

Golden Haven

Assisted Living & Memory Care

Where Compassion Meets Quality
Care

Executive Summary

Why Did We Build Golden Haven?

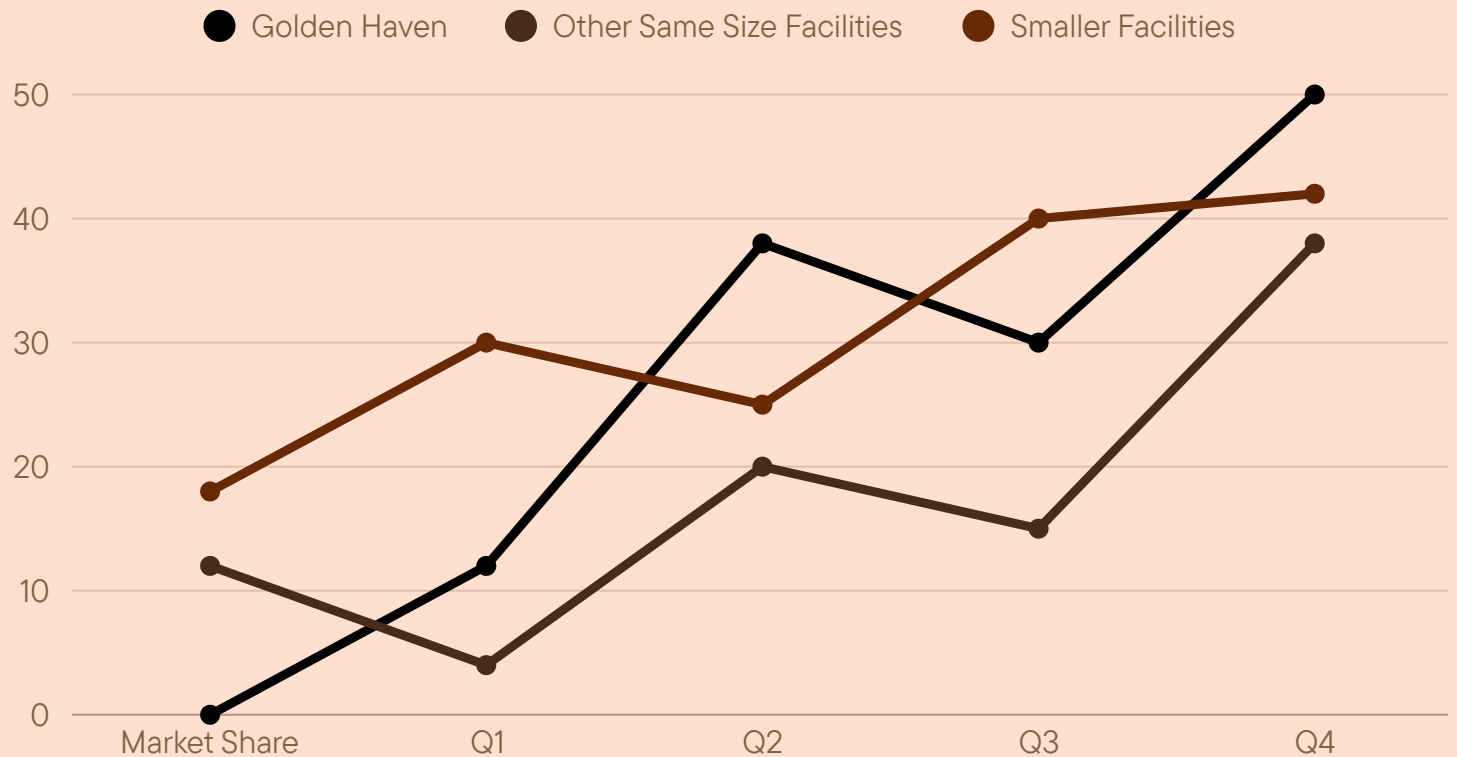
Golden Haven was built to solve a deeply human problem: families struggling to care for aging loved ones safely, compassionately, and consistently. Many adult children face exhaustion, guilt, and worry as they try to balance work, family, and caregiving often without the time, training, or resources to meet their parents' growing physical and emotional needs.

Golden Haven exists to give those families peace of mind and seniors a dignified, engaging place to live. It provides 24/7 assisted living and memory care in a warm, home-like environment, combining professional medical oversight with personal connection. The goal is to replace the stress and isolation of home caregiving or impersonal corporate facilities with trust, comfort, and meaningful daily life.

Golden Haven was built to restore dignity to aging, relieve families of constant worry, and create a true haven where seniors can thrive and families feel confident their loved ones are genuinely cared for.

<p>What We Do</p>	<p>Golden Haven provides compassionate, personalized senior living and memory care services. It offers a safe, comfortable environment where older adults receive professional support tailored to their physical, emotional, and cognitive needs.</p>
<p>Who We Serve</p>	<p>The business serves seniors; particularly those requiring assistance with daily living or specialized memory care, and their families seeking peace of mind and reliable, high-quality care.</p>
<p>The Problem We Solve</p>	<p>Golden Haven addresses the growing challenges families face when caring for aging loved ones: caregiver burnout, inconsistent home care, safety risks such as falls or wandering, and the emotional strain of managing complex health needs.</p>
<p>Our Roles</p>	<p>Our core offerings include 24/7 professional care, memory care expertise, move-in support, enrichment outings, and assistance with daily tasks like online ordering and personal activities. These services are delivered in a home-like setting designed to promote dignity, comfort, and engagement. in technology, science, and research</p>
<p>How We Continue to Serve</p>	<p>Golden Haven generates revenue through tiered pricing plans for assisted living and memory care accommodations, supplemented by optional add-on services such as personalized wellness programs or specialized support packages.</p>
<p>Our Biggest Goals</p>	<ul style="list-style-type: none"> ● Provide consistently safe, compassionate, and personalized care so every resident feels valued, respected, and truly at home. ● Support families with clear communication, transparency, and peace of mind, reducing the stress and uncertainty that often come with caregiving. ● Grow our resident community in a way that preserves a warm, family-like atmosphere, ensuring every individual receives meaningful attention and connection. ● Continuously enhance memory-care practices and enrichment programs so residents stay engaged, supported, and able to enjoy a higher quality of life. <p>Golden Haven exists to help seniors thrive and to give families confidence, comfort, and relief knowing their loved one is genuinely cared for.</p>

Buisness Description



Golden Haven's market share is steadily rising each quarter, showing strong momentum and growing trust from families in the community. Similarly sized facilities are improving more slowly, while smaller facilities show only modest growth and remain well behind. Overall, Golden Haven is emerging as the clear leader in its segment, outperforming both peer and smaller competitors.

Our Story & Purpose

Golden Haven was founded on a simple but profound belief: that senior living should feel less like a facility and more like a family. We provide premium assisted living and specialized memory care for those navigating the complexities of aging and cognitive decline. Our community is more than a residence; it is a sanctuary where professional medical excellence meets the warmth of a boutique home, ensuring that every individual continues to live with dignity, joy, and purpose.

The Challenges Families Face

Golden Haven was founded on a simple but profound belief: that senior living should feel less like a facility and more like a family. We provide premium assisted living and specialized memory care for those navigating the complexities of aging and cognitive decline. Our community is more than a residence; it is a sanctuary where professional medical excellence meets the warmth of a boutique home, ensuring that every individual continues to live with dignity, joy, and purpose.

