

Overview

The Sustained Excellence Journey is the transformative second phase of the Community Excellence Program. This journey builds upon the solid foundation and visionary planning established in Phase 1 and is designed to maintain and elevate living standards in retirement communities across Ontario. Phase 2 builds a plan for continual improvement, ensuring your community remains dynamic, comfortable, and stylish year after year.

OBJECTIVE

The Sustained Excellence Journey aims to transform Phase 1's strategic vision into living realities. Through a series of carefully curated initiatives, this phase continuously enhances your community's environment. It aspires to ensure that every aspect, from the furniture to the smallest décor detail, contributes positively to creating an atmosphere where residents thrive.

PROCESS

The Sustained Excellence Journey's meticulously designed components ensure a seamless transition from the Visionary Planning Phase to continuous improvement and personalized care.

- **Dedicated Rep and Micro Site:** The journey begins with establishing a direct line of support and communication through a Dedicated Rep and Micro Site, ensuring you have immediate access to expert guidance and a wealth of tailored information.

- **Annual Furniture Updates:** At the heart of the program are the Annual Furniture Updates, where large and small enhancements are thoughtfully integrated based on the initial comprehensive design proposal. This ensures your community's environment remains fresh, modern, and perfectly aligned with residents' evolving needs.
- **Décor Visits and Updates:** To maintain a vibrant atmosphere, regular Décor Visits and Updates are scheduled, infusing new life and energy into your community with each season or as desired.
- **Annual Furniture Maintenance Visit:** Quality and aesthetics are upheld through meticulous Annual Furniture Maintenance Visits, ensuring every piece's long-term durability and appeal.
- **Program Duration Warranty:** A Program Duration Warranty accompanies all CHI-provided furniture, guaranteeing quality for the duration of the program and offering you peace of mind.



- **Cataloging Service:** Efficient management and documentation of assets are provided through the Cataloging Service for CHI-provided furniture, allowing for easy tracking and management.
- **Predictable Payment Plan:** Financial flexibility can be achieved through CHI's Predictable Payment Plan, allowing your community to manage and predict budgets effectively, ensuring continuous improvement without financial strain.
- **Exclusive Enhancement Opportunities:** Opt for additional enhancements like Virtual Model Suites for immersive design visualization and Unique Attraction Features to create a distinctive community highlight.

BENEFITS

The Sustained Excellence Journey represents a commitment to a future where retirement communities are not just places to live but where life is continually enhanced. It is a strategic partnership offering a comprehensive suite of services designed to ensure communities remain dynamic, comfortable, and elegant. By choosing this journey, you invest in creating a living environment your residents will be proud to call home and a community built on a long-term plan for success and satisfaction.

The Sustained Excellence Journey provides comprehensive benefits tailored to the operational needs of retirement communities:

- **Personalized and Informed Journey:** With dedicated support and advanced tools, you will experience an informed, personalized journey that aligns with your vision.
- **Fresh and Modern Living Spaces:** Regular updates and maintenance ensure your community always feels updated, offering residents a continually refreshing living environment.
- **Financial Control and Predictability:** The Predictable Payment Plan provides a strategic approach to financial management, ensuring sustainable and budget-friendly improvements.
- **Consistent Quality Assurance:** Ongoing maintenance and a robust warranty mean every piece of furniture remains in top condition, contributing positively to your community's atmosphere.
- **Enhanced Resident Engagement:** Regular updates and unique features keep your community engaging and exciting, enriching the lives of residents and making it a desirable place to live.
- **Operational Excellence:** The program's comprehensive approach ensures a smoother, more predictable management experience, freeing you to focus on providing top-notch care.



Dedicated Representative and Micro Site

OBJECTIVE

The Dedicated Rep and Micro Site service is a crucial component of the Sustained Excellence Journey, offering personalized support and a centralized platform for communication, updates, and resource sharing. This service ensures you have continuous, direct access to expert assistance and a wealth of information tailored to your community’s refresh journey.

PROCESS

Dedicated Representative

Your community team will be assigned a Dedicated CHI Representative as your main point of contact. This expert, with a background in design and client service, is responsible for understanding your community’s specific needs and preferences and providing tailored support throughout the program. They are available to answer questions, address concerns, and provide updates on the progress of the refresh project, promising a smooth, informed experience aligned with your expectations.

