

COMMUNICATING WITH OUR CUSTOMERS

WHO ARE OUR CUSTOMERS?



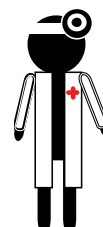
RESIDENTS



FAMILIES

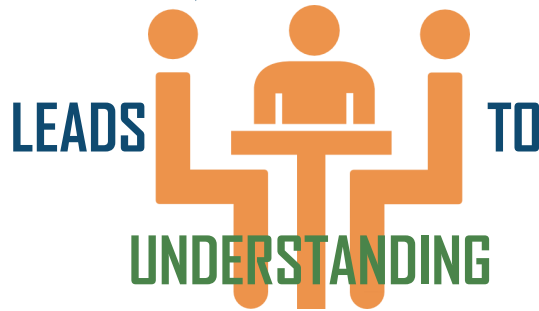


STAFF

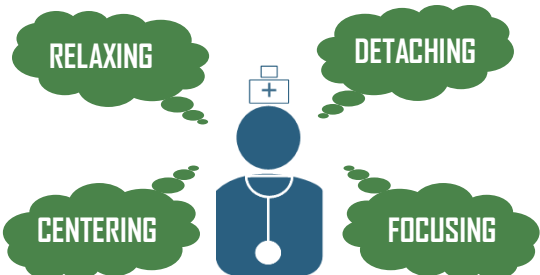


PROVIDERS

EMOTIONAL TRIGGERS CAN LEAD TO...



CHECK YOUR EMOTIONS BY...



KEYS TO EFFECTIVE COMMUNICATION

