



weekly digest



Happy New Year!

Wishing you and your loved ones a happy and healthy New Year. Thank you to our amazing team members who work tirelessly to serve our clients and resident communities. As we enter 2026, take a look back at the incredible strides our teams have made over the past year.

Looking forward to what's ahead!

[Recap Blog](#)



operations

Facility Visit Recap Tool

Enhancements have been made to the Facility Visit Recap tool, designed to improve the depth and utility of your site visit documentation.

What's New:

- **Prescriptive QA Audit Guidance:** Now available for both Dining and Environmental Services.
- **Training Focus Areas:** New fields to document specific employee training needs during visits.
- **Expanded Meal Service Entry:** Dining District Managers can now document up to two meal services per visit.



Best Practices for Visit Recaps:

- **Real-Time Entry:** Recaps should be completed on-site before you leave. This ensures accuracy and allows you to capture action items as they arise.
- **Daily Limits:** The system limits recaps to three per day. This reinforces our standard of quality over quantity, ensuring you have time for strong follow-up at each location.
- **No "Batching":** Please avoid waiting for office days to enter multiple back-dated recaps. This delays communication required by facility leadership and affects reporting accuracy.

employee engagement

Save the Date! Best of HCSG Awards

The **Best of HCSG** will soon be accepting nominations for employees who consistently build connections, deliver

exceptional service, and leave lasting impressions on our resident and client communities.

The nomination period will run January 5–31.

Discover Last Year's Winners



payroll

It's Almost Tax Time

By now, your contact information in your PrismHR profile should be updated for 2025 tax returns.

All W-2s will be postmarked and available through PrismHR by January 31.

Download PrismHR App



Support the GBAF this New Year

Click Here to Donate



Email Preferences