Custom Micro Site

In addition to a dedicated representative, CHI provides your team with a custom digital platform and central repository to track every aspect of your community’s refresh journey. This microsite features updates on upcoming décor changes, digital finishes, schedules, and other relevant information. It may also include features such as virtual tours of proposed changes, forums for discussion, and tools for providing feedback.

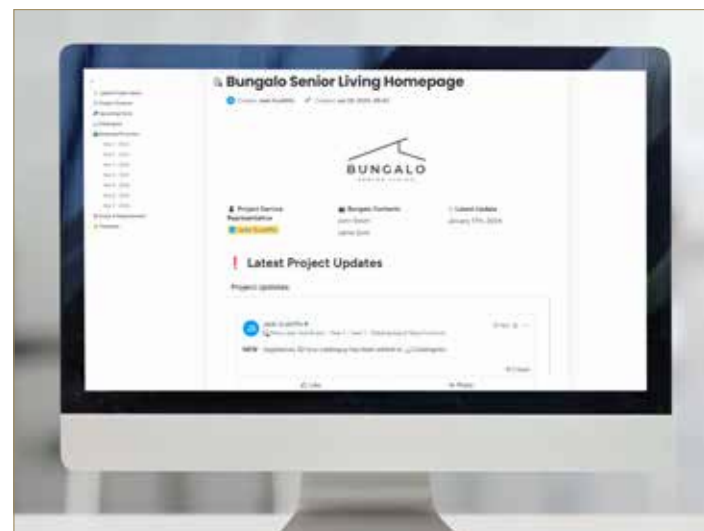
BENEFITS

Personalized Support: CHI’s dedicated representative ensures you have a consistent, knowledgeable expert to rely on, making the refresh process more manageable and less daunting.

Enhanced Communication: With direct access to a CHI expert and a centralized microsite, you stay informed, engaged, and continually updated with the latest developments in your community’s transformation.

Streamlined Resource Access: The microsite provides a one-stop destination for all materials, updates, and communications related to the refresh, saving time and enhancing your ability to make informed decisions.

Commitment to Client Partnership: CHI’s Dedicated Rep and Micro Site service embodies our commitment to building strong, collaborative partnerships, ensuring you feel supported and valued throughout your Sustained Excellence Journey.



Annual Furniture Updates

OBJECTIVE

Annual Furniture Updates are a pivotal element of the Sustained Excellence Journey, ensuring your community’s living spaces evolve to reflect the meticulous planning and selections made during the Visionary Planning Phase. These updates bring Phase 1 to life, introducing new furnishings to enhance your living environment and ensure your community remains contemporary, comfortable, and stylish.

PROCESS

Integration with Visionary Planning Phase

The comprehensive design proposal and strategic roadmap developed during the Visionary Planning Phase informs each year’s significant furniture update selections. This integration ensures a cohesive and strategic evolution of your community’s furnishings, with each addition aligning with your long-term vision and objectives.

By building upon the detailed planning and expert selections from the Visionary Planning Phase, the annual updates ensure a seamless transition from concept to reality, enhancing your community’s aesthetic and functional appeal.

Implementation of Curated Selections

Continuing from the groundwork in the Visionary Planning Phase, the annual updates involve implementing the curated furniture selections. This includes curating pieces for extensive updates and more nuanced additions for minor enhancements, all chosen for their quality, durability, and fit with your community’s aesthetic.

This approach ensures a consistent and thoughtful enhancement of the living spaces, with each new piece contributing to realizing your comprehensive design vision.

BENEFITS

Realization of Design Vision: The annual updates build on and bring to life the strategic vision established in Phase 1, continuously enhancing your community’s environment with thoughtful, high-quality additions.

Ongoing Refreshment and Improvement: Regularly scheduled updates ensure your community never feels outdated, maintaining a fresh and inviting atmosphere.

Long-Term Satisfaction and Appeal: Continually integrating new and improved furnishings based on the initial vision demonstrates a commitment to excellence and a dynamic approach to living spaces, enhancing satisfaction among residents and appealing to potential new tenants.

