



ATRIA RANKED NO. 1 BY J.D. POWER IN ASSISTED LIVING AND MEMORY CARE

Atria Continues Momentum of Company Growth, Tech Innovation and Quality Senior Care Experience to Promote the Well-Being of its 43,000 residents

Louisville, KY (January 26, 2022) — Atria Senior Living, a leading operator of senior living communities across the United States and Canada, is #1 in customer satisfaction among assisted living and memory care communities in the J.D. Power 2021 U.S. Senior Living Satisfaction Study, SM. Atria ranked highest by residents' family members/decision-makers across all of J.D. Power's six factors measuring the assisted living and memory care experience: community buildings and grounds; community staff; dining; price paid for services received; resident activities; and resident apartment/living unit.

"We are proud to be recognized by J.D. Power's highly respected study. We credit the highest ranking to our more than 17,000 dedicated, passionate employees and the many investments we have and will continue to make in Atria communities," said Sanela Graziose, Executive Vice President of Sales, Marketing and Communications at Atria Senior Living. "As more adults than ever before enter retirement and reimagine this chapter of life, we are excited to welcome them to a new home at Atria, where their overall well-being is top priority."

Atria's whole-person approach to care is centered around creative programming, innovative technology and a commitment to quality. The company's Quality Enhancement program sets an industry standard for internal quality checks. Atria's QE program addresses all regulatory issues and goes beyond to encompass care, customer service, resident engagement and COVID-19 safety measures.

The Resident & Family Mobile App developed by Atria is one example of innovative, proprietary technology the company has invested in to enhance the resident experience and the communication with families. The mobile app won Gold and Best in Show in the 2021 McKnight's Excellence in Technology Awards. In addition, the company has installed telehealth technology in many of its communities.

For the more than 43,000 older adults who call Atria home, these innovative approaches to connection and well-being mean a freedom to continue their passions, to grow and to keep active lives. At Atria Newport Beach in Laguna Niguel, California, HJ and Polly Browning reserved an apartment ahead of the community's official opening because of their excitement to start a new chapter.

"We call this our forever home. This place makes you live again. It's a wonderful experience to go down to lunch or dinner and sit down with someone, and they become your friend. The people who live and work here are the friendliest bunch of people that you could ever find," HJ told Atria.

“One of the greatest things to ever hear my parents say is ‘We have to call you back.’ It is a weight lifted off knowing that they are well cared for and having fun, and we don’t have to worry about them,” the couple’s son Brett said. “This is a new part of their life. They are doing things they’ve never done before and things they haven’t enjoyed in so many years.”

With its customers always top of mind, Atria continues pursuing and investing in its staff, technology and holistic programming. “The well-being of our company starts first and foremost with the well-being of our residents, and this fact drives us to continue raising the bar,” Graziose said.

For more information about Atria’s care efforts, please visit [CareatAtria.com](https://www.CareatAtria.com).

About Atria Senior Living:

Atria Senior Living is a leading operator of independent living, assisted living, supportive living and memory care communities in more than 400 locations in 45 states and seven Canadian provinces. With the addition of Holiday Retirement to its portfolio in 2021, Atria is now the residence of choice for more than 43,000 older adults, and the workplace of choice for more than 17,000 employees. Atria creates vibrant communities where older adults can thrive and participate, know that their contributions are valued, and enjoy access to opportunities and support that help them keep making a positive difference in our world. Atria operates seven distinct senior living brands: Coterie a luxury brand in a joint venture with Related Companies, Atria Signature, Atria Senior Living, Atria Park, Holiday Retirement, Atria Retirement and Gladwell. Atria’s subsidiary, Glennis Solutions, is the only fully integrated cloud-based software suite specifically designed to serve the senior housing industry.

For more information about Atria, visit [AtriaSeniorLiving.com](https://www.AtriaSeniorLiving.com) or follow them on [Facebook](https://www.facebook.com/AtriaSeniorLiving), [Twitter](https://twitter.com/AtriaSeniorLiving) and [Instagram](https://www.instagram.com/AtriaSeniorLiving). For career opportunities and more information about working for Atria, visit [AtriaCareers.com](https://www.AtriaCareers.com). For more information on Glennis Solutions, visit [GlennisSolutions.com](https://www.GlennisSolutions.com). For more information about Holiday Retirement, visit [HolidaySeniorLiving.com](https://www.HolidaySeniorLiving.com).

About J.D. Power:

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world’s leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies. J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company’s business offerings, visit [JDPower.com/business](https://www.JDPower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.JDPower.com).

###