

A photograph of a woven wicker basket filled with neatly rolled white towels, placed on a white bathroom vanity. In the background, a white sink and a chrome faucet are visible, along with a blurred glass bottle. The overall scene is bright and clean, suggesting a high-quality service environment.

C  **REWORKS**SM

Support Services That Go Beyond Simple Maintenance

CAPABILITIES BRIEF

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ABOUT COREWORKS

Coreworks delivers safe, secure and clean environments that enhance the lives of those we serve, every day. Today, we are the largest provider of support services in senior living and rural healthcare. Our differentiator in the industry is our focus on premier customer service and hospitality, creating polished experiences for residents, staff and guests.

Some of our many support services include housekeeping, laundry, plant operations, maintenance, transportation and security. With extensive resources and an established history of success, Coreworks treats each partnership as unique, delivering against a support plan tailored to meet your community's needs.

Coreworks deeply ingrains itself into your operations to create a seamless transition and ensure long-term success. Our partnerships are empowered by our hospitality-centric culture. We ensure holistic satisfaction with a customer service philosophy rooted in responsiveness and flexibility.

At the heart of it, we're solution builders, with a focus on the evolving environment of senior care, and backed by deep expertise and vast perspective. We are pleased to offer support services to you and look forward to continuing our established track record of creating exceptional resident experiences.

BENEFITS FOR YOUR COMMUNITY



A SHARED COMMITMENT TO COMPLIANCE

We work to advance your organization's dedication to meeting the demanding regulatory standards expected of your community.



SOLUTIONS THAT FLEX TO YOUR NEEDS

We don't believe in off-the-shelf programs - we believe in custom solutions that are optimized to deliver the results and success you desire.



IMPROVED EFFICIENCIES

To maximize our effectiveness and have the greatest impact on your community, we identify and track KPIs to ensure our operations and resources work smarter and harder for you.



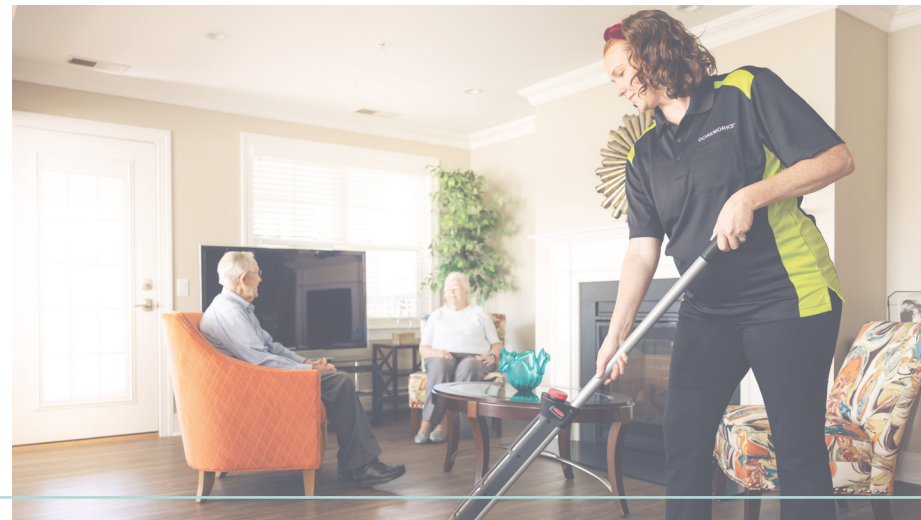
BACKED BY DEEP EXPERTISE

When you partner with Coreworks, you not only gain our services and support, but also our decades of experience and first-hand knowledge of the complex issues of senior care.



RESULTS THAT DELIVER QUALITY

Our high professional standards ensure reliable, quality results. We put rigorous and robust operational controls in place to deliver the highest quality of service to you and your residents.



THE COREWORKS DIFFERENCE

From our years of experience in the senior living industry, we know exceptional resident experiences aren't just a nice-to-have - they are an absolute must-have to remain competitive in this marketplace. It's essential to increasing census and providing residents with a consistently high quality of life.

Coreworks goes beyond simply maintaining a safe and clean environment. We are about creating a genuine sense of home for your residents, inspiring comfort and pride in your community.



WHAT YOU CAN EXPECT US TO DO FOR OUR PARTNERSHIP

DO OUR HOMEWORK

Without understanding each and every one of your challenges, we cannot solve for your current and future needs. Coreworks takes the extra steps, through an extensive discovery process to keep your business operating smoothly.

PRIORITIZE YOUR NEEDS

For our solutions to work, our primary focus must be to identify your unmet needs and learn what success means to you. From there, our approach is customized to your community so we can deliver service solutions that truly make a difference.

OPERATE WITH A SOLE FOCUS ON SUPPORT SERVICES

Your Coreworks management team is exclusively focused on your community's support services, unlike other companies whose management may oversee both dining and support services.