Commitment to Dynamic Living Spaces: The Annual Furniture Updates underscore CHI’s dedication to a long-term, strategic approach to community enhancement. Building upon the Visionary Planning Phase, these updates ensure your community remains a vibrant, inviting, and ever-improving place to live.



Décor Visits and Updates

OBJECTIVE

The Décor Visits and Updates service is a premier offering designed to ensure your retirement community's environment remains elegant, refreshed, and engaging throughout the year. This service provides regular, expertly curated décor updates that enhance the living spaces and reflect the changing seasons or themes.

PROCESS

Expert Curation

CHI's team of design experts conducts three thorough décor updates annually. Drawing from a deep understanding of design trends, resident preferences, and the unique character of your community, the team selects décor that enriches the environment and complements existing aesthetics. These updates can coincide with seasonal changes or bring a new freshness to the community, ensuring the environment remains vibrant and appealing.

Efficient Implementation

The CHI team implements the new décor arrangements during scheduled on-site visits. The visits also allow the team to assess and maintain the overall quality and condition of the décor, ensuring a consistently high standard is upheld. This efficient process is streamlined and professional, minimizing disruption while transforming the space with the latest design elements.

BENEFITS

Elevated Living Experience: Regular updates bring a sense of renewal and care to your community, enhancing the overall living experience for residents.

Professional Expertise: With CHI's design team at the helm, residents and operators can trust that their community's aesthetics are managed by experts who understand how to create sophisticated, welcoming spaces.

Year-Round Appeal: CHI ensures that your community's environment is constantly engaging and beautifully presented, reflecting our care and attention to detail in every aspect.

Commitment to Aesthetic Excellence: The Décor Visits and Updates service demonstrates CHI's dedication to maintaining and enhancing the beauty and appeal of your retirement community, ensuring residents enjoy a dynamic and elegant living environment throughout the year.



Annual Furniture Assessment & Maintenance Service

OBJECTIVE

The Annual Furniture Assessment & Maintenance Service is designed to uphold and enhance the quality, functionality, and aesthetic appeal of all furnishings within your community. This comprehensive service extends beyond CHI-provided items, aiming to maintain a cohesive and superior living environment that supports resident comfort and well-being.

PROCESS

Comprehensive Assessment by Design Rep:

Annually, a dedicated Design Representative conducts a thorough evaluation of all community furnishings, both CHI-supplied and other items, assessing their condition, wear, and overall appearance.

Expert Recommendations and Coordination:

Following the assessment, the Design Rep provides detailed recommendations for maintenance, repairs, or replacements needed. For CHI furnishings, immediate touch-ups or maintenance tasks are performed. For non-CHI items, the service includes quoting and coordinating necessary services, streamlining the process for the community.

Maintenance Execution: Necessary actions are swiftly executed to ensure all furnishings meet the community's high standards, enhancing both function and form.

BENEFITS

Comprehensive Furnishing Care: Ensures every piece of furniture, regardless of origin, is meticulously maintained, contributing to a harmonious and appealing environment.

Enhanced Resident Experience: A well-maintained setting boosts resident satisfaction by providing a consistently comfortable and aesthetically pleasing living space.

Strategic Resource Allocation: Saves time and resources by offering a one-stop solution for all furniture maintenance needs, allowing community staff to focus on resident care.

Proactive Cost Management: Early identification and resolution of furnishing issues prevent costly overhauls, offering significant long-term savings.



Community Excellence Program Warranty

OBJECTIVE

The Community Excellence Program Warranty ensures that all products CHI provides are covered for the entire duration of your active participation in the program. This commitment guarantees continuous quality and functionality of furnishings and décor, providing assurance and reliability throughout the program's life.

PROCESS

Warranty Activation

When you select the Sustained Excellence Journey and choose CHI-provided products, you are automatically granted a warranty as long as you are actively enrolled in the Community Excellence Program covering defects or issues under normal use conditions. Clear documentation of the warranty terms, coverage and the process for addressing issues provides you with complete transparency.