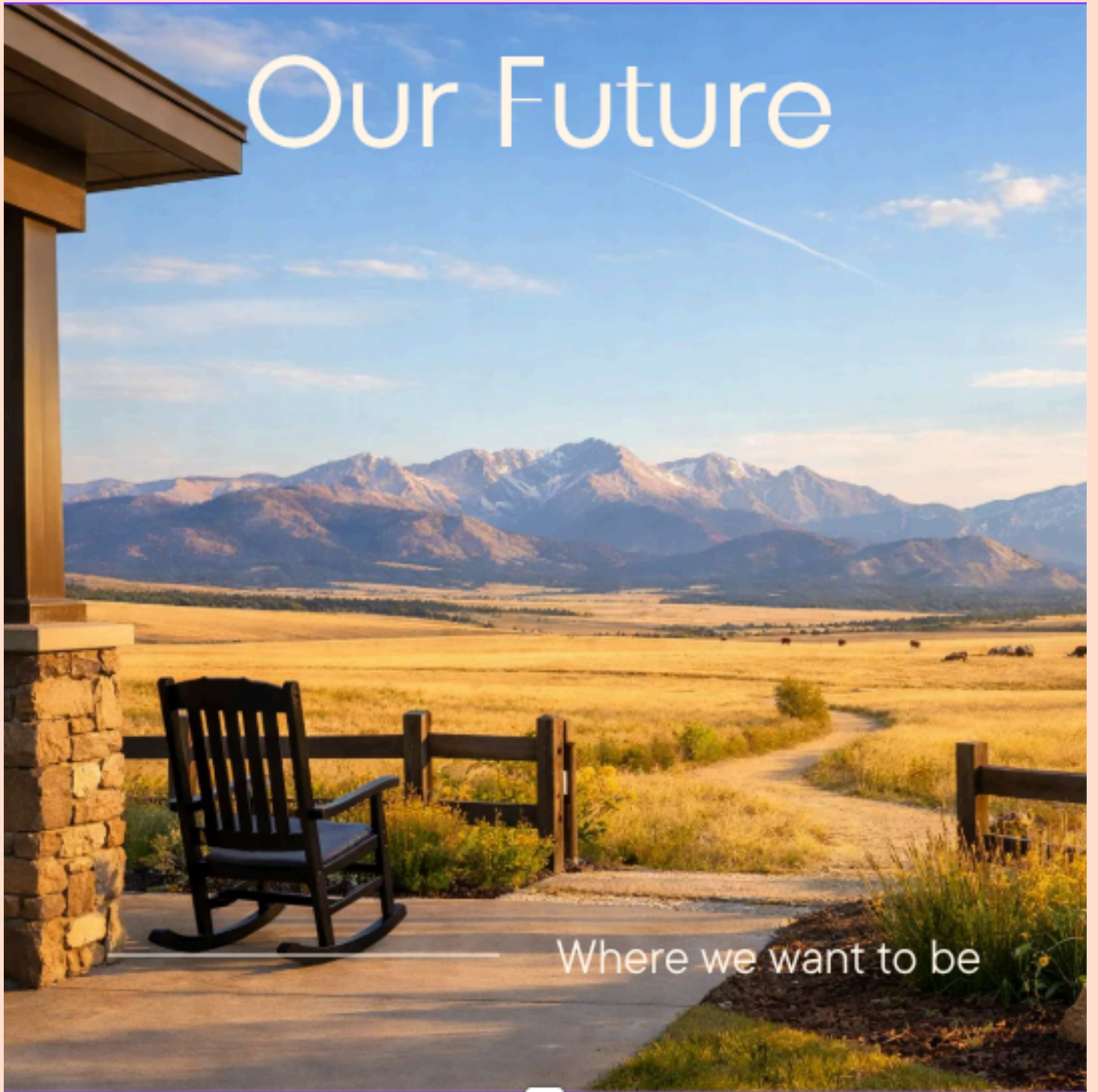
The "Golden" Solution

Golden Haven is designed to be the total-relief partner families have been searching for. Our solution is comprehensive: we assume the full physical, logistical, and emotional weight of caregiving so that you can return to being a daughter, son, or spouse again. From expert clinical supervision and medication management to cognitive engagement and mobility support, we provide a structured, safe environment that replaces family anxiety with absolute peace of mind.

How We Operate: The Boutique Difference

Our operational philosophy is rooted in high-touch, relationship-driven care. Unlike standard institutional facilities, we intentionally maintain lower staff-to-resident ratios, ensuring that our caregivers truly know each resident's unique life story and daily preferences. We operate with radical transparency, providing families with dedicated liaisons and digital updates so they remain connected to their loved ones regardless of distance. By managing every logistical detail—from move-in coordination and medical transportation to personal errands—we ensure that life at Golden Haven is seamless, secure, and centered entirely on the well-being of our residents.

Our Future



Where we want to be

Our Vision

Golden Haven provides 24/7 assisted living and specialized memory care to completely relieve the physical, emotional, and logistical burdens on overwhelmed families. Our dedicated caregivers take over daily routines, medication management, and safety monitoring, ensuring residents are consistently safe and supported. By maintaining lower staff-to-resident ratios in a warm, home-like environment, we deliver highly personalized, relationship-driven care that large corporate facilities cannot match. We also eliminate time-draining stressors by coordinating all practical logistics, including move-ins, transportation, medical appointments, and supply ordering. Ultimately, through transparent communication and dependable support, Golden Haven replaces family stress and guilt with total peace of mind.

Mission Statement

The mission of Golden Haven is to provide compassionate, professional assisted living and memory care that is deeply rooted in dignity, respect, and meaningful human connection. We are dedicated to delivering a personalized care experience that honors each resident's unique life story while ensuring they are known, valued, and safe. By maintaining lower staff-to-resident ratios and a warm, home-like environment, we strive to replace family stress and guilt with total peace of mind. Our commitment to transparency, relationship-driven care, and logistical support ensures that every resident can live each day with dignity and purpose. Ultimately, our mission is to serve as a dependable partner for families, fostering an environment where compassion truly meets quality care.

Target Market & Customer Profile

- Our primary customers are not just the residents, but their adult children who serve as the primary decision-makers and influencers.

Primary Resident

- Seniors aged 75–90 (average 83).
- Individuals requiring assistance with "Activities of Daily Living" (ADLs) like bathing, dressing, or medication, as well as those with mild-to-advanced cognitive decline (Dementia/Alzheimer's).
- Value safety, routine, and a sense of "home" over an institutional clinical setting.
- The Family Decision-Maker (The "Influencer"):
 - Typically a 50–65-year-old daughter or son who is "the sandwich generation"—balancing a career and their own children while managing their parent's declining health.
 - Emotional burnout, constant "crisis management," and deep-seated guilt about their parent's safety and loneliness.

Industry & Market Research

- The senior living industry is entering a period of unprecedented demand, often referred to as the "Silver Tsunami."
- The US Senior Living market is projected to reach over \$154 billion by 2033, with a steady annual growth rate of ~5.2%.
- "The Boutique Shift": While large corporate chains dominated the 2010s, modern families are increasingly seeking "boutique" or "home-like" environments. There is a growing rejection of cold, institutional facilities in favor of relationship-driven care models.
- Higher staff-to-resident ratios have become the gold standard for quality, as families are becoming more savvy about checking "care hours per resident" before signing contracts.

Competitive Landscape

- In most regions, Golden Haven competes with three main types of providers:

Competitor Type	Example Companies	Strengths	Weaknesses (Golden Haven's Advantage)
National Chains	Brookdale, Sunrise, Atria	Massive marketing budgets, standardized clinical protocols.	High staff turnover, "one-size-fits-all" care, and a cold, corporate atmosphere.
Regional Operators	Sonida, Five Star	Middle-market pricing and regional expertise.	Still operate on a high-volume model; residents can become "just a room number."
In-Home Care	Home Instead, local agencies	Allows the senior to stay in their own house.	Often unreliable (caregivers calling out), expensive for 24/7 coverage, and lacks social engagement.

Our Community Layout

Thoughtfully Designed For Living Well

Every detail of Golden Haven's layout was planned with resident safety, comfort, and freedom in mind. Explore our Building floors and our signature Garden Promenade Memory Care Wing.

• Our First Floor Offerings

East Corridor

Entrance & Lobby Zone:
Main entrance vestibule
Lobby / Reception desk
Visitor seating area
Administrative offices (Director, Assistant Director, etc.)
Public restrooms (Men / Women)
Central Connector:
Nurses' station (central visibility)
Medication room (secured)
Physical therapy suite (PT gym + consult room)
Activities room
Storage rooms (distributed along corridor)

North Wing

~50 resident rooms (each with exterior window)
Elevator (mid-wing)
Stairwell (west end)
Utility closets / storage
Dining & Kitchen Complex (attached south side):
Dining room
Kitchen with prep, dishwashing, dry storage, walk-in cooler/freezer

South Wing

~50 resident rooms (each with exterior window)
Elevator (mid-wing)
Stairwell (west end)
Utility closets / storage

Outter West Wing

Secured dog run
ADA-accessible walking paths
Benches and shade structures

Our Offered Rooms

Our Double Suite - The Aspen







• Our Second Floor Offerings

West Corridor

- Cinema (movie room)
- Puzzle room/Library
- Laundry room (staff use)
- Storage rooms
- The Cottonwood
- Guest / staff bathroom

North Wing:

- ~50 resident rooms (each with balcony)
- Elevator (mid-wing)
- Stairwell (west end)

