resident's needs - **NO HIDDEN FEES!**

- Signature Suites
- Premiere Suites
- Deluxe Suites
- Private pay and ALTCS\* are accepted

#### ✓ ALL-INCLUSIVE AMENITIES

Community amenities included with the rooms – furniture/cable WIFI/Safely You AI fall monitoring/housekeeping/maintenance/IT-Technology support

#### ✓ ALL-INCLUSIVE MEALS

This approach also means that all meals and snacks are included - and all prepared by the same gourmet chef that provides high quality nutritious meals to all residents across all of our communities.

### Additional Premier Services

- In-House Award Winning "Silver Chef" Culinary Director and our dedicated team prepare in-house meals and will accommodate most dietary needs\*\*.
- Our culinary team will accommodate special order foods, celebrations events, and catering for families that are celebrating milestones and creating memories. This allows our families to focus on their loved one during time of celebration and not outside catering needs.
- Dedicated activities director to promote individualized and group activities to ensure residents are engaged in our communities
- On-site beauty salon and full scope of other optional services such as; massage, pedicure, manicure, beautician, all provided by approved outside vendors.

\*Excludes Tucson Foothills location \*\*Call for details