

Example of layout and sample standard included in the Brookdale Excellence Standards Tool (BEST)

Brookdale Excellence Standards Tool				
Q#	Question	Frequency	Weight	Service
64	Residents are allowed to eat at their own pace. Meal is served in courses and residents seated at one table are served at the same time. The prior course is always cleared before serving the next course.			Dining Services
	Late joining residents is ok, the key is all served together as they are seated. Residents are allowed to dictate "soup and salad together" etc and must honor request.			
66	Residents are spoken to in a dignified and respectful manner. Associates will listen to understand			Dining Services
	Visual Inspection			
	Files with sanitation solution			Dining Services
	nails with soap and			
	vided in			Dining Services

These two columns list how often these standards should be reviewed and their relative weight of importance

Brookdale culture is woven into the standards to ensure “the way” things are done is just as important as what is done!