

2026

Customer Experience Award

We're a winner!



**CUSTOMER
EXPERIENCE**

**AWARD
2026**

Awarded by



Activated Insights



February 25, 2026

FOR IMMEDIATE RELEASE

WEL-Life at Kalispell Assisted Living Receives 2026 Customer Experience Award from Activated Insights

KALISPELL – WEL-Life at Kalispell Assisted Living is thrilled to announce that it has received a 2026 Customer Experience Award from Activated Insights, the leading provider of training, recruitment, retention, experience management and recognition tools to improve and grow long-term and post-acute care organizations. This recognizes WEL-Life’s outstanding performance in Overall Satisfaction, Personal Care, Variety of Food/Menu Choices, Quality of Food, Dining Service, Cleanliness, Response to Problems, Dignity and Respect, Communication, Activities, Move-in Process, Individual Needs, Safety and Security, Recommend to Others and Overall Customer Experience and solidifies their position in the top echelon of care providers nationwide.

“It is our pleasure to congratulate WEL-Life at Kalispell for their well-deserved achievement in winning the Customer Experience Award,” said Bud Meadows, Chief Executive Officer of Activated Insights. “It’s wonderful to see the hard work that WEL-Life is putting in to provide high-quality care – their effort isn’t going unnoticed. This award allows them to provide proof of quality to potential new clients and caregivers.”

Qualifying for the Customer Experience Award signifies that WEL-Life has consistently ranked within the top 15 percent of care providers across the nation over the past 12 months. This achievement underscores their unwavering commitment to delivering exceptional experiences to residents and their families.

“This recognition reflects the dedication our team brings every single day,” said Tricia Dortch. “Providing quality care with respect, dignity and kindness isn’t just something we say – it’s how we serve our residents and their families. We are proud of the relationships we build and the trust families place in us.”

Throughout the year 2025, WEL-Life engaged residents and their families in monthly telephone interviews. These conversations included open-ended questions and ratings across various categories. WEL-Life used this feedback to drive continuous improvement in their care.

“We truly value the feedback we receive,” said Dortch. “Listening to our residents and families helps us strengthen what we do well and improve where we can. This award affirms that our team’s commitment to excellence is making a meaningful difference.”

To find out more about WEL-Life at Kalispell’s commitment to excellence, please visit www.wlkalipsell.com or call 406-756-8688.



QUALITY CARE WITH RESPECT, DIGNITY AND KINDNESS

156 Three Mile Drive • Kalispell, MT 59901 p: 406.756.8688 f: 406.756.0095

Customer Experience

Each month, Activated Insights conducts thousands of phone-based satisfaction interviews to residents, patients, and their families to evaluate them on 12–16 service categories. Providers are rated on communication, dignity, safety, food quality, and more. Those who score in the top 15% of each service category earn a Customer Experience Award™. Providers who maintain high scores across multiple categories throughout the year earn a Best-in-Class distinction for their excellent care.



HOW WE DID IT:

- ✓ Committed to providing quality senior care services by listening to and incorporating patient and resident feedback
- ✓ Score in the 85th percentile or above out of 2,700 care providers and 150,000 satisfaction interviews
- ✓ Using service for one quarter to obtain the Customer Experience Award and one calendar year to obtain Best-in-Class



WEL-Life at Kalispell Assisted Living
156 Three Mile Drive
Kalispell, Montana 59901
406-756-8688

We know that trust must be earned.

Customer Experience Award™ and Best-in-Class

What does it mean to be awarded an Activated Insights, Customer Experience Award™?

Activated Insights' Customer Experience Awards are given to providers who excel in providing exceptional customer experiences for their patients and residents.

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What's required to qualify?

- ☑ Must have been using service for at least one quarter to obtain the Customer Experience Award™
- ☑ Must have been using service for over the course of a calendar year to obtain Best-in-Class
- ☑ Must score in the 85th percentile or above
- ☑ Must be committed to providing quality senior living services by listening to and incorporating client feedback



Awarded by:

 **Activated Insights**



Activated Insights
customersupport@activatedinsights.com
877.307.8573 | activatedinsights.com

February 12, 2026

To whom it may concern,

Activated Insights, a nationally recognized customer satisfaction firm, conducted interviews with Wel Life At Kalispell customers over the past year, assessing satisfaction across multiple service aspects.

From the results of these interviews, Activated Insights has determined that Wel Life At Kalispell has qualified for a **Customer Experience Award™** in the following service areas:

- Overall Satisfaction**
- Personal Care**
- Variety of Food/Menu Choices**
- Quality of Food**
- Dining Service**
- Cleanliness**
- Response to Problems**
- Dignity and Respect**
- Communication**
- Activities**
- Move-in Process**
- Individual Needs**
- Safety and Security**
- Recommend to Others**
- Overall Customer Experience**

Earning the Customer Experience Award shows that Wel Life At Kalispell consistently ranks among the top 15% of care providers nationally. This reflects their strong dedication to continuous improvement and exceptional care, securing their position among the top care providers nationwide.

Activated Insights congratulates the staff of Wel Life At Kalispell for this well-deserved honor.

Bud Meadows
CEO
Activated Insights

activatedinsights.com

2026



 **Activated Insights**

CUSTOMER EXPERIENCE AWARD

Activated Insights
recognizes

WEL LIFE AT KALISPELL

for achieving best-in-class
customer satisfaction standards in

OVERALL SATISFACTION

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BUD MEADOWS, CEO

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PERSONAL CARE

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VARIETY OF FOOD/MENU CHOICES

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QUALITY OF FOOD

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DINING SERVICE

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CLEANLINESS

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RESPONSE TO PROBLEMS

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DIGNITY AND RESPECT

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COMMUNICATION

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ACTIVITIES

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MOVE-IN PROCESS

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INDIVIDUAL NEEDS

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SAFETY AND SECURITY

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RECOMMEND TO OTHERS



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OVERALL CUSTOMER EXPERIENCE

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