



SAGORA

NEWSLETTER

AUGUST 2017



BELLAROSE GRAND OPENING

An Affair to Remember

The glamour and sophistication of Bellarose's red-carpet event created a memorable experience for hundreds of guests, VIP's and residents at the grand opening.

[Click for more...](#)

AWARDS ALL AROUND

Communities return from executive conference winners



"It is an honor to recognize our communities that go above and beyond to uphold our core values and our Resident First philosophy. That is the award-winning Sagora difference!"

Bryan McCaleb
President, Sagora Senior Living

RIO TERRA



THE BRENNITY
- AT TRADITION -

[Click for more...](#)

OPERATIONS

Lessons of an Intern



ASSOCIATE ANNOUNCEMENTS



SALES

100% Club as of July 31

100% CLUB



LIFESTYLES

#KeepingOurCool



I. T.

Tech Talk



COMMUNITY SPOTLIGHT

University Place gets a unique visit



BELLAROSE GRAND OPENING:

An Affair to Remember

The glamour and sophistication of Bellarose's red-carpet event created a memorable experience for hundreds of guests, VIP's and residents at the grand opening. On August 3rd, 2017, the Tulsa, Oklahoma community highlighted its one-of-a-kind combination of style and comfort.

Branded ice sculptures, rose petals, champagne fountains and Sagora's signature cascading staircase elegantly surrounding the fire pit offered a warm welcome to the Bellarose lifestyle. Guided tours throughout the evening spotlighted Bellarose's desirable floorplans and modern amenities such as a fitness room, beauty salon and pub. The state-of-the-art underground tornado shelter and movie theater was a bonus safety feature with added entertainment value.



The Chamber of Commerce held the official ribbon cutting ceremony with Bellarose associates as Donny Edwards, president of TCG Development, greeted guests. "This is

an exciting time for us and we're glad to be part of the community. We are looking forward to being here for a long time and being very active with everyone," Donny said before doing the honor of cutting the ribbon.

Guests had a firsthand taste of the good life from Chef Josh's menu of fine cuisine. A few featured dishes included toasted pecan crusted lamb chops served with mint jelly and horseradish sauce, smoked salmon fillets with caper lemon cream sauces, prime rib, a rich assortment of hors d'oeuvres and finishing off with decadent desserts.

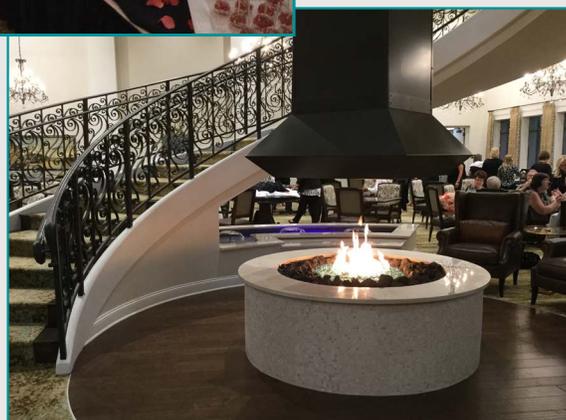
A wave of nostalgia filled the room as the Frank Sinatra impersonator sang the smooth sounds from a timeless era and the harpist played tranquil memorable melodies. To round out the evening, attendees were invited to watch "To Kill a Mockingbird" on the big screen.

Thanks to the many associates who labored diligently to make the grand opening a huge success, establishing Bellarose as Tulsa's new standard in senior living.



The Bellarose grand opening was live on Facebook, and received over 2K views within 24 hours!

[Click to view the video.](#)



Awards All Around!

We would like to honor the following award recipients from the 2017 Elevate Executive Leadership Conference:

THE AGORA AWARD



Sharon Wild
RIO TERRA

THE SAGE AWARD



Erin Thompson



Lynsey Tate



EXECUTIVE DIRECTOR OF THE YEAR



Sharon Wild
RIO TERRA

ASSOCIATE OF THE YEAR



Sherrie Smith
ABERDEEN HEIGHTS
ASSISTED LIVING

[Click to view the remaining award recipients from the conference.](#)

