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ASSOCIATE RECOGNITION PROGRAM

Morning Pointe communities are committed to being the provider of choice for senior care. Customer service is the foundation of our success. It is the main goal of every associate, every day, as we work together in a community that encourages compassion and choices.

What is the *Exceeding Expectations Associate Recognition Program*? The program is designed to recognize and reward Morning Pointe associates who exemplify our mission and values. They are knowledgeable, professional, helpful and provide an extra measure of customer service to our residents.

Who is eligible for nomination? Any full-time or part-time associate who demonstrates a genuine commitment to meeting residents' complete physical, social, emotional and spiritual needs by going beyond their assigned duties and responsibilities. This commitment is demonstrated by a single, extraordinary incident or by a series of outstanding actions.

Who can nominate an associate for *Exceeding Expectations*? The nomination can be made by residents, family members, vendors, referral sources, visitors or another associate.

How can I nominate an associate for *Exceeding Expectations*? Fill out a nomination form available on the *Exceeding Expectations* drop box and place inside those boxes at your community.

