



# FamilyFirst



## We're here to Listen + Support

At Sinceri Senior Living, we genuinely foster bonds between those that live and serve in our communities, *just like family*.

Whether you're a resident, family member, or valued team member, we want you to voice your opinion when you have comments or concerns.

Our compliance hotline is a resource that is available via phone or email, which allows for open, anonymous, dialogue between Sinceri Senior Living, and those that live and serve in our communities.

Email us: [Sinceri@familyfirstcontact.com](mailto:Sinceri@familyfirstcontact.com)

Call toll-free: (800) 469-3586



**SINCERI**  
Senior Living

# We're here to Listen + Support



When you have questions or concerns about your local Sinceri Senior Living community, let us be a listening ear. At Sinceri Senior Living, our core values of partnership and integrity are paramount—especially when it comes to receiving feedback from our residents, their families, and our valued team members.

FamilyFirst is a communication and compliance system for Sinceri residents, families, and team members. This system can be used to voice opinions or share feedback on the care provided at our communities, the work environment that our team members experience, or any kind of misconduct. We also welcome feedback and suggestions on how we can further enhance our communities for all those we serve.

To share your feedback with us, you can call toll-free at **(800) 469-3586**, or send us an email at **[Sinceri@familyfirstcontact.com](mailto:Sinceri@familyfirstcontact.com)**. The FamilyFirst system is available to receive your feedback 24 hours a day, 7 days a week.

## **Please note the following before reaching out to us:**

- You are not required to provide your name, location, or any personal information to submit your concern.
- Our goal is to resolve your concern and answer any questions you may have related to your inquiry. Depending on the complexity of the situation, the resolution may be quick, or take some time to resolve.

Your Sinceri Senior Living community should have posters displayed with the FamilyFirst system information. Should you have any questions on how the system works, you can ask your local community administrator, or call the toll-free number to learn more.

Thank you for your valued feedback – and for partnering with us to foster bonds between those that live and serve in our communities, just like family.