



## PRESS RELEASE

### **Sandstone Senior Living Receives 2020 Customer Experience Award from Pinnacle Quality Insight**

Spearfish, South Dakota. March 2<sup>nd</sup>, 2020 – Sandstone Senior Living, a Spearfish, South Dakota based Assisted Living Home, is proud to announce that they are the recipient of Pinnacle Quality Insight's 2020 Customer Experience Award™. Qualifying for the award in the category Assisted Living Facilities, Sandstone Senior Living displays a continued dedication to providing Best in Class senior healthcare services.

Angie Besler, Director of Marketing for Sandstone Senior Living, describes receiving the award as an honor, stating that “We strive to provide the *Best in Class* care for our residents and the results we have received from the surveys show why Sandstone Senior Living is the #1 choice for families looking for assisted living care for their loved ones in the Northern Hills.”

Throughout its 3-year history of serving the community under new ownership, Sandstone Senior Living has placed a strong emphasis on ensuring that the individual needs of every resident are met. Over the course of 2019, a sampling of Sandstone Senior Living's customers and their families have participated in monthly telephone interviews that include open-ended questions, as well the opportunity to rate Sandstone Senior Living in specific categories.

Every month, Sandstone Senior Living has gathered its real-time survey results to gain a better understanding of the resident's needs and make improvements when necessary.

By qualifying for the Pinnacle Customer Experience Award™, Sandstone Senior Living has satisfied the rigorous demand of scoring in the top 15% of the nation across a 12-month average. Clients have the opportunity to achieve this Best in Class distinction on a monthly basis in many categories designed to accurately reflect each resident's experience.

#### **About Pinnacle Quality Insight**

A customer satisfaction measurement firm with 24 years of experience in post-acute healthcare, Pinnacle conducts over 150,000 phone surveys each year and works with more than 2,500 care providers in all 50 US states, Canada and Puerto Rico.

#### **About Sandstone Senior Living**

“Our family caring for yours” is not just a motto. We understand that the transition to a new home environment can be challenging, and we are here to work with you throughout this transition. Each of our residents are treated with respect, dignity and compassion. Our caregivers create the Sandstone Signature Experience ~ each with a passion for caring for others. Our team of caregivers is available 24 hours a day to provide peace of mind for residents and families alike. All while providing excellence in care.

Opened in 1998 and under new ownership since January 2017, Sandstone Senior Living provides excellent care to senior residents in Spearfish and the surrounding Northern Hills. We are proud to offer a tiered level system of care that provides families a unique solution when looking for independent or assisted living. We are able to provide a wide spectrum of services that allows our residents to live and age well.