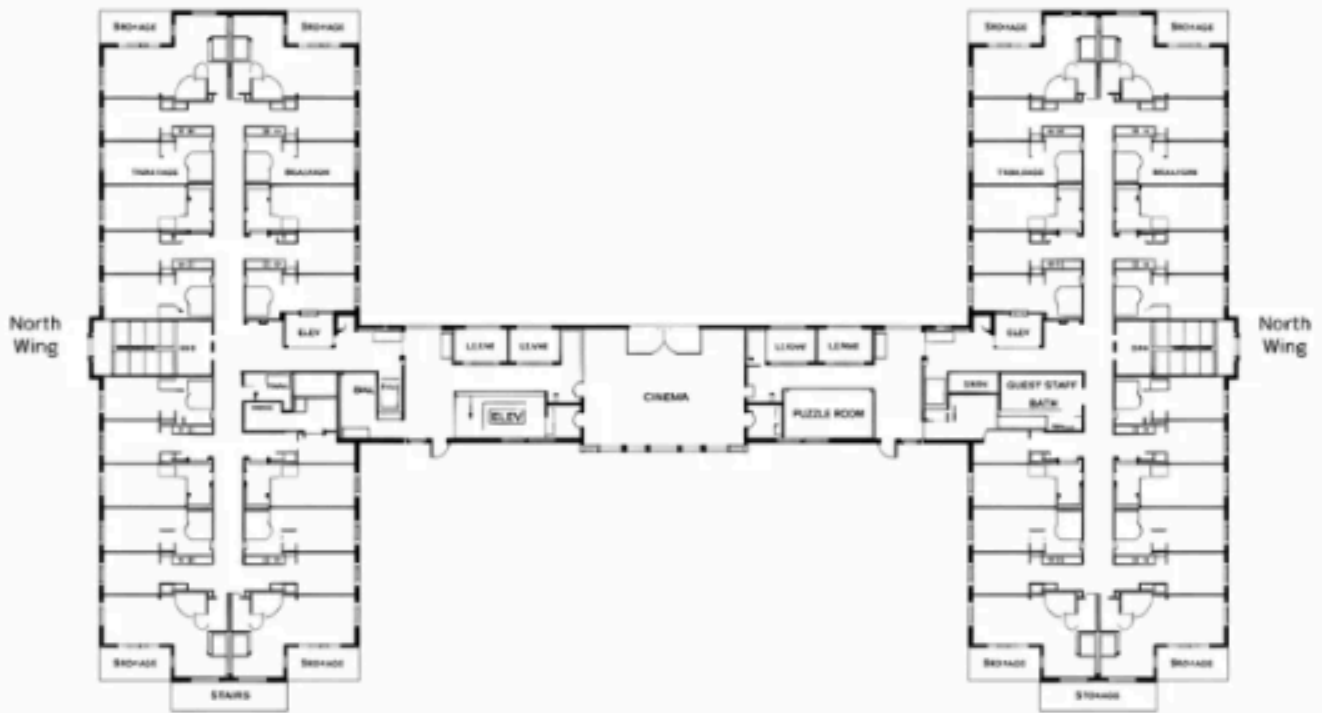
South Wing:

- ~50 resident rooms (each with balcony)
- Elevator (mid-wing)
- Stairwell (west end)

The Sunset Theater



2nd Floor – Assisted Living (H-Shape)



2nd Floor – Assisted Living (H-Shape)

The Cottonwood Salon



The Willow - Puzzle/Library



• Our Third Floor Offerings

Central Connector:

Art studio (creative space)
Laundry room (staff use)
Storage rooms
Guest / staff bathroom

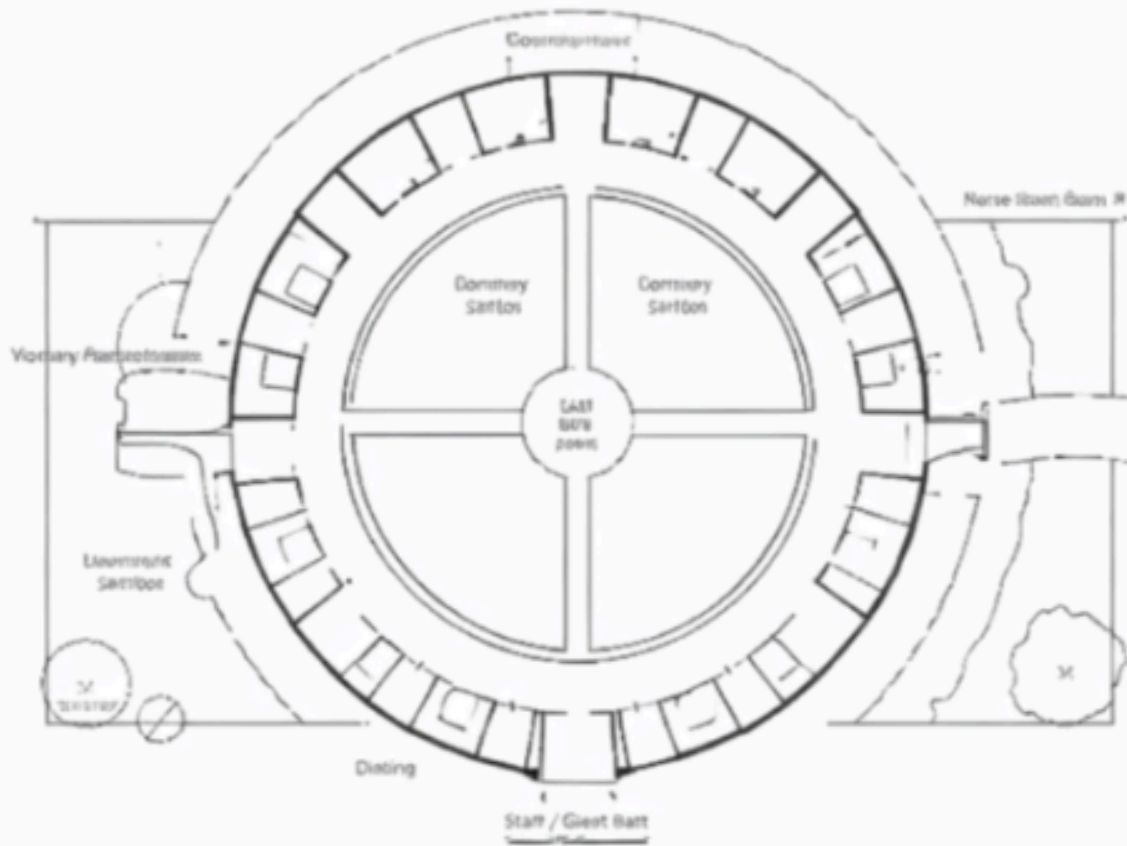
North Wing:

~50 resident rooms (each with balcony)
Elevator (mid-wing)
Stairwell (west end)

South Wing:

~50 resident rooms (each with balcony)
Elevator (mid-wing)
Stairwell (west end)

Memory Care – Circular Garden Promenade



The Commons



The sensory room



The Rooms



The Concierge Team



The Outside Promenade







A Summary:

The Problem Families Have:

Families searching for assisted living or memory care often feel overwhelmed because they can no longer keep up with the growing physical, emotional, and medical needs of their aging parents. They're juggling work, children, and daily responsibilities while constantly worrying about safety, falls, medication mistakes, loneliness, and whether their loved one is truly okay when they're not there. Many carry a heavy sense of guilt torn between wanting to provide hands-on care and knowing they no longer have the time, training, or energy to do it safely. They've tried in-home caregivers, large corporate facilities, or managing everything themselves, but these options often feel inconsistent, impersonal, too expensive, or too exhausting to sustain. On top of the emotional strain, families are burdened with practical tasks like moving belongings, buying supplies, coordinating appointments, and arranging transportation, all of which drain time, money, and mental bandwidth. They worry their parent won't receive enough attention, won't be socially engaged, or won't feel at home in a place that's far away or understaffed. Families want a care solution that not only keeps their loved one safe but also removes the constant pressure of errands, transportation, and daily oversight a need that is finally being addressed through services that handle these responsibilities on their behalf.

A Summary:

The Golden Solution:

Golden Haven provides a complete, supportive solution for families who can no longer meet the growing care needs of their aging parents. We offer 24/7 professional assisted living and memory care with trained caregivers, medication management, daily engagement, and a safe, home-like environment that families can trust. To reduce stress, we assist with moving belongings, coordinate transitions from home or hospital, and provide monthly shopping outings so residents can get personal items and necessities. For residents who cannot go out, we help them order what they need online and ensure deliveries arrive directly to them.

Our lower staff-to-resident ratios, transparent pricing, and relationship-driven approach give families peace of mind, knowing their loved one is receiving consistent, compassionate care they cannot provide on their own.