**ALABAMA-FLORIDA-OKLAHOMA
REGION**

**TEXAS
REGION**

**THE WOW FACTOR AWARD
INDEPENDENT LIVING**



Renaë McGrath
Executive Director
The Brennity at Tradition



THE BRENNITY
- AT TRADITION -



Michael Dorazio
Executive Director
Adante Independent Living



ADANTE
SENIOR LIVING

**THE WOW FACTOR AWARD
ASSISTED LIVING**



Anita Beatt
Executive Director
Aberdeen Heights



Anna Slack
Executive Director
Lyndale at San Angelo



BUSINESS DISTINCTION



Beth Hurley
Executive Director
The Brennity at Fairhope



THE BRENNITY
- AT FAIRHOPE -



Chad Hoffman
Executive Director
Mirabella



BRAND CHAMPION AWARD



Brian Culpepper
Interim Executive Director
The Veraden



Sharon Wild
Executive Director
Rio Terra



CULINARY FIVE STAR AWARD



Ryan Robertson
Interim Executive Director
The Brennity at Vero Beach



THE BRENNITY
- AT VERO BEACH -



Rene Zandi
Michael Dorazio
Executive Directors
The Adante



ADANTE
SENIOR LIVING

**HUMAN RESOURCES
SAFETY STAR AWARD**

GROUP 1



Renaë McGrath
Executive Director
The Brennity at Tradition



THE BRENNITY
- AT TRADITION -



Jennifer Pope
Executive Director
The Westmore



GROUP 2



Cathy Collins
Executive Director
Lyndale at Edmond



Rene Zandi
Executive Director
Adante Assisted Living



ADANTE
SENIOR LIVING

Click to view the remaining award recipients from the conference.

ALABAMA-FLORIDA-OKLAHOMA
REGION

TEXAS
REGION

HUMAN RESOURCES
SAFETY STAR AWARD

GROUP 3



Kyle Douthit
Executive Director
University Place



GOLDEN HAMMER AWARD



Erin Thompson
Executive Director
The Brennity at Daphne



Jennifer Pope
Executive Director
The Westmore



RESIDENT FIRST AWARD



Anita Beatt
Executive Director
Aberdeen Heights



Ron Lewis
Executive Director
Briarview



SYSTEMS SUPERSTAR AWARD



Renae McGrath
Executive Director
The Brennity at Tradition



Amy Kenley
Executive Director
Waterview - The Cove



SALES EXCELLENCE YTD 99%+ 2017 AWARD



Anita Beatt



Beth Hurley



Sharon Wild



Kyle Douthit



Lynsey Tate



Congratulations!

Lessons of an Intern

By Camryn Phillips, *Operations Intern*

When I initially found out about the need for an Operations Intern at Sagora, the possibility of learning more about operations at a corporate level immediately attracted me to the role. While my personal goal is to eventually open my own boutique – an industry very different from senior living, the skills I acquired during my time with Sagora will prove useful no matter what the future holds for me.

At first, I wasn't completely sure of what to expect out of the internship because I didn't have any experience in this industry, but now that my time in this position is coming to an end, I've realized that observing various leadership styles and getting a first-hand, behind-the-scenes look at operations in a corporate setting is what will benefit me most in the future. Another aspect of this role that I know will benefit me greatly in my future endeavors is the need for organization. Working directly under Melissa Villarreal, executive assistant to Dara Brown, vice president, I've seen how organization is key to the successful running of operations.

While I would have also enjoyed spending more time with the communities observing an Executive Director or Business Director and learning about operations at that level, I'm grateful for the opportunity to see the factors that go into decision making at an executive level. I hope that, during my time with Sagora, I proved to be an asset by constantly bringing my positive attitude, willingness to learn and unique perspective to projects and issues that arose.

I will certainly always remember my time here fondly and can't wait to take what I've learned and carry it with me onward, bringing Sagora's core values of Commitment, Communication, Empowerment and Excellence into my junior year at Abilene Christian University and beyond.



Camryn worked alongside Operations Admin Leah Fuller to develop the new incontinence program, which is scheduled to roll out later this month.



“I’ve seen how organization is key to the successful running of operations.”



ASSOCIATE ANNOUNCEMENTS



Jerry Stanley
Executive Director
Caydance Assisted Living

Jerry brings to Sagora more than ten years of sales and operations experience in the home healthcare and senior living industries and prides himself on his high mental aptitude for learning and adapting to the changing dynamics of the senior market. Welcome to the team, Jerry!

Congratulations to Dara Brown on her promotion to Senior Vice President of Operations and Sales. Sagora is a better company than it was three years ago, and much of that has to do with Dara and her determination, experience, and passion for senior adults, our mission, and “Resident First” philosophy.