Responsive Issue Resolution

Your dedicated CHI representative is available and ready to assist if any problems arise with CHI-provided products during your enrolment in the Community Excellence Program. We are committed to addressing and resolving any concerns quickly and effectively. If any products are found to be defective or fail to meet quality standards, CHI will replace them at no additional cost to you, ensuring your community's standards are consistently upheld.

BENEFITS

Continuous Quality Assurance: The Community Excellence Program Warranty reinforces CHI's ongoing commitment to maintaining a high-quality living environment, with every product consistently meeting our standards.

Financial Security: Budget more effectively, knowing that potential product issues will be resolved without unforeseen expenses for as long as you participate in the program.

Confidence and Trust: The Community Excellence Program Warranty builds trust and demonstrates our commitment to satisfaction and long-term support.

Commitment to Ongoing Excellence: The Program Duration Warranty clearly indicates CHI's dedication to supporting your retirement community's continual refinement and improvement, ensuring a lasting partnership focused on excellence and satisfaction.



Cataloging CHI-Provided Furniture

OBJECTIVE

The Cataloging Service is a systematic and organized feature of the Sustained Excellence Journey, designed to accurately document and manage all furniture items provided by CHI throughout your enrollment in the Community Excellence Program. This service ensures that every piece is detailed and accounted for, helping you manage, plan, and easily reference your entire inventory.

PROCESS

Comprehensive Cataloging

Each CHI-delivered and installed furnishing is cataloged in a digital database. This process includes recording item descriptions, dimensions, placement, purchase dates, and warranty details. Photographs and relevant manufacturer information, such as care instructions and material specifications, build a complete profile for each item.

Database Accessibility

Online access to your digital catalogue maintained and updated by CHI allows you to view your entire inventory of CHI-provided furnishings, track item status, and review records for maintenance and warranty purposes. Easy-to-use search and filter functions help you quickly find information on specific items when needed.

BENEFITS

Efficient Inventory Management: The cataloging service simplifies managing and tracking furniture, aiding in efficient operations and future planning.

Long-Term Asset Tracking: Detailed records of all furnishings help maintain the quality and value of assets over time, providing a clear history for each piece.

Quick Access to Information: Whether for warranty claims, replacements, or maintenance schedules, having a well-organized catalogue ensures that information is readily available, saving time and reducing administrative burden.

Commitment to Organized Excellence: The Cataloging Service reflects CHI's commitment to organized, systematic management of your community's assets, ensuring your environment remains beautiful, functional, and well-maintained throughout the Community Excellence Program.



Predictable Payments

OBJECTIVE

The Equal Monthly Payment Option is designed to provide financial flexibility and predictability for retirement communities undertaking transformative design refresh plans. This option allows you to spread the capital costs throughout the budget and timeline roadmap, easing the financial burden and enabling more efficient cash flow management.

PROCESS

Financial Planning

Upon committing to the Sustained Excellence Journey, you will work with our financial team to understand your total costs and how they can be divided into manageable monthly payments. This process is personalized to align with your budgeting requirements and the projected timeline of the refresh project. The plan considers all aspects of the design refresh, ensuring that payments are spread evenly and predictably throughout the project.

Agreement and Implementation

Once a monthly payment plan is agreed upon, a formal agreement outlining the payment terms, duration, and specifics will be drafted and signed. This ensures transparency and mutual understanding between us. Your monthly payments begin according to the agreed-upon schedule, coinciding with your community's design refresh progress.

BENEFITS

Financial Flexibility: The Equal Monthly Payment Option provides a more accessible way to invest in your community's transformation without facing a significant upfront cost.

Budget Predictability: Spreading costs over time improves budget predictability and planning, ensuring no unexpected financial strains.

Continuous Improvement: Smooth out the ongoing commitment to enhancing your community's environment, making continuous improvement more financially feasible.

Commitment to Excellence: Our partnership reflects our shared commitment to sustained excellence and continuous enhancement of your living environment.



Virtual Model Suites

★ ENHANCED OPTION

OBJECTIVE

Opting for the Virtual Model Suites service within the Sustained Excellence Journey is a forward-thinking decision providing you with a highly detailed and interactive representation of potential living spaces. It allows you to visualize and experience proposed designs and layouts through immersive virtual technology, enhancing decision-making and stakeholder engagement.

