



THE OAKS  
AT BELMONT

*A Trilogy Senior Living Community*

# Gazette

March 2023

## The Trilogy Experience – Highlights

Being a part of a Trilogy campus means living life to the fullest – whether you're a resident, an employee, or a member of the local community! From intimate campus events to large statewide fundraisers, we're proud to make a difference in the life of those that we serve by making each day more special than the last. Here's how.

### Theme Weeks

When it comes to celebrating Trilogy culture, there are few things better than our iconic Theme Weeks! Four times a year, we take a Theme and use it to change our campus into something new entirely – whether it's New Orleans during Mardi Gras, Willy Wonka's Chocolate Factory, or, more recently, the

venue of a Snowflake Ball! More than just a decorative overhaul, these events also feature a week of theme related activities and menu options.

### Customer Satisfaction Survey

Twice a year, we use our Customer Satisfaction Survey to gauge how our residents and families are feeling about their experience at our campus. Based on the feedback we receive, we'll make corrections and improvements to further enhance the Trilogy experience for those who call our campus home. This spring's survey will close on March 17th, so if you've been happy with our services, be sure to give us a "high five"!



### Happy Hour

It's 5 o'clock somewhere! Held every Friday, Happy Hours bring our residents and employees together to enjoy delicious beverages served up by the members of our team. Whether you're wanting to start the weekend with a cocktail or just want to socialize, Happy Hours are a perfect way to catch up with friends both old and new.

*For more information about everything that we have to offer, be sure to visit our website at <https://trilogyhs.com/lifestyle/>.*

## Did You Know

I recently read an article that stated the last partially sunny day in Grand Rapids was December 28th, last sunny day was December 4th. We need some SUN! Why you ask? Overall, it simply helps you feel better and when you feel better the world looks so much brighter.

## Looking Ahead

We are closing out winter with snowflake decorations and spending some “serious” time on valentine decorations. We will be soon preparing for spring. Pre-season seed planting for flowers on our deck and plans for more socializing on the deck has been discussed. So, dust off your hats and find your glasses. Spring and Sunshine is just around the corner!

Linda L. Hula, Concierge

## Living Well Highlights

Welcome to March, everyone!

With warmer weather ahead, it's time to start looking forward to a springtime of community outings and outdoor adventures. We'll have more to share as temperatures continue to go up – so be sure to keep your eye out in the weeks ahead!

In honor of National Employee Appreciation Day (March 3rd), I want to give a special shoutout to everyone who helped bring our Dancing Through the Decades theme week to life. From Life Enrichment to Culinary, each of our amazing teams have worked tirelessly to bring our very first Sock Hop to life – and we couldn't have asked for a better result. We can't wait to see what

you have planned for the Theme Weeks to come!

Finally, the last day to participate in our spring Customer Satisfaction Survey is **March 17th**. This is a great opportunity to let us know how we're doing and tell us about where you would like to see improvements made. The survey has been sent via email and SMS text message, so be sure to participate and let us know how we're doing.

As always, thank you for making each day something special. Let's have a great month!

Yours in Service,

*Yuliya Cleveringa*

Executive Director



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Executive Director

We strive to provide the best customer service and quality care for our residents. Our Department Leaders are here to solve any concerns you may have. In the event that you need further assistance with any unresolved concerns, we encourage you to call or email our Compliance Hotline: 800-908-8618, ext. 2800; or [comply@trilogyhs.com](mailto:comply@trilogyhs.com)

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## PHOTO HIGHLIGHTS



## CSS Surveys:

It's CSS time again! This year, everyone who completes a survey will get a raffle ticket to be entered in a drawing for one of our three specialty gift baskets! Drawings will be held at our theme dinner on March 2nd and family night on March 7th. Be sure to see a staff member at designated survey stations to complete your survey and be entered in our drawing!