A Summary:

Our Target Market:

Golden Haven's primary target market is the adult children of aging parents, who are the true purchasers of assisted living and memory care services. These decision-makers are typically 40 to 70 years old, live in Cheyenne, Wyoming, or nearby states such as Colorado, Nebraska, South Dakota, Montana, and Utah, and fall within the middle- to upper-middle-income range that can support long-term care costs. They are busy professionals balancing work, children, and caregiving responsibilities, and they often feel overwhelmed, stressed, and unsure how to keep their parents safe at home. They research extensively online before calling, value transparency and trustworthy communication, and prioritize facilities that offer safety, dignity, respect, clear pricing, veteran-friendly policies, and a warm, home-like environment. What matters most to them is reliable, compassionate care; strong staff-to-resident ratios; true memory-care expertise; meaningful activities; and support during the transition, including help with moving, supplies, and appointments. Although the resident is the one receiving care, they are not the purchasing decision-maker; however, their profile still shapes the service model. Residents are typically 70 to 95 years old and require assisted living or memory care due to dementia, mobility limitations, or chronic health conditions. They value comfort, routine, social connection, safety, and a calm, home-like setting. Families usually discover senior living options through Google searches, hospital discharge planners, primary care physicians, neurologists, placement agencies, social media, online reviews, veteran organizations, community events, and local advertising, which are the exact channels they turn to when they are stressed and urgently seeking help. The Cheyenne region includes more than 16,000 seniors, with 2,000–3,000 needing assisted living or memory care and 300–500 families actively seeking placement each year. Existing facilities frequently have waitlists, and many families relocate parents from Colorado due to Wyoming's lower costs. With caregiver burnout rising nationwide and demand consistently exceeding supply, Golden Haven requires only 80–90 residents to remain full, less than 5% of the local senior population making this a strong, sustainable, and clearly defined target market.

A Summary:

Our Direct Competition:

Golden Haven operates in a competitive assisted living and memory care market that includes several established facilities in Cheyenne as well as indirect alternatives such as in-home care agencies and family caregivers.

Direct competitors include Pointe Frontier Retirement Community, Edgewood Sierra Hills, Aspen Wind Assisted Living, Primrose Retirement Community, and Cheyenne Healthcare Center. These facilities benefit from strong reputations, referral networks, and in some cases dedicated memory care units, but many share common weaknesses: higher staff-to-resident ratios, long waitlists, hidden fees, limited dementia-specific programming, and a more corporate or clinical atmosphere that families often find impersonal. Pointe Frontier and Edgewood offer assisted living but struggle with personalization and staffing consistency; Aspen Wind provides basic care but lacks amenities and dementia support; Primrose offers strong memory care but at significantly higher pricing and with limited availability; and Cheyenne Healthcare Center provides a nursing-home-style environment that is often full and not home-like. Indirect competitors such as Cornerstone Caregiving, Village Caregiving, Visiting Angels, and Home Instead appeal to families who want their loved one to remain at home, but these services are expensive for high-needs seniors, lack 24/7 supervision, and cannot provide consistent staffing or meaningful social engagement. Adult day programs offer only daytime support, and family caregivers—often adult children—frequently experience burnout, guilt, and safety concerns as they try to manage care alone. Golden Haven differentiates itself by addressing the gaps that frustrate families across all competitor types. Our lower staff-to-resident ratios allow for more personalized, attentive, and relationship-driven care than larger corporate facilities. We offer transparent pricing with no hidden fees, veteran-connected discounts, and a warm, home-like environment that feels safe and familiar rather than institutional. Unlike many competitors, Golden Haven provides assisted relocation support for families moving parents from nearby states, optional enrichment outings that help residents stay active and engaged, and personalized care plans that adapt to each resident's needs—including gentle redirection and trust-based approaches for residents who refuse care. As a locally owned community, decisions are made by people who live in and understand the region, giving families a level of accessibility and accountability that corporate chains cannot match. Together, these advantages position Golden Haven as a uniquely compassionate, transparent, and resident-centered alternative in a market where families often feel underserved, overwhelmed, and uncertain about the quality of care their loved one will receive.

A Summary:

Revenue Streams:

Golden Haven's revenue model is built on stable, recurring monthly income supported by diversified service-based revenue streams that reflect the needs of assisted living and memory care residents. The primary source of revenue is monthly rent for assisted living and memory care suites, which includes housing, meals, utilities, and basic personal-care support. Memory care units generate higher revenue due to the specialized staffing, secure environment, and dementia-focused programming required to support residents with cognitive decline. Additional revenue comes from tiered care-level packages that account for increased assistance with mobility, medication management, incontinence care, behavioral support, and other individualized needs. Golden Haven also offers optional services—such as transportation, salon and grooming services, guest meals, private outings, and therapy partnerships—that provide supplemental income while enhancing resident experience. Short-term respite stays create another valuable revenue stream by filling temporary vacancies at higher daily rates and attracting families who may later transition to long-term residency. Move-in fees help offset administrative and room-preparation costs, while veteran-connected discounts and community partnerships support higher occupancy, which is the single greatest driver of total revenue. Together, these revenue streams create a predictable, resilient financial structure that supports high-quality care, maintains operational stability, and allows Golden Haven to reinvest in staffing, programming, and facility improvements over time.

A Summary:

Marketing Activities:

Golden Haven's marketing activities are strategically designed to reach family caregivers at the exact moment they begin searching for assisted living or memory care, using a coordinated blend of digital visibility, professional referral networks, and community-based outreach. Our digital strategy centers on a high-quality, search-optimized website that clearly communicates our services, transparent pricing, care philosophy, and veteran-connected benefits, supported by ongoing SEO efforts to rank for high-intent search terms such as "assisted living Cheyenne," "memory care near me," and "dementia care Wyoming." We maintain active, well-managed profiles on major senior-care referral platforms—including A Place for Mom, Caring.com, and Google Business—because research shows that most families begin their search online and rely heavily on reviews, photos, and virtual tours to evaluate options. Golden Haven also invests in targeted social media marketing on Facebook and Instagram, showcasing resident activities, family testimonials, staff introductions, and educational content that addresses common caregiver concerns such as safety, dementia behaviors, and the emotional challenges of transitioning a loved one into care.

Offline, we build strong referral pipelines by partnering with hospitals, rehabilitation centers, discharge planners, home-health agencies, hospice providers, and veteran organizations, ensuring that professionals who regularly encounter overwhelmed families understand Golden Haven's unique strengths. Our community-based marketing includes hosting caregiver workshops, dementia-education seminars, open-house tours, and support groups that position Golden Haven as a trusted resource long before a family is ready to move a parent. We also participate in senior fairs, chamber of commerce events, and veteran-focused gatherings to strengthen brand recognition and reinforce our commitment to serving the region. Across all marketing channels, Golden Haven emphasizes transparency—clear pricing, honest communication, and realistic expectations—because families consistently report frustration with hidden fees and inconsistent care at competing facilities. By combining digital reach, professional referrals, community engagement, and educational outreach, Golden Haven ensures that families not only discover us easily but also feel informed, supported, and confident in choosing a warm, relationship-driven environment for their loved one.

A Summary:

Expenses

Golden Haven's expense structure reflects the comprehensive operational, regulatory, and clinical requirements of delivering high-quality assisted living and memory care within a licensed residential care environment. The largest and most critical expense category is labor, which includes competitive wages, payroll taxes, benefits, insurance, and ongoing professional development for a multidisciplinary team of caregivers, medication aides, CNAs, activity coordinators, culinary staff, housekeeping, maintenance personnel, administrative leadership, and compliance officers. Because Golden Haven intentionally maintains lower staff-to-resident ratios than industry norms, labor expenses represent a substantial but strategically essential investment in resident safety, regulatory compliance, and the relationship-driven care model that differentiates the community from corporate competitors. Facility-related expenses form the second major cost category and include mortgage or lease obligations, utilities (electricity, gas, water, internet, and telecommunications), property insurance, liability insurance, property taxes, landscaping, snow removal, waste management, and routine as well as preventive maintenance.

Additional facility costs include state-mandated safety systems such as fire suppression, alarm monitoring, emergency call systems, generator maintenance, and ADA accessibility compliance. These expenses ensure the building remains safe, operational, and fully compliant with Wyoming Department of Health regulations. Operational expenses encompass the day-to-day costs required to support resident care and household functioning. These include food service operations (ingredients, kitchen supplies, dietary accommodations), medical and personal care supplies, incontinence products, cleaning and sanitation materials, laundry services, transportation fuel and vehicle maintenance, activity and enrichment materials, and technology systems used for electronic health records, medication administration, staff scheduling, and family communication. These variable costs fluctuate based on occupancy levels and acuity of resident needs.

Marketing and administrative expenses support Golden Haven's visibility, compliance, and business infrastructure. These include digital advertising, SEO services, website hosting and maintenance, referral platform fees, printed materials, community outreach events, and professional partnerships. Administrative costs include licensing and renewal fees, background checks, staff certifications, legal counsel, accounting services, software subscriptions, and insurance policies. A dedicated contingency reserve is maintained to address unexpected repairs, emergency equipment replacement, or unplanned resident-care needs, ensuring operational continuity. Together, these expense categories form a comprehensive and strategically managed cost structure that supports Golden Haven's mission of delivering safe, transparent, and relationship-centered care. By investing in staffing quality, regulatory compliance, facility safety, and operational excellence, Golden Haven maintains a sustainable financial model while providing an exceptional resident experience that stands apart from larger, more impersonal senior-care providers.

