



ROSE ARBOR

& WILDFLOWER LODGE

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www.rosearbor-maplegrove.com



RAMBLING ROSE

March/April 2012

Congratulations to our community and all the residents, family and staff. Rose Arbor and Wildflower Lodge received the highest customer satisfaction rating 97.45 in the region based on our resident satisfaction survey conducted last fall. Every year we conduct this resident survey and it is sent to an outside agency for calculation. The results are then sent to Capital Senior Living and then shared with our community. At this point in time I do not have the complete results but should receive them shortly. This information is reviewed by our Management Team and we learn a lot from what you comment on and how you rate the services.

I never wonder if we are doing a good job as I know we do a good job, but we are not perfect. There is always room for improvement. Our community is well known for working together to make it happen. Just look back at how we all pulled together and made it through the flooring project at Rose Arbor. Everyone pitched in, no one squawked (ha ha) and everyone had a good time! The new floor is wonderful!

On a separate note...Our community is seeing quite a few new folks moving in lately and I want to remind everyone, you were once the new person. Please remember how awkward it was to move into a new community where everyone knows everyone. When you are the new person and you walk into the room, it kind of feels like you're heading off to kindergarten all over again and you have ketchup on your face. Please welcome new people as if you were the new person. Even just a smile can make someone's day a little bit easier!

Respectfully,

Shelley McDonald
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97.45%