UPHOLD A COMMITMENT TO QUALITY ASSURANCE

Our partnership with you is grounded in a culture of ownership and accountability. We reinforce our rigorous systems and standards to ensure the highest level of consistency, efficiency and compliance.

LEAD WITH A HOSPITALITY-CENTRIC MINDSET

Our team members possess a genuine desire to provide exceptional service. It's what motivates them to their peak performance and creates memorable moments that exceed your residents' expectations.

DELIVERING SUCCESS

TRAINING AND DEVELOPMENT

Our people are the foundation of our successful partnership with you. Through our award-winning and robust training continuum, both managers and frontline team members receive extensive professional and personal development opportunities, offering them education and resources to further their careers so that they can provide high-quality support for your community.

COMPLIANCE

We share your unwavering commitment to the health, safety and quality of life of your residents. Every Coreworks team member, from leadership to managers to our hourly staff, is driven to achieve the highest standards of quality assurance, aligned with all local, state and federal requirements. We implement many systems and processes to ensure we stay compliant, with you in mind.

HOSPITALITY EXPERIENCE

Unlike conventional service providers, we think it's a missed opportunity to operate as a faceless company of anonymous workers within your community. Instead, our goal is to infuse our passion for sincere and engaging hospitality into our services by creating relationships with your leadership and with your residents. It's about making every day a true hospitality experience that delights everyone living in and visiting your community.



INNOVATION

As a trusted partner to you, we want to provide your community with every advantage and innovation available, ensuring you and your residents enjoy the benefits of the latest technologies and cutting-edge solutions, including:

- A range of specialized cleaning products, designed to most effectively clean and sanitize every surface
- Environmentally responsible, concentrated and no-rinse solutions that reduce water usage
- Products that are made from recyclable materials which incorporate reusable elements to minimize packaging waste
- Efficient equipment that reduces the use of chemicals, sustains air quality and cuts noise pollution

YOUR COREWORKS TEAM

Think of our team as an extension of yours. We share your goals, vision and values to prioritize residents' needs, safety and experience at all times. We create team structures, customized to your community's size and specifications, to provide you with the technical expertise, dedicated experience and consistent support you require.

With quality and compliance at the top of all our minds, our on-site team for your community is designed to act as a network of resources that is fully supported by a regional organization. Each member of the team is responsible for specific areas that pertain to the delivery of services, training, compliance and innovation.



TECHNOLOGY

At Coreworks, we are experts at efficient multitasking, leveraging robust systems and technology. From executing work orders to preparing data-driven reports, our web-based solutions allow us to take control of all aspects of your environmental service and quality assurance needs. Our tech-enabled systems do the following:



RESIDENT SATISFACTION

- Build and store resident preferences to build customized housekeeping schedules
- Solicit resident feedback on department performance for all Coreworks services via print or email surveys

COMPLIANCE

- Track preparedness via mock survey audits
- Template response procedures for infection control
- Compile safety notes for team members' reference
- Evaluate performance in the field using checklists and pass/fail surveys



EFFICIENCY

- Assign new work immediately to team members in the field
- Alert team members when tasks are overdue
- Track staff availability and schedule instantly
- Track time spent on tasks and maintain accurate records with built-in job timer