A Summary:

Team & Key Roles:

Golden Haven's team is built around a leadership structure and staffing model designed to deliver consistent, relationship-driven care while maintaining regulatory compliance and operational excellence. At the core of the organization is the Executive Director, who oversees all daily operations, ensures state licensing compliance, manages budgets, leads staff development, and serves as the primary point of contact for families and community partners. Supporting this role is the Director of Nursing or Wellness Coordinator, who supervises all clinical care, medication management, care plans, staff training, and coordination with physicians, therapists, and hospice providers. The Care Team—composed of certified caregivers and medication aides—provides hands-on support with activities of daily living, dementia-informed care, redirection techniques, and personalized engagement, making them the heart of resident experience. A dedicated Activities Coordinator designs and leads enrichment programming, outings, social events, and cognitive-support activities that help residents stay active, connected, and emotionally supported. The Culinary Manager oversees meal planning, dietary accommodations, kitchen operations, and food safety standards, while Housekeeping and Maintenance staff ensure a clean, safe, and home-like environment that meets state regulations and family expectations. Administrative support roles handle admissions, billing, scheduling, communication, and family coordination, ensuring smooth operations and responsive service. Together, this multidisciplinary team creates a compassionate, stable, and highly accountable care environment where residents receive individualized attention and families feel confident in the quality, safety, and consistency of their loved one's daily care.

A Summary:

Milestones:

Golden Haven has established a clear set of milestones to guide development, ensure regulatory compliance, and support long-term operational success. The first milestone is securing the property and completing all required state licensing steps, including safety inspections, fire-suppression approvals, and assisted living certification through the Wyoming Department of Health. Following licensure, Golden Haven will finalize interior renovations to create a warm, home-like environment, install security and monitoring systems, and furnish resident suites and common areas. A major milestone is the recruitment and onboarding of the core leadership team—including the Executive Director, Wellness Coordinator, and Care Team Leads—followed by comprehensive staff training in dementia care, emergency procedures, and relationship-based caregiving. Once staffing is established, Golden Haven will launch its marketing campaign, build referral partnerships with hospitals and rehabilitation centers, and host community open houses to introduce the facility to local families. The next milestone is achieving initial occupancy targets, beginning with 25–30% occupancy within the first 90 days and reaching 70–80% occupancy by the end of the first year.

Additional milestones include implementing electronic care-management systems, launching veteran-connected programs, expanding enrichment activities, and establishing a family advisory council to support ongoing quality improvement. Over time, Golden Haven aims to strengthen its reputation as a trusted, locally owned care community, achieve full occupancy, and reinvest in facility enhancements, staff development, and expanded memory-care programming. These milestones provide a structured roadmap that ensures Golden Haven grows responsibly, maintains high standards of care, and builds long-term stability in the Cheyenne senior-care market.

What We Offer & What It Costs

No hidden fees. No surprises. Golden Haven believes families deserve clear, honest pricing so you can make confident decisions for your loved one.

<h3>Assisted Living</h3> <p>For seniors who need daily support with personal care, meals, and medication in a warm, home-like setting.</p> <p>FROM \$4,000 <small>/month</small></p> <ul style="list-style-type: none"> ✓ Private or semi-private suite with housekeeping ✓ Three chef-prepared meals daily + snacks ✓ Assistance with bathing, dressing & daily routines ✓ 24/7 staff on-site at all times ✓ Medication management & administration ✓ Laundry & linen services ✓ Activities calendar with daily enrichment ✓ Utilities included (electric, water, Wi-Fi) ✓ Pet-friendly — bring your beloved companion <p><small>Rate varies by suite size and care level. Contact us for a personalized assessment.</small></p>	<h3>Memory Care</h3> <p>Special Pricing</p> <p>Specialized, secure care for residents with Alzheimer's, dementia, or cognitive decline — with higher staffing and dedicated programming.</p> <p>FROM \$5,500 <small>/month</small></p> <ul style="list-style-type: none"> ✓ Secure, purpose-built memory care neighborhood ✓ Lower staff-to-resident ratios for closer attention ✓ Dementia-informed care & structured daily routines ✓ Sensory therapy & cognitive engagement programming ✓ Behavioral support & gentle redirection techniques ✓ Collaboration with neurologists & physicians ✓ Family communication & care plan meetings ✓ All meals, utilities & housekeeping included ✓ National Dementia Care Institute certified staff <p><small>Memory care pricing reflects specialized staffing, secure environment, and dementia-focused programming.</small></p>	<h3>Respite Care</h3> <p>Short-term stays for seniors whose primary caregivers need a planned or emergency break — full care services, no long-term commitment.</p> <p>FROM \$185 <small>/day</small></p> <ul style="list-style-type: none"> ✓ Minimum 7-day stay, up to 90 days ✓ Full access to all care services and amenities ✓ All meals, activities & housekeeping included ✓ Ideal for post-hospital recovery & caregiver relief ✓ Seamless transition to long-term residency if needed ✓ Personalized care plan from day one <p><small>Respite stays are a great way for families and residents to experience Golden Haven before committing long-term.</small></p>
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— OPTIONAL ADD-ON SERVICES

Enhance your loved one's experience with these optional services, available at its cost:

<p>Transportation (medical appt.) \$12/trip</p>	<p>Monthly Shopping/Outing Included</p>	<p>Enrichment Day Trip \$12-\$25</p>	<p>Bath & Dressing Services \$25-\$45</p>	<p>Physical/Occupational Therapy Insurance / Out-of-Pocket</p>
<p>Guest Dining (family visit) \$12/person</p>	<p>Private Family Event Space \$75/event</p>	<p>Online Ordering & Delivery Assist No charge</p>	<p>Veteran Discount Applied monthly</p>	<p>Move-In Coordination Support Complimentary</p>

No Auto-Pay Fees. No Hidden Charges. No Surprises. Golden Haven is committed to complete pricing transparency. Our monthly rate clearly covers what's listed — we never add unexplained fees to your bill. Veteran-connected discounts are available and we assist families in navigating VA benefits, long-term care insurance, and Medicaid planning. **Call us at (307) 555-0800** or email info@goldenhaven.com to schedule a free consultation and personalized pricing assessment.

Everything We Offer — *Every Price, Upfront*

This is our complete services menu. No hidden fees, no surprises — every included service and every optional add-on listed with transparent, upfront pricing so families can plan with confidence.

Print or save this menu. Share it with family members, financial advisors, or anyone helping you make this decision. All pricing is current as of 2026 and subject to individual care assessments. Call (307) 355-0100 for a personalized quote.

[PRINT / SAVE AS PDF](#)



Housing & Living Environment

Everything included in your base monthly rate related to where you lived now lives.

SERVICE / FEATURE	DETAILS	PRICE	STATUS
Semi-Private Suite <small>Shared room with private partition, shared bathroom</small>	Approx. 180-220 sq ft per resident. Furnished or unfurnished options.	\$4,000 <small>month base</small>	INCLUDED
Private Suite — Standard <small>Private room, private or semi-private bathroom</small>	Approx. 200-250 sq ft. Open wing availability.	\$4,500 <small>month base</small>	INCLUDED
Private Suite — Deluxe <small>Larger private room, private bath, window garden view</small>	Approx. 280-320 sq ft. Limited availability.	\$5,000 <small>month base</small>	INCLUDED
Memory Care Suite <small>Secure neighborhood private or semi-private options</small>	Dedicated memory care wing. Secured entryway. Enhanced monitoring.	\$4,500 - \$6,000 <small>month base low end</small>	INCLUDED
All Utilities <small>Electricity, heat, water, trash, cable TV, Wi-Fi</small>	No separate utility bills — everything bundled in monthly rate.	—	INCLUDED
Weekly Housekeeping <small>Room cleaning, vacuuming, surface sanitizing</small>	Every 7 days minimum, more frequent upon request at no charge.	—	INCLUDED
Linen & Towel Laundry <small>Bed linens, towels, washcloths — washed and returned</small>	Weekly (more often as needed) (linen or insurance available)	—	INCLUDED
Personal Laundry Service <small>Residents' clothing washed, dried, and folded</small>	Twice weekly (more often upon request to prevent wear and tear)	—	INCLUDED
Room Personalization <small>Residents may bring personal furniture, photos, decor</small>	Safety Inspector required for electrical items, pets welcome.	—	INCLUDED
Common Area Access <small>Living rooms, garden paths, library, activity room, chapel</small>	Open daily, supervised in memory care wing.	—	INCLUDED
Emergency Call Systems <small>In-room and bathroom pull cords, wearable pendant option</small>	24/7 monitoring, response within minutes.	—	INCLUDED
Move-In Setup Assistance <small>Staff help arranging furniture & unpacking on arrival day</small>	Coordination begins 2 weeks before move-in date.	—	INCLUDED
Deep-Clean / Room Refresh <small>Full room deep-cleaning with sanitization</small>	Monthly scheduled, also available on request.	\$0 <small>one-time completion cost</small>	ADD-ON
Suite Upgrade (same building)	Subject to availability, one complimentary transfer per residence.	\$0 - \$2,000	ADD-ON



