

Human Resources	Facilities	EVS	Dining	Wellness	AL/MC	Hospitality	Buildings	Landscape / Grounds	Administrative	Security and Safety	Communication	
Gifts and Gratuities	Overview	General Apt Cleaning	Restaurants	Purpose	Programming	Professional Appearance	Exterior Maintenance	Contracted Maintenance	Manager on Duty	Accidents and Injuries	Constant Contact	
Conflict of Interest	Staffing	Flat Linen Service	Dining Plan	Group Fitness	Philosophy	Communication and Listening	Interior Maintenance	Roads and Walkways	Resident Engagement	Reporting Loss	Informacast	
Ethics	WorxHub	Annual Cleaning	Holidays and Special Events	Equipment	Medical Services	Relationship Building	Resident Storage	Tree Trimming	PowerDMS	Accident Prevention	Written Policies	
Professional Appearance	Asset Management	Balconies	Alcoholic Beverages	Resident Safety	Direct Care	Greetings and Interaction	Pressure Cleaning	Turf Management	Qualtrics	Community Security	Written Standards	
	Preventative Maintenance	Fee for Service Options	Guest Dining	Successful Aging	Extended Congregate Care	First Impressions	Roofing Repairs/replacement	Flowers/Plantings	CEMP	Gate Access	PowerDMS	
	Work Order System	Scheduling	Dining Dollars	Blue Zones/Healthy Eating	Medication Management	Assisting Residents	Roof Cleaning	Generators	Death of an IL Resident	Electronic Proximity Readers	Pull Cords and Pendants	
	HVAC and Refrigeration	Health Care and AL Cleaning	Intra-Campus Dining	Walking Paths	Staffing Standards	Assisting Guests	Parking Lots	Lift Stations	Missing IL Resident	Emergency Systems		
	Scheduling	Personal Laundry	Reciprocal Dining	Staffing	AHCA	Telephone Etiquette	Blue-Printing	Weirs	Inspections and Surveys	Information Tech Security		
	Locking Systems and Protocol		Attire by Venue	Concierge Medicine Practice	Dining Plans	Problem Solving	Life Cycle Replacement	Flooding	Contacting Staff after Hours	Incident Reports		
	Pool Maintenance		Staffing	Geriatric Annual Assessment	Private Duty Aides	Service Recovery	Maintenance Philosophy	Mulching	Financial Management	Tram Service		
	Building/Grounds Committee		POS System	Personal Training			Everything has a Place	Fencing	Emergency Management	Company Owned Vehicles		
			Menu Planning	Golf Simulator			Interior Décor	Street Lighting	Mail and Package Delivery	Risk Management		
			Home Delivery Meals	Tennis			Public Restrooms	Lightning Protection				
				Bocce			Lighting	Irrigation				
				Putting Green			Window Cleaning					
				Swimming			Apartment Refurbishments					
							Painting Exterior					
							Painting Interior					
							Resident Appliances					
							Elevator Maintenance					
							Artwork/Wall Decorations					