PROCESS

Creation of Virtual Suites

Working with CHI's advanced virtual reality and 3D modelling technology gives you access to detailed virtual representations of model suites. These models are based on the precise dimensions and proposed designs for your community's spaces, including furniture, decor, colourschemes, and finishes. These virtual suites are designed to be as realistic as possible, providing true-to-life representations of what the proposed space will look and feel like.

Interactive Experience

Your virtual suites are available via an online platform that lets you 'walk' through the spaces and experience the layout, design, and functionality firsthand, even before any physical changes are made. This interactive experience allows a better understanding and appreciation of the proposed designs and can also be an excellent marketing tool to showcase future plans to potential residents and their families.

BENEFITS

Enhanced Visualization: 3D virtual models provide a clear, immersive view of potential designs, helping stakeholders envision the space and make informed decisions.

Increased Engagement: Interactive experiences let you explore design options and increase engagement and excitement among current and potential residents and staff.

Marketing Advantage: Virtual Model Suites can be a powerful marketing tool, showcasing the future vision for your community in a way that's easily accessible and engaging.

Commitment to Innovative Presentation: Virtual Model Suites demonstrate CHI's commitment to utilizing cutting-edge technology to enhance and showcase the design process, providing you with an innovative and effective tool for planning and promotion.



Unique Attraction Feature

★ ENHANCED OPTION

OBJECTIVE

The Unique Attraction Feature is an innovative inclusion in the Sustained Excellence Journey, designed to provide retirement communities with a distinctive and engaging attraction that becomes a point of pride and interest for residents and visitors alike. Opting for this feature helps you enrich the living environment with unique and memorable attractions, enhancing the community’s appeal and resident satisfaction.

PROCESS

Concept Development

CHI will collaborate with you, brainstorming and developing a concept for unique attractions that align with your community’s character and interests. This can involve art installations, interactive displays, thematic gardens, or miniature scenes, among the endless possibilities. Our focus is creating attractions that resonate with residents, offering them enjoyment, engagement, and a sense of community pride.

Expert Implementation

CHI’s designers and project managers work with you to bring your attractions to life. This involves detailed planning, sourcing materials or artists, and overseeing the installation to ensure it meets CHI’s high quality and safety standards. Implementation is handled with care and professionalism, ensuring the final result is impressive and seamlessly integrated into your community’s environment.

BENEFITS

Enhanced Community Appeal: Unique Attractions add a special touch to your community, making it a place to live and a destination of interest and pride.

Resident Engagement: Engaging and interactive features provide stimulating environments, supporting resident happiness and well-being.

Marketing Potential: Unique Attractions are a focal point for marketing efforts, showcasing your community’s commitment to providing an exceptional living experience.

Commitment to Uniqueness and Enjoyment: The Unique Attraction Feature reflects CHI’s commitment to creating retirement communities that are comfortable, elegant, vibrant, and attractive, offering residents and visitors an exceptional experience.