Dara Brown
Senior Vice President of Operations and Sales
Sagora Senior Living



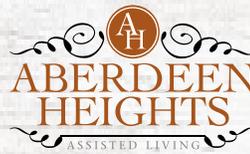
Derek Gay
Director of Budgeting and Analytics
Sagora Senior Living

Congratulations to Derek Gay on his promotion to Director of Budgeting and Analytics. Derek will be responsible for leading our budgeting process in addition to continuing to provide key analytical information to me, our owners and others who are involved in the day to day operations of the company.

100% CLUB

Based on the occupancy report for July 31, 2017

“Congratulations on another successful sales month at Sagora, and a big thank you to all of you for helping us to serve almost 3,400 seniors in our communities. In July, our top-performing communities with the greatest net gain in occupancy were **Briarview, Lyndale at San Angelo and The Veraden**. Congratulations to the following communities who have achieved sales excellence and made it to the 100% Club for July:



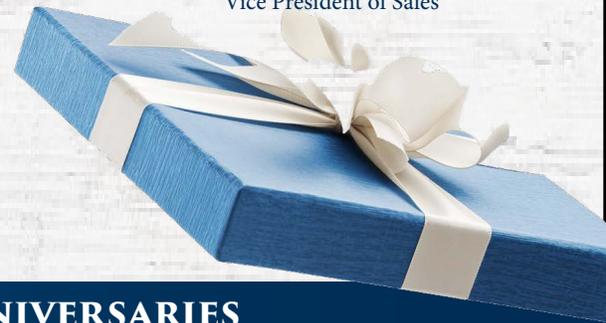
LAKEVIEW
AT JOSEY RANCH



THE BRENNITY
- AT FAIRHOPE -



In July, three of our four regions showed great net gains in occupancy, and we are excited about the momentum that we have early this month. We look forward to celebrating more successes in August!” - Daphne Bernstein
Vice President of Sales



HOME OFFICE BIRTHDAYS & ANNIVERSARIES

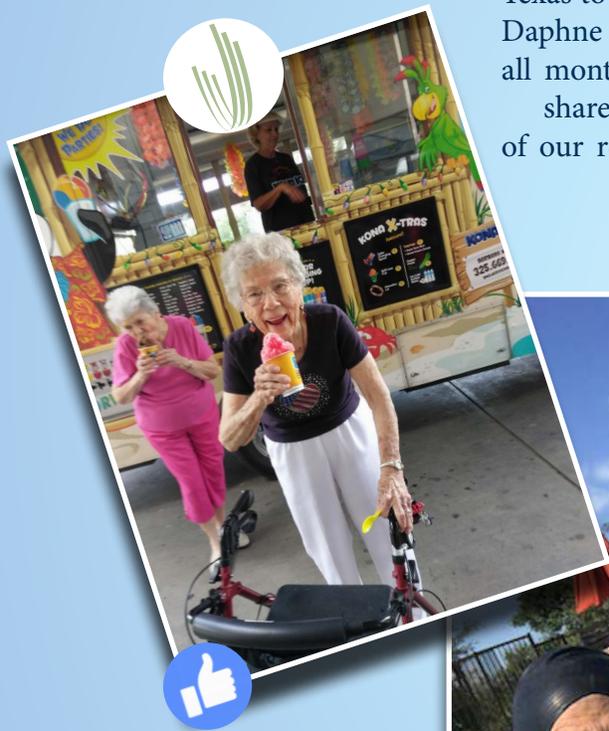
- | | |
|----------------------------|-------------------------------|
| Rachel Marquis.....8/2 | Cynthia Matthews...11 years |
| Aryana Burgos.....8/3 | Michael Hall.....6 years |
| James Hull.....8/12 | Kendal Nelson.....7 years |
| Lisa Jones.....8/15 | Rachel Marquis.....1 year |
| Melissa Villarreal....8/22 | Tonya Thomas.....1 year |
| Dara Brown.....8/24 | Melissa Villarreal.....1 year |
| Phillip DeLoria.....8/29 | |
| Cheyenne Barry.....8/30 | |



LIFESTYLES: KEEPING YOUR

COOL

It may be August, but summer's far from over, and while the heat may have some losing their cool, our communities' lifestyles experts have ensured that our residents have plenty of ways to beat the heat. From time in the pool at The Adante in Texas to handmade sun visors at The Brenntity at Daphne in Alabama, our residents kept their cool all month long. Check out some of the photos shared on our community [Facebook](#) pages of our residents enjoying July's lifestyles theme and keeping their cool.