Chef-Crafted Dining & Nutrition

Three meals daily prepared by our Kitchen Director & Sous Chef — all dietary needs accommodated

SERVICE / FEATURE	DETAILS	PRICE	STATUS
Breakfast, Lunch & Dinner Daily Three meal chef-crafted meals served in the dining room	Delicious seasonal menu, restaurant-style service	—	* included
Morning & Afternoon Snacks Healthy snacks available between meals	Snacks stocked daily in common area, room dietary needs	—	* included
Dietary Accommodations Diabetic, heart-healthy, low-sodium, gluten-cooked, protein	Physician orders honored, dietitian consulted when needed	—	* included
Cultural & Religious Preferences Kosher, halal, vegetarian, vegan options available	Respectful care given in admission, approved programs	—	* included
Room Tray Delivery Meals delivered to resident's room when needed	Available for illness, recovery, or preference, no recurring charge	—	* included
Birthday & Celebration Meals Special meal ordered by resident for birthday or milestone	One celebration meal per year per resident, extra charge	—	* included
Guest Dining — Family Visit Family members dining with their loved one in the dining room	Must be arranged 24 hours in advance with concierge	\$18 <small>per person per meal</small>	add-on
Private Family Dining Event Special private dining space for family gatherings or parties	Up to 10 guests, custom menu available with advance notice	\$75 <small>minimum per person</small>	add-on
Special Occasion Cake Custom cake for birthdays, anniversaries, or milestones	Ordered through culinary team, dietary restrictions accommodated	\$15-\$65 <small>based on size</small>	add-on
Nutritional Supplement Drinks	Residents may order blend separately if not included	All costs	add-on



Personal Care & Daily Living Assistance

Home-care support services only available — based by care level based on professional assessment

Service / Feature	Details	Price	Status
Care Level Assessment Comprehensive assessment to assign support care level	Conducted at home and covered every 90 days	—	Included
Care Level 1 — Basic Assistance Assistance services aimed at supporting medication reminders	For medication and no longer independent with normal daily support	\$60 <small>included in base fee</small>	Included
Care Level 2 — Moderate Assistance Hands-on bathing, dressing, grooming and laundry support	Daily caregiver with medication management included	+\$90 <small>included in base fee</small>	Included
Care Level 3 — Full Assistance Full ADL support including showering, grooming, transfers, walking	Multiple caregiver with per day behavioral support included	+\$60 <small>included in base fee</small>	Included
Care Level 4 — High Acuity / Memory Intensive support including transportation, behavioral redirection with hourly monitoring	Memory care specialists required placement in memory neighborhood	+\$90 <small>included in base fee</small>	Included
Medication Management & Administration Care administration of scheduled medications, health with	Caregiver certified with accurate medication administration record	—	Included
Housekeeping Care Cleaning bathroom, product provision, when needed, necessary	Housekeeping (products listed separately at cost), linen & linens	Care Incl. <small>included in base fee</small>	Included
Fall Prevention & Monitoring Fall risk assessment, night-alar equipment, bedside alarms in rooms	Updated quarterly or after any incident	—	Included
Mobility Assistance Caregiver support under/transfer assistance, ambulation help	Transportation services available when medically required	—	Included
Skin & Wound Care (Basic) Monitoring and treatment of active skin conditions, dry skin, ulcers	Complex wound care coordinated with home health or physician	—	Included
Personalized Care Plan Personalized clinical plan created by family and licensed caregiver	Updated every 90 days or after significant health change	—	Included
Local Caregiver Support (Priority) On-site care dedicated caregiver, caregiver training	Available for non-emergencies, needs, special requirements or family request	\$20 <small>included in base fee</small>	Add-on

Service / Feature	Details	Price	Status
24/7 On-Site Nursing Staff Round-the-clock staff on premises around the clock	Physicians (MD) and PA's coverage 24/7 on-site	—	Add-on
Vital Signs Monitoring Blood pressure, pulse, temperature, weight, oxygen	Scheduled or as-needed; results documented in EMR	—	Add-on
Physician Coordination Coordination with primary care physicians on health changes	We contact your doctor on your behalf; timely medical decisions	—	Add-on
Specialist Visit Coordination Scheduling and coordination with specialists, cardiologists, etc.	We handle scheduling; transportation arranged separately	—	Add-on
Homecare Partnership & Coordination Coordination with remote homecare agencies when needed	We coordinate alongside homecare; timely support included	—	Add-on
Life & Diagnostic Coordination Medical lab services arranged to come to the location	Referrals need for off-site tests; lab/diag through MedShare/Innovace	Billed to insurance —	Add-on
Hospitalization Review Management Staff meets physicians with and coordinates with primary	We meet your doctor; review review advance notice of primary changes	—	Add-on
Physical Therapy (PT) On-site sessions with licensed physical therapist	Billed by Medicare Part B / Insurance; private pay / needed	Insurance / Pay —	Add-on
Occupational Therapy (OT) Daily living skills, adaptive equipment, independence training	Billed to Medicare Part B / Insurance; private pay / needed	Insurance / Pay —	Add-on
Speech Therapy Evaluating production, communication support, cognition tests	Billed to Medicare Part B / Insurance; private pay / needed	Insurance / Pay —	Add-on
Podiatry Services (on-site visit) Foot care and foot/legging; diabetic foot assessments	Physician podiatrist; Medicare may cover with diagnosis	Insurance / Pay —	Add-on
General Medical Visit Multiple general visits for basic chronic care review	Quarterly specialist coordination by nursing team	Insurance / at cost —	Add-on



Specialized Memory Care

Advanced programming, environment, and staffing for residents with Alzheimer's, dementia, or cognitive decline

Service / Feature	Details	Price	Status
Secure Memory Care Neighborhood Memory-focused, secure environment, safety-designed floor	24-hour supervision environment, specialized staff throughout	Incl. in MIC rate	View Details
Dementia-Informed Staffing All memory care staff certified in Dementia Care Practices	Lower ratios than standard assisted living, specialized caregiver assignments	Incl. in MIC rate	View Details
Structured Daily Routines Consistent daily schedule to reduce anxiety and confusion	Personalized routines based on resident's history and preferences	Incl. in MIC rate	View Details
Cognitive Engagement Programming Daily 20+ activities, personalized memory-based therapy	Resident-led programming, adapted to each resident's cognitive stage	Incl. in MIC rate	View Details
Sensory Therapy Activities Aromatherapy, tactile stimulation, light therapy sensory stations	Personalized sensory diet and sensory programming	Incl. in MIC rate	View Details
Behavioral Support & Redirection Trained care workers, gentle redirection, non-pharmaceutical approaches	Care-related protocols available, family education on strategies	Incl. in MIC rate	View Details
Neurological Optimization Regular communication with attending neurologist or geriatric specialist	Medication reviews, behavioral programs, nutritional therapy	Incl. in MIC rate	View Details
Family Education & Support Dementia education resources for family members	Monthly family meetings, caregiver support groups available	Incl. in MIC rate	View Details
Engagement Prevention Systems Door alarms, wanderable GPS tracking, staff alerts	24-hour monitoring, night and weekend equipped with tracking devices	Incl. in MIC rate	View Details
Life History / Biography Programs Personalized life history books, stories and family photo	Library of programs to supplement the personal history the resident	Incl. in MIC rate	View Details
Advanced Memory Therapy Solutions Personalized, evidence-based therapies (e.g., music, art)	Private sessions beyond standard group programming	\$95	Add-on
Virtual Reality Therapy (Memory) Immersive VR experiences designed for dementia residents	Supervised sessions, program to reduce anxiety and agitation	\$40	Add-on



Family Support & Communication

Support, connect and inform – because your peace of mind means as much as your loved one's care.

