



**MIDWEST MECHANICAL
GROUP**

Assisted Living Centers/Facilities

Making Assisted Living Feel Like Home



For nearly one million Americans, saying “home is the where the heart is” means assisted living centers and facilities. Delivering quality and comfort to residents that promotes health, dignity, autonomy and quality of life are the key elements that facility owners and administrators need to achieve business success. Failure to do so could prove costly both in terms of income and reputation.

Retiring the Retirement Cliché

Owners and administrators of assisted living centers and facilities recognize that the current mature population is much different from that of only a few years ago. Today’s centers offer advantages through the opportunity for activities, socialization and community dining, while residents retain privacy in their own space. Individuals can even choose the level of help they need from within the suite of services that the facility offers. With this more active lifestyle comes the need for efficient facility performance, including mechanical systems. Midwest Mechanical Group (MMG) has successfully worked with some of the area’s finest assisted living centers and facilities to ensure the same comforts usually found at home are there as well.

Inviting Your Residents to Leave, Courtesy of Poor Maintenance

Imagine the thought of having to relocate your residents because of poor temperature control and the resulting emotional and business impact. Since regulation exists to address this event, it can become a very real possibility¹. A variety of plan options can be tailored to your specific needs for preventive measures, repair and maintenance history tracking and guaranteed

response time. The implementation of a Full Service Agreement (FSA) can produce measurable results, including;

- Higher resident satisfaction, reduced likelihood of mandatory relocation of residents
- Assistance with solutions that support compliance with IDPH regulation
- Improved financial performance by reducing owning and operating costs
- Controlled budget
- Guaranteed Fixed Price
- Extended Equipment Life

Caring Like You Care

Midwest Mechanical Group believes that to produce great service output in the service of your assisted living center/facility, we need a great source of input.

Our Customer CARE Program is a formal, customer-centered process that allows us to provide a higher level of service and performance based on our customers’ feedback through three structured steps.

- A postage-paid customer response card is provided on-site by our technicians after service is provided.
- Our Customer Service Representatives will call each of our maintenance agreement customers annually and assure satisfaction.
- Our Customer CARE Representative will personally visit each of our maintenance customers annually to measure their satisfaction.

¹ Illinois Department of Public Health, Assisted Living and Shared Housing Establishment Code Section 295.2040, Subsection 295.2040.b), Subsection 295.2040.b)1)c) and Subsection 295.2040.b)1)d).



**Call us for a complimentary consultation
at 630.850.2300**

Visit us at www.midwestmech.com

Midwest Mechanical Group looks forward to helping your facility's mechanical systems operate at their best.

- Full Service Agreements
- Preventive Maintenance Agreements
- 24 Hour/Day Emergency Service
- Special Project Construction Services
- Retrofit Capabilities
- Equipment / System Analyses