UNIQUE ATTRACTION FEATURE EXAMPLES

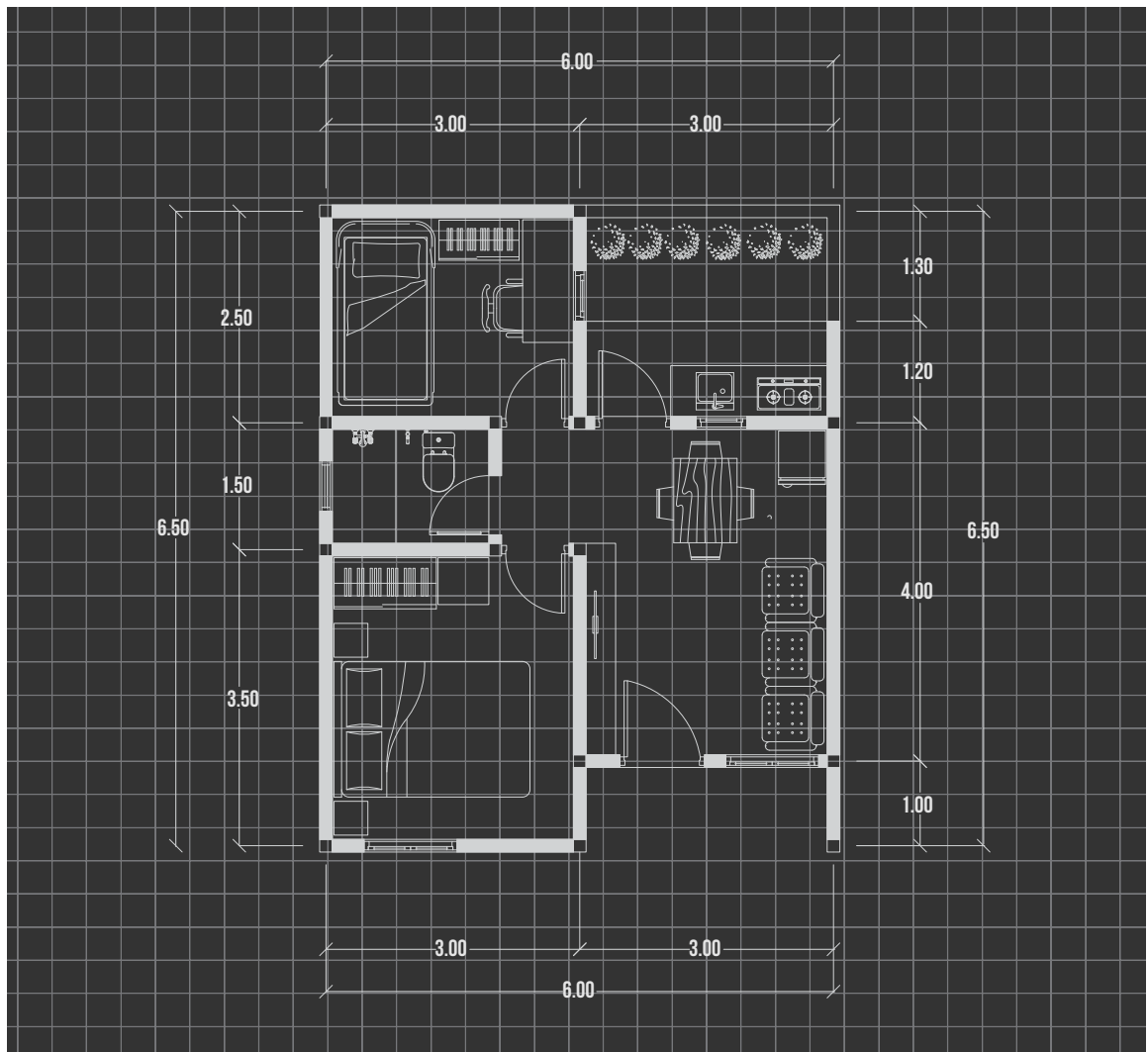
- **Moss Wall Installation:** A low-maintenance and eco-friendly way to bring outdoor elements indoors.
- **Time Capsule Lounge:** Design a dedicated lounge space as a living time capsule, encapsulating memories and experiences from different eras. Could include elements such as:
 - Photos, artwork and artifacts
 - Multisensory elements—ambient sounds, scents, and tactile elements
 - Furniture and décor inspired by the era
 - Interactive workshops
- **Best of Miniatures:** The «Best of Miniatures» concept for the Unique Attraction feature involves creating intricate and captivating miniature scenes within the retirement community. This idea draws inspiration from the artistry and creativity showcased in miniature model competitions, where detailed, scaled-down versions of real-world scenes are crafted with exceptional precision. Incorporating such miniatures as an attraction offers residents and visitors an engaging and whimsical experience, providing a unique point of interest that stimulates conversation, evokes nostalgia, and adds a distinctive artistic element to your community's environment.



DWG Floor Plan Files

★ ENHANCED OPTION

CHI's DWG detailed and versatile digital blueprint files enhance your Community Excellence Program experience by offering your team accurately scanned floor plans that seamlessly integrate your systems, elevating workflows and processes.



Resident Gifting Program

★ ENHANCED OPTION

CHI's exclusive, custom-made, handcrafted treat bundles and gifts bring joy and warmth to every resident on special occasions and celebrations at your retirement home.