service / resource	details	price	status
Dedicated Family Liaison A single point of contact for all family communication.	Available Monday through Friday, emergency line available 24/7	—	/ INCLUSIVE
Quarterly Care Plan Meeting Formal meeting of care plan with family, Director of Nursing and unit.	Can be scheduled more frequently, virtual attendance available	—	/ INCLUSIVE
Family Online Portal Access View care logs, activity participation, medication records, notes.	Secure 24/7 access, mobile-friendly, multiple family members can access	—	/ INCLUSIVE
Incident Response Immediate protocol for falls, medication errors, or equipment changes.	Same-day action (within 48 hr of all incidents), 24/7 notification alerts	—	/ INCLUSIVE
Monthly Family Meetings Community updates, resident highlights, upcoming activities.	Download or request photos received with resident permission	—	/ INCLUSIVE
Move-in Transition Support Virtual orientation / orientation letters and 2 weeks after move-in.	Start move with equipping, setup, introductions, and routine adjustments	—	/ INCLUSIVE
Out-of-Hours Intervention Support Coordination by family, security personnel from other units.	Document requests, care plan update, incident-by-incident	—	/ INCLUSIVE
Family Caregiver Support Group Monthly support group for family members and caregivers.	Facilitated by Social Services Director, virtual attendance available	—	/ INCLUSIVE
Demerol Education Workshops Educational sessions for families on demerol usage and care on regimen.	Quarterly, webinars, open to community members as well	—	/ INCLUSIVE
Video Calling Setup Assistance Staff helps resident connect with family and friends from home via.	Available while visitors provided for residents without devices	—	/ INCLUSIVE
Family Advisory Council Provides an opportunity for family members to express their quality of experience.	Quarterly meetings, family members can join and vote on programs	—	/ INCLUSIVE
Social Work / Counseling Services Personal counseling services for families managing complex stress.	We connect families with licensed social workers in the area	External cost provided by	asp - ps



Transportation & Logistics

Getting your loved one where they need to go — safely, reliably, and with dignity

Service / Request	Details	Price	Status
Monthly Group Shopping Outing Supervised group trip to grocery pharmacy or retail store	Scheduled first Sunday of each month, staff accompanied	—	Available
Medical Appointment Transport — Local Door-to-door transport to physician, lab, specialist within Chesapeake	Within 25 miles of facility, staff escort included. 48hr advance notice	\$15 <small>Standard rate</small>	NO-ON
Medical Appointment Transport — Extended Transport to specialist, hospital, or facility 25-200 miles away	Includes staff escort and wait time up to 2 hours, mileage-based pricing	\$55-\$95 <small>Standard rate</small>	NO-ON
Entertainment Day Trip Optional supervised group outings to local parks, museums, restaurants	Monthly schedule, all mobility levels accommodated, wheelchair accessible van	\$40-\$75 <small>Standard rate</small>	NO-ON
Family Visit Transport (resident to home) Residents escorted to family member's home for a visit	Staff escort for residents who need supervision, return pickup included	\$85-\$140 <small>Standard rate</small>	NO-ON
Private Non-Emergency Transportation Personal transport request for errands, events, or personal outings	Subject to availability, scheduled in advance, not for emergencies	\$45 <small>Standard rate</small>	NO-ON
Pharmacy Pickup / Delivery Coordination Staff coordinates medication pickup or pharmacy delivery	Delivery coordinated at no cost; pickup on scheduled runs	—	Available
Airport / Long-Distance Transfer Supervised transport for resident arriving from or departing to out-of-state	One-way, requires advance coordination, companion assistance if needed	 <small>Standard rate</small>	NO-ON



Veteran-Connected & Specialty Programs

Honoring those who served — with dedicated benefits, discounts, and programs

SERVICE / FEATURE	DETAILS	PRICE	STATUS
Veteran Identity Photo Discount Discount applied automatically to monthly care rate for qualifying veterans	ID-204 required; applies to all care levels including primary care	Applied	✓ INCLUDED
VA Aid & Attendance Benefits Help Staff assist family with VA benefit application and documentation	We connect families with a VA-accredited claims agent at no cost	—	✓ INCLUDED
Veteran Recognition Events Veterans Day, Memorial Day, and Flag Day ceremonies on-site	Family and community event, medical and honor ceremonies	—	✓ INCLUDED
Veteran Peer Support Groups Weekly groups for veteran residents to connect and share	Facilitated by trained staff open to spouses and family members	—	✓ INCLUDED
Pet-Friendly Community Residents may bring cats, small dogs, or cages birds	Pets must be up-to-date on vaccinations; pet care responsibility of resident/family	—	✓ INCLUDED
Pet Care Assistance Staff assist with feeding, walking, or making small pets	Available when resident cannot manage independently due to health	\$10 /week	ADD-ON
Long-Term Care Insurance Coordination We provide all documentation needed to file LTC insurance claims	Filing forms accepted from all major LTC insurers	—	✓ INCLUDED
Medical and Planning Referral Connect with either an attorney or financial planning specialist	We facilitate the introduction; legal/planning fees paid to outside firm	Referral Fee Legal Services	ADD-ON

A

Personal & Salon Services

Looking and feeling your best — on-site salon and personal care services

SERVICE / STATUS	DETAILS	PRICE	STATUS
Haircut — Women's Style Hair cut, blow dry by senior salon professional	Appointments available through our online booking scheduling.	\$75-\$95	A100-018
Haircut — Men's Cut Cut and style for male members	Includes root touch, includes availability of an stylist to on-site	\$60-\$70	A100-018
Manic & Ped / Blow Out Hair wash, condition, and style only (no cut)	Popular for wedding events, available on scheduled salon days	\$100-\$120	A100-018
Hair Color / Highlights Professional color services including semi-permanent to permanent	Requires advance scheduling, premium coloration used to care your hair	\$75-\$200	A100-018
Manicure Hot steaming, scrub, cut, and polish for hands	Regular and therapeutic nail care, deluxe-1400 options available	\$30	A100-018
Pedicure Foot soak, nail care, cuticle treatment, and polish	Deluxe pedicure may require medical professional guidance	\$75	A100-018
Shampoo Service Professional shower or beard trim for male members	Quick technique for members who schedule through our app	\$15	A100-018
Protein Hair Massage (limited) Deep massage of protein hairdresser massage for women only	Certified massage therapist/physician approval for certain conditions	\$45	A100-018



Respite Care & Short-Term Stays

Temporary care solutions – for caregiver rest, post-hospital recovery, or trying us out before committing.

STAY TYPE / FEATURES	DURATION	PRICE	STATUS
Respite Stay – Assisted Living Short-term assisted living stay. All services at included services.	Minimum 7 days, maximum 90 days, includes all meals, activities, care.	\$695/Day (All services)	Add-On
Respite Stay – Memory Care Short-term memory care stay (2 person/night/bed)	Minimum 7 days, specialized staffing and programming included.	\$825/Day (All services)	Add-On
Post-Hospital Recovery Stay Structured recovery period with nursing oversight and therapy coordination.	Ideal for persons discharged from hospital who aren't ready to go home.	From \$195/Day	Add-On
Thru / Discontinuation Stay (7-31 days) Discontinuation stay for families considering long-term placement.	Full experience of community life, family advised at end of stay.	\$695/Day (All services)	Add-On
Move-In Fee (one-time) All residents, soon preparation and onboarding fee.	Applied for residents whose applicable to permanent placement.	\$1,200 (one-time, non-refundable)	Add-On

Important Notes About This Menu

- All pricing listed reflects 2025 rates and is subject to change with 30-day written notice. Individual care assessments may affect final monthly pricing.
- Items marked **Included** are part of the base monthly rate for the applicable care level. Items marked **Add-On** are billed separately and are entirely optional.
- Golden Plover charges **no anti-pay fees**. Families who set up autopay receive the same billing as those who pay by check, card, or ACH – no processing surcharges.
- Visitation discounts are applied monthly before billing. Proof of service (20-25d) required. Discount amount confirmed at time of assessment and disclosed in your residency agreement.
- Insurance billing (Medicare Part D, long-term care insurance, VA Aid & Attendance) is handled by our administrative team. We submit on your behalf at no administrative charge.
- Medicaid acceptance is subject to availability and state waiver program eligibility. Our Social Services Director will help you determine eligibility and apply.
- All add-on services are completely optional and can be added or removed with 7 days' notice. There are no penalty fees for removing services.
- For a personalized all-inclusive cost estimate, call (307) 293-0000 or email hollog@ploverresort.com to schedule a free consultation with our Admissions Coordinator.

Compassionate Care Tailored to You

Every resident at Golden Haven receives a personalized care plan designed around their unique needs, preferences, and life story.



Assisted Living

Private and semi-private suites with personalized daily assistance, housekeeping, and three chef-prepared meals in a warm community setting.



Memory Care

A secure, purpose-built neighborhood for residents with Alzheimer's and dementia — featuring structured routines, sensory therapy and specialized staffing.



Health & Wellness

On-site nurses 24/7, medication management, physical therapy and coordination with physicians to keep residents healthy and active.



Social & Activities

A full calendar of enrichment — arts and crafts, music, garden walks, movie nights, and family-style celebrations to keep spirits lifted every day.



Respite Care

Short-term stays for seniors whose primary caregivers need a break — providing full care services in a welcoming, home-like environment.