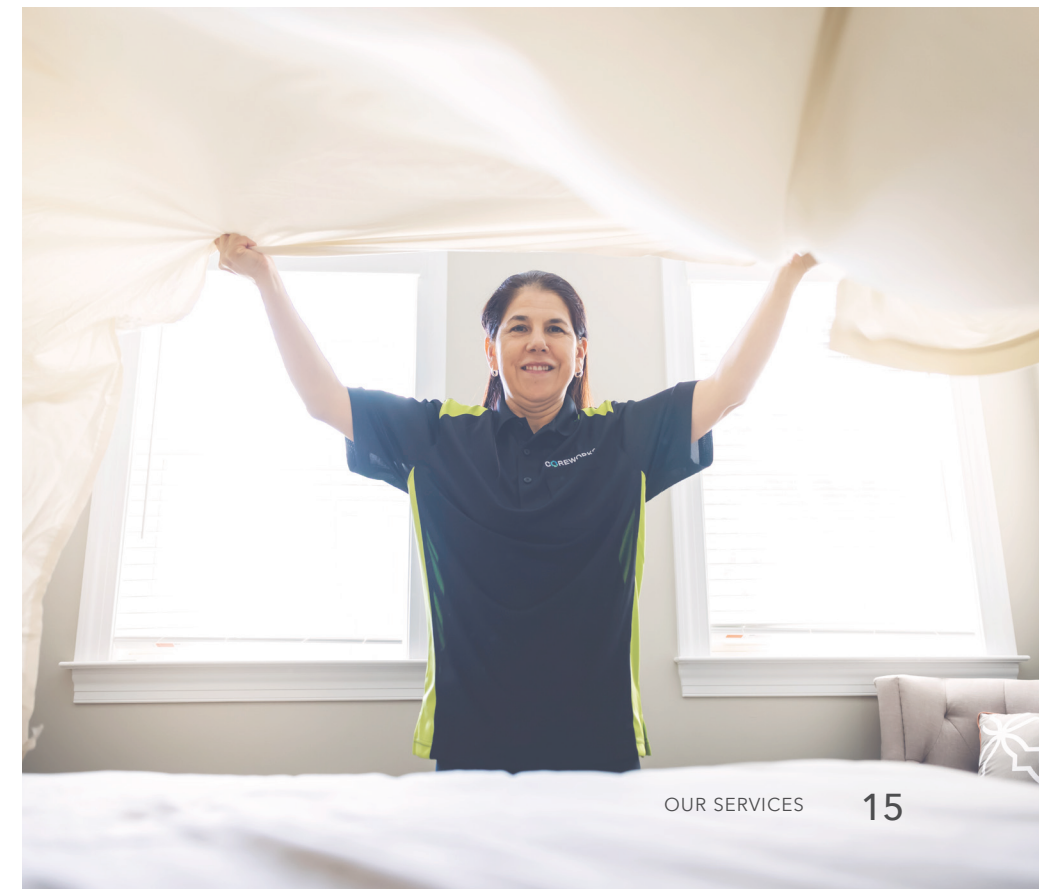
DATA CAPTURE AND REPORTING

- Capture completion details
- Display detailed graphs and reports to allow management to compare staff performance, identify training needs and determine trends over time
- Pinpoint where team members need additional training

OUR SERVICES

HOUSEKEEPING AND LAUNDRY

Every moment your residents spend in your community contributes to their experience and overall satisfaction. At Coreworks, we understand image is everything, and maintaining a clean, safe and positive environment goes hand in hand with helping your residents feel relaxed and at home. We work closely with your leadership to customize our services and schedules to align with your community's brand standards by upholding and executing against key customer satisfaction drivers: efficiency, responsiveness, quality and exceptional service.





RESIDENT ROOMS AND APARTMENTS

Professional and personable, our housekeeping team members excel at providing services that are friendly and efficient. From greeting residents personally to asking permission to move items, we're here to elevate housekeeping into a hospitality experience.

COMMON AREAS

We understand how important it is to you that your residents - prospective and current - as well as their families and guests have a great experience from the moment they step through your doors. We design staffing plans with this in mind, and allocate time and resources to clean public entrances, lobbies, public restrooms, elevators and corridors thoroughly.



LAUNDRY

Personal Laundry: The cleanliness of your residents' clothing speaks volumes to your commitment to resident-centered care. Following a review of your personal laundry program, including collection, labeling, delivery and inventorying, we work with you to design laundry services that meet your operational and environmental needs, as well as residents' expectations.

Infection Control Laundry: Sanitation and infection control are top priorities for us. To keep residents and staff safe and healthy, we review all laundry-handling processes to ensure infection control is considered at each step - collecting soiled laundry safely, selecting the appropriate wash cycle, and managing the folding, storing and distribution of clean linen.



PLANT OPERATIONS MANAGEMENT

Your residents expect every aspect of their environment to be safe and functional every day. Any unexpected issues must be remedied as soon as they arise.

To keep life at your community running smoothly, we're here to be a trusted partner for you - the one you can rely on to predict, prevent and fix issues, while keeping your community compliant and your residents safe, comfortable and satisfied.

MAINTENANCE

Gone are the days when you could simply call your local handyman when you needed something fixed at your community. With compliance and resident safety at the top of your mind, you need a partner with systems and procedures specifically designed for senior living communities.

Our maintenance team members aren't just skilled tradespeople - they're highly visible customer service professionals, prepared for all types of interactions with your residents and driven to keep them comfortable, safe and satisfied.



GROUNDS

Groundskeeping is more than just watering the plants. It's about maintaining a great impression at all times. Whether it's a prospective resident walking toward your doors, visitors attending a special event or the local neighbors driving by, your community's grounds should convey a welcoming and safe environment.

Our team members are acutely aware that well-kept grounds contribute vastly to your residents' safety and experience, and are vigilant about paying attention to the details in everything we do related to grounds services: grass, tree maintenance, gardening and snow- and ice-removal.

SECURITY

Every aspect of your community should provide residents and their families with ease and contentment, as well as peace of mind. Our approach blends security services with hospitality and customer service, creating experiences that keep residents feeling secure and satisfied.

With our stringent recruitment process, extensive background checks and detailed training, you can rest assured that your community's security services are handled professionally.

TRANSPORTATION

Providing reliable, in-house transportation is a crucial element of the resident experience at your community. Whether it's a ride to their appointments or a group outing to the local shopping center, transportation contributes greatly to residents' overall quality of life.

Our non-medical emergency transportation (NEMT) program is designed with your residents' safety in mind and allows you to mitigate any risk associated with using an external transportation provider.





WE LOOK FORWARD
TO SERVING YOU.

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