



FROM THE PRESIDENT'S DESK

Leading with Purpose: Creating Meaningful Moments in Senior Living

In senior living, it's easy to become consumed by the pace of operations—budgets, staffing, compliance, and the day-to-day demands that come with serving our residents. While these responsibilities are critical, I want to take a moment to refocus on what truly sets our communities apart: the meaningful moments we create every single day.

At the heart of our work is a simple but powerful mission—enhancing the lives of those we serve. For our residents, this isn't just a place to live; it's home. It's where they build relationships, find comfort, and continue writing their life stories. We are caring for “Walking History Books” who have so much to continue to share with the world if we give them a chance. That perspective should guide every decision we make and every interaction we have.

Creating meaningful moments doesn't always require grand gestures. Often, it's the small, intentional acts that leave the greatest impact:

- A team member taking an extra few minutes to listen to a resident's story
- A warm greeting that makes someone feel seen and valued
- Knowing our residents names and looking them in the eye when we talk with them
- Asking questions about their family, career, special memories, important milestones

Thoughtful touches that turn routine services into personalized experiences. These moments build trust, foster connection, and ultimately define our culture.

There is also a direct connection between these experiences and the long-term success of our communities. When residents feel known and cared for, satisfaction increases. Families gain confidence and peace of mind. Team members find greater purpose in their work. This alignment strengthens occupancy, retention, and our overall reputation in the markets we serve. Simply put, doing the right thing for our residents is also the right thing for our organization.

As leaders and professional caregivers, our role is to cultivate and contribute to an environment where these moments happen naturally. That means supporting each other, recognizing the great efforts that our peers put forth, and bringing the values to life that make our organization special. When our team members feel valued and empowered, they pass that same care and respect on to our residents.

Looking ahead, let's challenge ourselves to be intentional. Ask yourself and our team members: How are we creating meaningful moments today? The answer to that question is what will continue to differentiate us—not just as a provider, but as a community.

Thank you for your continued dedication and for the compassion you bring to your work each day. It does not go unnoticed, and it makes all the difference.

Regards,
Brian Durbin, President



5 Pillars of Arcadia Ambassadors

S
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We Put
Safety
First

We succeed through
Teamwork
and Togetherness

We are
Accountable
for our results

We Act with
Integrity

We
Respect
all Viewpoints

“There is
no elevator
to success,
you have
to take the
stairs.”

Zig Ziglar

4th Quarter Ambassadors



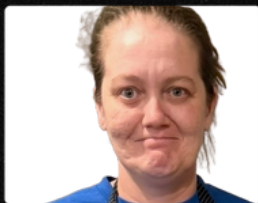
Michelle Ells
Resident Care Specialist



Lea Little
Culinary Specialist



Robin Brooke | Elizabethtown, KY



Stephanie Cooper
Culinary Specialist



Luke Gormley
Director of Life Engagement



Arcadia | Bowling Green, KY



Stacey Marks
Director of Culinary Services



Marla Harris
Culinary Specialist



The Lakes | Paducah, KY



Elaina Lamkin
Dining Specialist



Kimberly Hanik
Concierge



Arcadia IL | Louisville, KY



Leigh Ann Rawlings
Concierge



Robin Kennedy
Lead Resident Care Specialist



Arcadia AL | Louisville, KY



Kalyssa Korby
Director of Life Engagement



Sarah Laitila
Concierge



The Bluffs | Houghton, MI



Destinee Miller
Director of Life Engagement



Lisa Radtke
Resident Care Specialist



Arcadia | Pace, FL



Latasha Holman
Resident Care Specialist



Michael Costello
Dining Specialist



Arcadia | Clarksville, TN



Sharon Gipson
Culinary Specialist



Maddie Starks
Lead Culinary Specialist



Stilley House | Benton, KY

2025 Ambassador of the Year



Jonathan Marchese

Jonathan Marchese - Clarksville

Since joining Arcadia in 2024, Jon has been a reliable and dedicated team member who consistently steps in where needed, treats everyone with kindness and respect, and prioritizes safety while supporting his team.



