



Kisco Senior Living: A Philosophy Built on Confidence, Care, and Connection

Deciding to move into senior living is one of the most meaningful decisions a family will ever make. Older adults want to feel respected and supported, while adult children want to know their loved one is living in a place where they can thrive, not simply get by. And everyone wants peace of mind – the kind of peace of mind that we experience in both everyday routines and in life's unexpected moments.

For more than 30 years, Kisco Senior Living has maintained an operating philosophy rooted in these shared concerns. Our approach centers on confidence, transparency, and compassionate service. Families often tell us these values help them navigate the decision-making process with greater understanding and less worry. Here's a closer look at the principles that guide our communities and how they address the worries we hear most from families.

A Foundation of Integrity, Dignity, and Compassion

Many families worry:

- *Will my loved one feel cared for?*
- *Will they be treated with respect?*
- *Will we know what's going on day to day?*

Andy Kohlberg, our founder, designed the Kisco principles to answer those worries directly. We believe that genuine care starts with how we show up for residents, for families, and for each other.

We ground our communities in:

- Immediate, thoughtful responses to residents' needs
- Programs that spark curiosity, purpose, and joy
- Support that encourages independence

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- Environments that nurture friendship and belonging

These aren't extras. They're expectations that help our residents feel known, valued, and empowered to live their own way.

Kisco Confidence®: Peace of Mind for Residents and Families

Families want reassurance that their loved one is secure, supported, and emotionally well. Kisco Confidence® reflects our daily promise to earn that trust. It helps residents focus on living well while families feel informed and included.

We do this through:

- Clear and consistent communication
- Well-trained associates
- Thoughtfully maintained environments
- Protocols that support physical, emotional, and social well-being

We also recognize that peace of mind looks different for every family. Some prefer frequent check-ins, while others want deeper involvement in care planning. Our role is to meet each family where they are and support them in a way that feels right.

Meaningful Safety and Security: A Prepared, Proactive Approach

Security is often one of the first concerns families bring up. They want to know what happens in an emergency, how we handle health concerns, and whether we'll protect their loved one from life's unpredictable moments.

Kisco's philosophy is to prepare long before a challenge appears. Our associates train regularly for weather events, health situations, and unexpected disruptions. Each community follows best-in-class standards influenced by both healthcare and hospitality. These include:

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- 24/7 on-site staff
- Enhanced environmental protocols
- Ongoing associate training for rapid response
- Technology that helps residents stay connected and supported

We also practice prevention. Wellness checks, environmental assessments, cleaning protocols, and screening systems help us stay ahead of potential risks. For both residents and families, this thoughtful preparation helps daily life feel more predictable and reassuring.

Trust and Transparency: Communication You Can Count On

Families should never feel out of the loop. They deserve timely, honest updates without needing to chase information.

Kisco's approach is simple: communicate early, openly, and often through:

- Immediate notifications when situations change
- Regular updates through newsletters and leadership correspondence
- Two-way conversations between families and community leaders
- Transparent information about community health and well-being

This level of transparency builds trust and helps families stay active partners in their loved one's day-to-day life.

A Five-Star Service Culture Rooted in Hospitality

Families frequently wonder:

- *Will my loved one feel at home?*
- *Will daily life be meaningful and enjoyable?*

Our five-star service philosophy grew from a blend of hospitality and wellness. We were the first senior living company to partner with Forbes Travel Guide® to bring high-touch service into senior living.

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This approach shapes daily life through:

- Chef-prepared meals in warm, welcoming dining settings
- Transportation that helps residents stay involved and independent
- Technology that keeps loved ones connected
- Personalized assistance with errands, groceries, and other tasks
- Programs that support resident wellness and purpose

We view daily life as an experience that encompasses the whole self, one that should be uplifting, enriching, and tailored to each resident's interests and goals.

Whole-Person Wellness: Supporting Body, Mind, and Spirit

Families also want to know:

- *Will my loved one stay active?*
- *Will they make friends?*
- *Will someone notice changes in their health?*

Kisco's award-winning Life Enrichment philosophy guides our approach to wellness. It considers the whole person, which includes their physical, emotional, spiritual, and intellectual needs.

Our Life Enrichment teams customize programs for each resident, offering:

- Daily fitness and movement classes
- Strength and balance programs
- Nutritional guidance
- Social events, educational opportunities, and cultural experiences
- Opportunities to volunteer and give back to the community

This approach encourages connection and purpose, which are two of the most powerful contributors to healthy aging.

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Investing in People: Why Our Associates Matter

Behind every resident's experience is an associate who knows them well and cares deeply about their well-being. Families often say these relationships mean as much as the programs or buildings themselves.

We invest in our associates with:

- Ongoing training in hospitality, service, and wellness
- Behavioral-based hiring to find people who lead with heart
- Benefits and career pathways that encourage long-term commitment
- Leadership development and cross-training opportunities

When associates feel supported and valued, residents feel it too.

Why Our Philosophy Matters to Families

Your family is considering senior living for many reasons. It could be more security, social connection, relief from caregiving stress, access to more support, or simply a desire for a new lifestyle with fewer demands. But underneath every reason is one simple hope: that your loved one will live each day with confidence.

Andy Kohlberg built the Kisco philosophy around this hope. It guides our decisions, shapes our programs, and supports our commitment to residents and their families.

Senior living should feel secure, enriching, and joyful. Above all, it should give families the comforting sense that they made the right decision, one grounded in trust, care, and a shared commitment to living well.

If you'd like to learn more about how this philosophy comes to life in a Kisco community, we're here to help. Contact your nearest Kisco Senior Living community to ask questions, explore options, or schedule a tour. It would be our honor to support your family's next step.

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