

## Service Comparison

Resident care needs	Silverado	Other	Other
		Community	Community
Highly-skilled staff specialized in Alzheimer’s and dementia care	Yes		
Physician Medical Director oversight	Yes		
Associates are continuously trained in the latest techniques to deal with the challenges of caring for those with memory impairments	Yes		
Medications administered only by licensed nurses	Yes		
Evidence-based brain fitness program with activities designed to help slow dementia’s progression	Yes		
Nationally, regionally and locally recognized in the areas of employee satisfaction and innovative programs	Yes		
Quality pledge offering reimbursement if not satisfied (within 60 days) that the highest level of care has been provided	Yes		
Outcomes of important clinical results (injury rates, medication levels, transfers to hospital, etc.) are tracked to demonstrate effectiveness and inform future approach to care	Yes		
Emphasis on appropriate medication reduction to promote physical activity and engagement	Yes		
Primary focus on optimizing functional independence through all stages of memory loss	Yes		
Initial and ongoing assessments of cognitive and functional abilities	Yes		
Continuum of care services, including companion and hospice care by interdisciplinary teams, to allow residents to age in-place and reduce traumatic changes in surroundings	Yes		
Enrichment programs focused on maintaining residents’ physical and emotional wellbeing through engagement and participation	Yes		
Open, landscaped environment with secure perimeter for safety	Yes		

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 exceptional care and  
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continues on the other side →

<b>Resident care needs</b>	<b>Silverado</b>	<b>Other Community</b>	<b>Other Community</b>
Family-friendly, intergenerational environment	Yes		
Pets encouraged to move-in with residents, in addition to community-owned pets	Yes		
Restaurant quality meals and nutritious snacks available throughout the day; complimentary dining for families and guests	Yes		
Partners with key educational and research hospitals committed to innovations and advances in memory care	Yes		
Inclusive service structure to simplify fees and billing (no “points” or levels)	Yes		
Annual satisfaction surveys to continuously improve services and staff engagement	Yes		
<b>Staffing</b>	<b>Silverado</b>	<b>Other Community</b>	<b>Other Community</b>
24-hour licensed nurses on-site	Yes		
Staff who have dedicated roles and responsibilities: <ul style="list-style-type: none"> <li>▪ Caregivers</li> <li>▪ Culinary staff</li> <li>▪ Clinical aides</li> <li>▪ Engagement support</li> <li>▪ Housekeeping</li> </ul>	Yes		
Qualified staff vetted with criminal background checks as well as screenings for integrity and substance abuse	Yes		