



## **Pomperaug Wood's Management Company Ranked #1 in J.D. Power 2022 U.S. Senior Living Satisfaction Study**

### **Life Care Services Awarded Highest Customer Satisfaction Among Senior Independent Living Providers for the 4<sup>th</sup> Consecutive Year**

Pomperaug Woods, managed by Life Care Services®, An LCS® Company, announced that its management company ranked highest in customer satisfaction with independent senior living providers for the fourth consecutive year in the J.D. Power 2022 U.S. Senior Living Satisfaction Study. Pomperaug Woods is proud to be a part of Life Care Services, which also achieved the highest score in all six factors of independent living resident satisfaction: resident activities, community staff, price paid for services received, resident apartment/living unit, community building and grounds, and dining.

The J.D. Power 2022 U.S. Senior Living Study examines industry-level performance metrics of senior living providers and highlights the best practices that are critical to customer satisfaction, advocacy, and loyalty.

"Life Care Services is honored to again be recognized as the best in customer satisfaction among independent senior living providers," said Joel Nelson, CEO of LCS, the parent company of Life Care Services. "Receiving this award for a fourth consecutive year is a significant accomplishment, especially considering our teams serve nearly 40,000 residents in more than 30 states. This award recognition is the result of our team's focus on providing the best independent senior living experience for our residents."

Life Care Services ranked highest in independent living resident overall satisfaction with a score of 841 in the J.D. Power 2022 U.S. Senior Living Satisfaction Study, 24 points higher than the prior year. The study is based on responses from residents of the largest\* U.S. independent senior living providers within the previous three years.

To schedule an experience and learn more about Pomperaug Woods request a visit online or call 203-936-8985.

## **About Life Care Services®**

Life Care Services, An LCS Company, has the experience required to boost community financial performance, increase occupancy, and develop new lifestyle and health initiatives to meet consumer expectations and help communities thrive. With a long track record of excellence, Life Care Services sets itself apart from other senior living companies with its unique, comprehensive portfolio of support services. Life Care Services is the nation's second largest operator of senior living communities and has expertise in the management of both Life Plan and Rental communities. From independent living to assisted living, skilled nursing to memory care, at Life Care Services, Experience Is Everything. For more information, visit [lifecareservicesLCS.com](https://lifecareservicesLCS.com).

\*Independent living providers included in the study must have had at least 7,000 living units and could not solely operate entrance-deposit communities. Included assisted living/memory care providers must have had at least 10,000 assisted living and/or memory care living units. Living unit data based on the Argentum Largest Providers Report, 2021.

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