Tech Talk

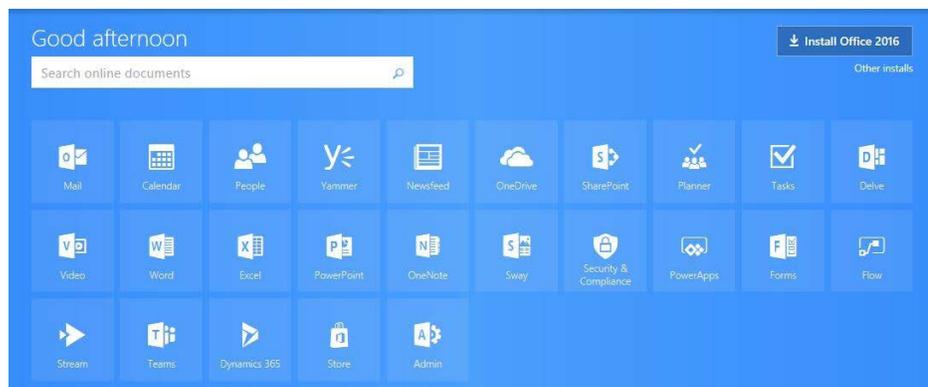


Glenn Sellars
IT Support Analyst, The Covenant Group

In this edition of “Tech Talk,” I would like to introduce everyone to the Microsoft Office 365 web portal, pictured below. You can log in to your online dashboard for Office 365 by navigating to <https://portal.office.com> in your web browser. Office 365 is the subscription based service we use for our email, calendar, and office applications such as Word, Excel and Powerpoint. When signing in, remember your username ends with @tcglp.com instead of your community’s domain, ie. @brennitylife.com, @lyndalelife.com, etc.

Once you log in, you will see several tiles featuring different services available with your subscription. You can access your email, calendar, Word, Excel, OneDrive and others. In the upper right hand corner, you will see a button labeled “Install Office 2016”. This is the latest version of office available and can be downloaded to your computer if you have not upgraded yet. This will add programs like Skype for Business, OneDrive for business, as well as the latest updates for the Office essentials. While you are logged in to this website, you

will also receive email and calendar notifications in real time with pop-ups in the upper right hand corner. Having a tool like this web portal can also be useful when you are away from your computer and need to access your email or certain documents. This website can be logged into from any computer, anywhere in the world and instantly have access to your email, contacts, and calendar.





COMMUNITY SPOTLIGHT: UNIVERSITY PLACE

On July 21, University Place had a marvelous visit from a group of Japanese students attending the Ibaraki Summer Camp at Abilene Christian University. They sang a few songs for the residents, including some in Japanese.

After their performance, they spent time with the residents, teaching them some origami. To view all the pictures from this wonderful sharing of cultures, visit University Place's [Face-book](#) page.



PATHWAYS SPOTLIGHT:

THE BRENNITY AT TRADITION

By Christal Hoffman, *Senior Lifestyles and Pathways Specialist*

What a year it has been! The new Pathways Policy and Procedure made its debut in August 2016. Our Memory Care communities have truly embraced our program and enhanced the lives of their residents throughout this year. There is one community that never stops pushing for excellence for their residents, **The Brennity at Tradition**. With the leadership of Executive Director Renea McGrath and the support of Regional Lifestyles and Pathways Specialist Kendrick Wells, Lifestyles Director Karey Graham and Healthcare Administrator Amy McCabe have brought the culture, care and overall engagement to their residents with dementia. I couldn't be more proud of the way this duo has worked together to accomplish their goals. I often refer to our Memory Care communities as the Heart of the Home. By consistently communicating, they have both put their hearts into making Brennity at Tradition a vibrant place where everyone is engaged throughout the day. They have made it their residents home!



THE BRENNITY
- AT TRADITION -



“By partnering through communication and understanding, Amy and Karey lead our Memory Care, Culinary and Lifestyle associates to ensure that all of our residents’ needs are fulfilled. But even though we have shed the spotlight on these two amazing women, it truly is a team effort here at The Brennity at Tradition. Everyone gives their all each and every day to assure that our Memory Care is the best place to be for our residents.”

- Renea McGrath,
Executive Director