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Four Life Plan Communities Receive Recognition For Exemplary Employee and Resident Engagement Scores from Holleran.

Wrightsville, PA. Holleran has recognized four life plan communities for distinguished scores in employee and resident engagement studies conducted in 2016. The communities include: Episcopal Senior Communities of California, Maplewood Park Place of Maryland, Moravian Manor of Pennsylvania and Aldersgate (Methodist Senior Services) of Mississippi.

Holleran's national benchmark of Life Plan Community employee and resident engagement scores is the largest in the nation. It awards the annual "Highest Honors" recognition to those communities who attain high mean scores and overall satisfaction significantly above the Holleran benchmark. In addition, a minimum response rate of 70% must be achieved and 60% or more of the organization's staff or residents must be categorized as highly engaged. This year, only 4% of the communities Holleran surveys attained the Highest Honors designation.

"These communities are demonstrating a high commitment to employee and resident engagement," states Michele Holleran, CEO of Holleran. "Engagement is the single best measure of a healthy culture, leading to workforce stability, lower turnover, and a high commitment to well-being of residents."

Episcopal Senior Communities, a multi-site organization headquartered in Walnut Creek, California received Highest Honors for Employee Engagement at three of their locations. Shannon Peacock, Human Resources Partner knows fostering employee engagement can be challenging, but open communication between the leadership team and front line workers is critical. "Everyone is in it together to improve the lives of internal and external clients at Episcopal Senior Communities. By taking down the barriers, putting supervisors on a level playing field with the front line staff, everyone feels like they are working towards something bigger and better". Rick Olivieri, Vice President of Human Resources adds, "It's about hiring the right people; people that know their job well, are passionate and customer service focused."

Scott McAlister, Executive Director at Maplewood Park Place, a single-site location in Bethesda, Maryland attributes their receipt of Highest Honors for Employee and Independent Living Resident Engagement to the transparent culture among the residents, employees and the leadership team. The organizational structure of Maplewood Park Place is unique as it is governed by the residents. Scott says "because of the concept of resident ownership, there is no outside force. It is all governed internally which creates an automatic synergy between residents and employees which continually propels the community forward."



Moravian Manor, a single-site community, located in Lititz, Pennsylvania was awarded Highest Honors for a resident engagement mean score of 90.8 and Aldersgate, a Life Plan Community located in Tupelo, Mississippi received Highest Honors for their resident engagement mean score of 90.8. Both communities believe creating a culture of engagement is about the relationship between the residents and employees. David Swartley, President and CEO of Moravian Manor says "receiving this award is gratifying and a confirmation that so many of our employees are mission driven and are at Moravian Manor for the right reasons. They are in it for the people and make sure that the residents are well served." Similarly, Lawona Broadfoot, Executive Director at Aldersgate, says the residents call their community "Alders-great". The team at Aldersgate takes the approach of "here to help", states Broadfoot, "our goal is to create an open atmosphere where our elders, as well as our team, feel free to share concerns and compliments."

Holleran is the premier provider of employee and resident engagement and satisfaction research and benchmarks, serving more than 1,000 not-for-profit senior living provider organizations nationally.

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