Championing the quality of life for all seniors—it’s the mission and responsibility of every Sunrise team member. To achieve that, we invest in our team. New team members complete a comprehensive Sunrise training curriculum focused on the care and well-being of our residents.

**Quality is Everyone’s Responsibility**

Our **Designated Care Manager** program allows us to truly know our residents, to spot changes and to act quickly to provide the best possible care and service. **Individualized Service Plans** are developed for each resident, evaluated regularly and shared with families.

- New team members receive **40+ hrs** of training in their first 30 days
- Leaders receive an additional **72+ hrs** of training to help teams meet Sunrise standards
- We adjust staffing **365 days** a year based on the number of residents and care needed
- We retain nearly **82%** of our full-time team each year
- In the last 3 years, Sunrise reimbursed team members nearly **$1M** toward higher education
- Sunrise’s Good Samaritan Fund has awarded more than **$1.7M** to support hundreds of team members facing hardships

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As part of the Sunrise Signature Experience, we are committed to providing our residents with a home that is safe and secure. We provide continued education and training, clinical care protocols and multiple quality assurance measures to reinforce our strong standards.

Our culture encourages teamwork. Every Sunrise community team member is directly involved in monitoring the safety of our residents. When something does not happen as it should, we are all over it.

SAFETY IS A PRIORITY

OUR COMMUNITIES WERE BUILT WITH SENIORS IN MIND, AND SAFETY FEATURES INCLUDE:

- E-call systems in bathrooms and bedrooms, and mobile pendants to call for immediate help
- Perimeter door systems that securely monitor the comings and goings in every community
- Furniture with rounded edges and flame-retardant, hygienic fabrics
- Mid-point and end-of-corridor seating that offers rest stops and conversation areas
- Innovative chair rails along corridors to provide support and guidance for residents

ALWAYS REACHING HIGHER

At Sunrise, we always look to improve performance in all areas of the community. On a monthly basis, our regional leaders review standards in:

- Resident Care
- Clinical Operations
- Regulatory & Compliance
- Dining
- Facilities & Maintenance
- Human Resources & Training

I have to say that your organization is extremely well run. I congratulate you. This doesn’t happen by accident. When something looks easy, it is because those doing it are pros, and not because what they do is simple ....

Daughter of Sunrise of Scottsdale resident
Scottsdale, AZ
For our residents and families, quality of life means providing a supportive home filled with friends (including lovable cats and dogs), trusted and compassionate caregivers, nutritious meals, and days filled with enriching activities that nurture the mind, body and spirit.

Annually, we survey residents and their families about their experiences, and they confirm what we always hope.

**THE TOP-SCORING RESPONSES FROM OUR SURVEY ARE:**

- “Community staff exhibit a warm and friendly demeanor”
- “Community staff show genuine concern for your family member”
- “Community offers you a sense of security and personal safety”
- “Living at Sunrise gives you peace of mind”

We’re also very proud that the vast majority of those surveyed would strongly recommend Sunrise to their friends and family. In 2012 alone, more than 2,200 new residents made their home at Sunrise as part of our Friends & Family Referral Program.
We have devoted more than 30 years to refining our resident-centered approach to quality care.

Our Core Values

PASSION
JOY IN SERVICE
STEWARDSHIP
RESPECT
TRUST

These values are the cornerstone of what we do every day at Sunrise, and guide how we care for our residents.

By delivering on our commitment to quality, our residents and families enjoy the peace of mind that comes with a top-rated senior living community.
We salute you and thank you from the bottom of our hearts for your kindness .... It is a blessing not only to residents, but also to their families.

*Family member of Sunrise of North Lynbrook resident*  
*Lynbrook, NY*

Every day, our residents expect us to do what’s right for them. We are constantly learning, improving and striving to provide them with the best possible care.

Since 1981, our experienced and dedicated team has worked to meet these expectations while celebrating the joy of every day. We cherish all of our residents and are proud of the trust their families have placed in us.

SunriseSeniorLiving.com