Angel

Angel McCoy - Louisville IL

Since 2024, Angel has exemplified the Arcadia Way, showing kindness, politeness, and a strong service-oriented attitude. She is always willing to make something special, support her teammates, and goes out of her way to care for residents and their well-being.



Sherry Cox

Sherry Cox - RobinBrooke

Sherry's light truly shines in all she does. She leads with integrity, kindness, and deep respect for others, consistently going above and beyond to ensure residents can safely enjoy each day. Proudly serving since 2024, Sherry brings warmth, compassion, and dedication to her role every day.



Winnie

Winnie Grear- Louisville AL

Since joining Arcadia in 2024, she has proven to be a lifeline for residents and the heart of the caregiving team. Her unwavering dedication, radiant smile, and uplifting spirit bring comfort and joy to everyone she meets, and her positivity and commitment make every resident feel truly cherished.



Rosario Alvarez

Rosario Alvarez - Pace

Rosario, who joined Arcadia in 2023, is a dependable and cheerful team member who takes pride in her work, provides thoughtful service, and consistently supports residents with care and attention to detail.



Muranda Williams

Muranda Williams - Bowling Green

Since joining Arcadia in 2024, Muranda has been a kind, cheerful, and dependable team member who consistently goes above and beyond, always helping others and ensuring tasks are done safely and efficiently.



Sharon Gipson

Sharon Gipson - Stilley House

Sharon is a kind, compassionate, and dedicated professional who consistently brings her best to every task. Since joining in 2025, she has been a valued member of the Arcadia team, approaching her work with a positive attitude and genuine care. Her focus on residents' well-being and her thoughtful, supportive nature make her a comforting presence for everyone she serves.



Karen Grantham

Karen Grantham - Lakes

Karen, who joined Arcadia in 2025, is courteous and sweet, treating residents with loyalty and care. A true team player, she is always willing to help, stays positive and respectful, and leads by example with her strong work ethic.



Sarah Laitila

Sarah Laitila- The Bluffs

Sarah has served at The Bluffs since 2015. She is a behind-the-scenes star, handling tasks with care and attention to detail. Hardworking, self-motivated, and dependable, Sarah takes pride in the community and shows genuine compassion in everything she does.



APPLAUSE FOR ADVANCEMENT

At Arcadia we believe that hard work and dedication pave the way for remarkable personal and professional growth. Our team members consistently demonstrate passion, resilience, and a commitment to excellence, which not only drives our success but also creates opportunities for individual advancement.

We're thrilled to shine a spotlight on our team members who have earned well-deserved promotions. Their journeys showcase what's possible when talent meets opportunity within each of our communities. Join us in celebrating their achievements in this issue's Applause for Advancement section, where we honor the milestones that inspire us all to reach higher.

STILLEY HOUSE

- Savanna Gordon was promoted to Certified Medication Tech.
- Stephanie Stroud was promoted to Certified Medication Tech.
- Kaitlyn Bullard was promoted to Certified Medication Tech.
- Tasha Mannon was promoted to Certified Medication Tech. As well as being our Lead Resident Care Specialist.



CLARKSVILLE

- Jerrie Burnett was promoted to our Lead Culinary Specialist.
- Brayli Costello was promoted to Lead Dining Specialist.

OPEN
ENROLLMENT

for Arcadia
Benefits is
coming in May!

Every Role. Every Moment.

Teamwork in senior living is something we talk about often—but its true impact is felt in the moments we don't always stop to notice.

No single department carries the day alone. It's the way resident care, culinary, housekeeping, maintenance, and activities move together that creates something special. A great meal depends on a clean, welcoming space. A safe environment means little without compassionate care inside it. Every meaningful moment for a resident is shaped by hands across the community.

And then there are the shifts—the quiet strength of third shift, the steady rhythm of first, the seamless handoff to second—each one continuing the work with the same level of commitment and heart.

This work is bigger than any one role. It's a constant exchange of support, trust, and respect. When one department rises, we all rise. When one steps in, no one stands alone.

That's how a group of roles becomes a true community—and it's what you bring to life every single day.

