

FROM THE PRESIDENT'S DESK

Serving with Heart Since.....

As you know, Arcadia updated our name badge this past year to include the line **“Serving with Heart Since (Year you started with the company)”**. Of course we wanted the nametag to communicate the name and title of our team members, but we also felt it was important to share the length of time each of you have been serving within your community. I believe to reach its full potential and provide the highest level of care and service, an organization must have a consistent, stable, experienced, and knowledgeable team who shares the common value of **Serving With Heart**. As a company, we’ve been blessed with so many long-term team members and feel like that is important information to communicate, especially in today’s “here today, gone tomorrow” world. Each month I sign our Length of Service Certificates that acknowledge the tenure of each team member. It is very exciting to sign a certificate when someone has been with their community 20 years or more, but I get just as excited when I sign certificates for our folks who have been with us for 1 or 2 years or more. Hitting those annual milestones is critical to our success as a company and every year matters!!! I cannot overstate how comforting it is to our residents and their families to have familiar and friendly faces providing care within the community each day. That consistency matters!!!

With that in mind, I wanted to take a moment to thank each of you for your many contributions to serving our residents at your community. I continue to be amazed and appreciative of the efforts each of you put forward each day to meet the changing needs of our residents and provide them with a quality of life that is second to none. While I don’t always have the opportunity to show my appreciation directly to each of you, I do want you

to know your commitment to our mission and dedication to **Serving with Heart** is appreciated and doesn’t go unnoticed. I leave honored and humbled after each visit to one of our communities and feel proud to be a small part of such a special company that touches and enhances so many lives. I have witnessed firsthand so many caring interactions our team members share with our residents, and I know how much it means to them and their families.

I know each of you understand what a privilege it is to serve others in the various roles that you are involved in each day. The great majority of our team members enter this business not with hopes of fame and fortune but for the greater calling of enhancing our seniors’ lives. Not only do we have the opportunity to touch the lives of those who live with us but also provide peace of mind for their families and friends. My sincere hope is that each of you finds fulfillment in the work that you do each day and recognizes how important it is to the many lives that you touch.

I’ll leave you with a small quote I’ve shared before that brings to mind the impact we can have on our residents, co-workers, friends, families, spouses, and others when we choose to **Serve with Heart**:

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

Again, thank you for your commitment to our seniors and for the tremendous work you do each day.

Brian Durbin



Why You're in the Right Place!

As a valued member of the Arcadia Communities family, we want to take a moment to recognize and appreciate the incredible work you do every day. You are the heart and soul of our community, and we are committed to ensuring that Arcadia remains not just a place of employment, but a place where you can thrive both personally and professionally. Here's a reminder of why you're in the right company.

We Value Your Dedication

At Arcadia, we understand that our success is built on your dedication and passion. That's why we strive to create a workplace where you feel appreciated and empowered. Here's why being part of the Arcadia team is so rewarding:

1. Competitive Compensation and Benefits
2. Supportive Work Environment
3. Work-Life Balance
4. Ambassador Recognition and Tenure of Service Rewards

Proud to Be a Great Place to Work

We're proud that Arcadia is certified as a Great Place to Work, a testament to our exceptional workplace culture. This certification is based on:

- Your feedback, which highlights high levels of satisfaction and trust in our management.
- Rigorous evaluations of our workplace practices, ensuring we meet the highest standards of employee support and engagement.

Keep Thriving with Us

Stay confident in your choice to be part of the Arcadia family. Together, we will continue to make a difference, grow, and create a workplace where everyone can thrive. Thank you for all that you do, and here's to many more successful years together at Arcadia Communities.



OnShift® Wallet

Get paid before payday.

HOW IT WORKS

Earned Wage Access. Access a portion of your earned but unpaid income in between paychecks for free.

Pay Bills In Real Time. Pay your bills with earned wages —online and on time — safely and securely.

Avoid Late Fees. Avoid costly late or loan fees by accessing your money when you need it.

Spend Smarter. Get free, confidential financial counseling and make custom saving plans.



This program is available to hourly employees only. Contact your BOD for more information.



Inspiring GENERATIONS

NATIONAL ASSISTED LIVING WEEK® • SEP 8-14, 2024

This year's NALW theme – Inspiring Generations – offers assisted living staff, communities, residents, and families the opportunity to look at how assisted living has evolved and grown, inspired by the residents and those who care for them. This is a chance to listen and learn from each other, share stories and wisdom, and find inspiration from those around you. Let's all join in the celebration.



5 Pillars of Arcadia Ambassadors

We succeed through
Teamwork
and Togetherness

We Act with
Integrity

We are
Accountable
for our results

We
Respect
all Viewpoints

We Put
Safety
First

“The strength of
the team is each
individual
member. The
strength of each
member is the
team”

— Phil Jackson

**Hourly
Employee Alert**
Please remember all
hourly employees
are required to clock
in and out for 30
minute lunch breaks.
Failure to do so
might affect your
paycheck.

1st Quarter Ambassadors



Emma Jeffreys
Resident Care Specialist

Rebecca Jones
Director of Open Arms



Arcadia Clarksville | Clarksville, TN



Sandy Lassila
Dining Specialist

Jodi Bussiere
Culinary Specialist



The Bluffs | Houghton, MI



Carla Collins
Resident Care Specialist

Robyn Powers
Director of Community
Relations



Stilley House | Benton, KY



Donna Letrud
LPN

Susan Ormond
Med Tech



Arcadia Pace | Pace, FL



Daniel Holloway
Hospitality Specialist

Stephanie Haley
Director of Culinary
Services



Arcadia | Bowling Green, KY



Peggy Thomason
Concierge

Cathy Darnell
Resident Care Specialist



The Lakes | Paducah, KY

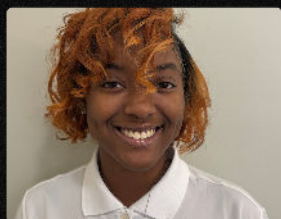


KeeKee Johnson
Asst. Culinary Director

Mary Harmon
Concierge



Arcadia Louisville | Louisville, KY



Tyliyah King
Dining Specialist

Arcadia Louisville

“The simple act of
caring is heroic.”
— Edward Albert