Family Support

Regular family meetings, online care portal access, and a dedicated family liaison — so you're always connected and never in the dark.



Transportation & Outings

Scheduled transportation to medical appointments, monthly shopping trips, and optional enrichment outings to places residents love — keeping them active, engaged, and connected to the world.



Chef-Crafted Dining

Three daily meals prepared by our Kitchen Director and Sous Chef using therapeutic, diet-accommodating menus. We cater to all dietary needs — from diabetic-friendly to texture-modified meals — with warmth and creativity.



Veteran-Connected Care

We proudly honor the men and women who served. Golden Haven offers veteran-connected discounts, VA benefit coordination assistance, and a respectful environment that recognizes veterans and their families.



Pet-Friendly Community

We believe pets are family. Golden Haven is proud to be a pet-friendly community — residents are welcome to bring their beloved companions, knowing that the joy and comfort of a pet improves both emotional and physical well-being.



Move-In & Transition Support

We guide families through every step — coordinating the move, setting up the room, managing appointments, and providing emotional support so the transition feels smooth, respectful, and not overwhelming.

— OUR LEADERSHIP

Meet the *Hearts Behind the Care*

Our dedicated team brings decades of experience in senior care, nursing, and memory care — and a genuine love for the people we serve.

— LEADERSHIP & ADMINISTRATION



Robert Chen

EXECUTIVE DIRECTOR

Licensed administrator with 18 years overseeing award-winning assisted living communities throughout Wyoming and Colorado.

📞 (307) 555-0101

✉️ r.chen@goldenhaven.care



Eleanor Hayes, RN

DIRECTOR OF NURSING

20 years in geriatric care, certified in dementia care management and palliative support. Oversees all clinical operations.

📞 (307) 555-0102

✉️ e.hayes@goldenhaven.care



Natalie Webb, MSW

SOCIAL SERVICES DIRECTOR

Expert in care transitions, family counseling, and connecting residents with community resources and benefits programs.

📞 (307) 555-0103

✉️ n.webb@goldenhaven.care



Patricia Lena, MSW

SOCIAL SERVICES DIRECTOR

Specialized in elder advocacy, crisis intervention, and long-term care coordination for complex family situations.

📞 (307) 555-0104

✉️ p.lena@goldenhaven.care

— MEMORY CARE



David Morales

MEMORY CARE COORDINATOR

Specialized in Alzheimer's & dementia care with certification from the National Dementia Care Institute. Leads all memory care programming.

📞 (307) 555-0105

✉️ d.morales@goldenhaven.care



Sofia Reyes

MEMORY CARE COORDINATOR ASSISTANT

Trained in sensory therapy and structured dementia programming, supporting daily care planning and family communication.

📞 (307) 555-0106

✉️ s.reyes@goldenhaven.care

— NURSING STAFF



Jennifer Marsh, RN

REGISTERED NURSE

Skilled in geriatric assessments, wound care, and medication management with a compassionate bedside manner.

📞 (307) 555-0107

✉️ j.marsh@goldenhaven.care



Brian Torres, LVN

LICENSED VOCATIONAL NURSE

Experienced in chronic disease management and coordinating care with physicians and therapists.

📞 (307) 555-0108

✉️ b.torres@goldenhaven.care



Angela Kim, RN

REGISTERED NURSE

Specialty in dementia-related behavioral support and palliative care for residents with complex needs.

📞 (307) 555-0109

✉️ a.kim@goldenhaven.care



Marcus Owens, LVN

LICENSED VOCATIONAL NURSE

Focused on resident safety, fall prevention programs, and 24-hour wellness monitoring.

📞 (307) 555-0110

✉️ m.owens@goldenhaven.care

DL

Diana Luz, RN

REGISTERED NURSE

Brings 14 years of long-term care nursing with certification in infection control and quality assurance.

(307) 555-0111

d.luz@goldenhaven.care

CAREGIVING TEAM — QMAP CERTIFIED

RA

Rosa Alvarez

CAREGIVER · QMAP

Warm, dedicated caregiver with 8 years of memory care and assisted living experience.

(307) 555-0112

r.alvarez@goldenhaven.care

TJ

Tyrone Jackson

CAREGIVER · QMAP

Known for his patience and humor, Tyrone builds genuine bonds with every resident he cares for.

(307) 555-0113

t.jackson@goldenhaven.care

LN

Linh Nguyen

CAREGIVER · QMAP

Bilingual caregiver specializing in culturally sensitive care and comfort-focused daily assistance.

(307) 555-0114

l.nguyen@goldenhaven.care

CP

Carmen Perez

CAREGIVER · QMAP

Experienced in ADL support, behavioral redirection, and dignity-focused personal care routines.

(307) 555-0115

c.perez@goldenhaven.care

WB

William Brooks

CAREGIVER · QMAP

Gentle and reliable caregiver with a background in hospice support and end-of-life comfort care.

(307) 555-0116

w.brooks@goldenhaven.care

MH

Maria Herrera

CAREGIVER · QMAP

Dedicated to enriching resident routines with intentional engagement and physical wellness activities.

(307) 555-0117

m.herrera@goldenhaven.care

KF

Keisha Foster

CAREGIVER · QMAP

Committed to holistic resident wellness — supporting not just physical needs, but emotional and social well-being.

(307) 555-0118

k.foster@goldenhaven.care

JP

James Park

CAREGIVER · QMAP

Brings calm, structure, and warmth to every shift, especially skilled in supporting residents with sundowning.

(307) 555-0119

j.park@goldenhaven.care

EV

Elisa Vega

CAREGIVER · QMAP

Beloved by residents for her cheerful presence and attentiveness to individual preferences and comfort.

(307) 555-0120

e.vega@goldenhaven.care

OC

Omar Cruz

CAREGIVER · QMAP

Strong background in post-acute recovery support and mobility assistance programs.

(307) 555-0121

o.cruz@goldenhaven.care

TS

Tamara Singh

CAREGIVER · QMAP

Compassionate and detail-oriented caregiver known for building trust quickly with new residents.

(307) 555-0122

t.singh@goldenhaven.care

FD

Felix Diaz

CAREGIVER · QMAP

Enthusiastic advocate for resident independence and dignity, with training in therapeutic communication.

(307) 555-0123

f.diaz@goldenhaven.care

ACTIVITIES & ENRICHMENT

GW

Grace Wilson

ACTIVITIES DIRECTOR

Designs vibrant daily programming — arts, music, gardening, and seasonal celebrations to uplift every resident.

(307) 555-0124

g.wilson@goldenhaven.care

NR

Nate Rivera

ACTIVITIES DIRECTOR

Specializes in cognitively stimulating group programs and intergenerational events that bring joy and connection.

(307) 555-0125

n.rivera@goldenhaven.care

CONCIERGE TEAM

AL

Amanda Lee

CONCIERGE

First point of welcome for all families and visitors — coordinating appointments, tours, and resident requests with warmth.

(307) 555-0126

a.lee@goldenhaven.care

DB

Daniel Brown

CONCIERGE

Ensures seamless daily operations for residents and families, from transportation to scheduling family events.

(307) 555-0127

d.brown@goldenhaven.care

IJ

Isabelle James

CONCIERGE

Handles resident amenity requests and family communications with professionalism and genuine care.

(307) 555-0128

ijames@goldenhaven.care

KM

Kevin Moya

CONCIERGE

Dedicated to creating a resort-like experience, anticipating needs before residents and families even ask.

(307) 555-0129

k.moya@goldenhaven.care

CULINARY

CG

Chef Carlos Gutierrez

KITCHEN DIRECTOR

Trained chef with 20 years of culinary experience, specializing in therapeutic, diet-accommodating menus that nourish, heal, and delight residents every day.

(307) 555-0130

c.gutierrez@goldenhaven.care

NV

Noah Vasquez

SOUS CHEF

Culinary-trained sous chef who brings creativity and warmth to every meal. Noah specializes in comfort food with nutritional precision, crafting dishes residents look forward to daily.

(307) 555-0131

n.vasquez@goldenhaven.care



Golden Haven
ASSISTED LIVING & MEMORY CARE

A warm, compassionate community where seniors live with dignity, purpose, and joy every single day.

QUICK LINKS

- [Our Services](#)
- [Pricing & Plans](#)
- [Full Services Menu](#)
- [Why Choose Us](#)
- [Our Team](#)
- [Schedule a Tour](#)

SERVICES

- [Assisted Living](#)
- [Memory Care](#)
- [Respite Care](#)
- [Health & Wellness](#)
- [Veteran Care](#)
- [Pet-Friendly](#)

CONTACT US

1842 Golden Haven Drive
Cheyenne, WY 82001
(307) 555-0100

hello@goldenhaven.care

Mon-Fri 8am-6pm | Sat 9am-4pm
Tours available 7 days a week

