

2026

Customer Experience Award

**We're a winner!**

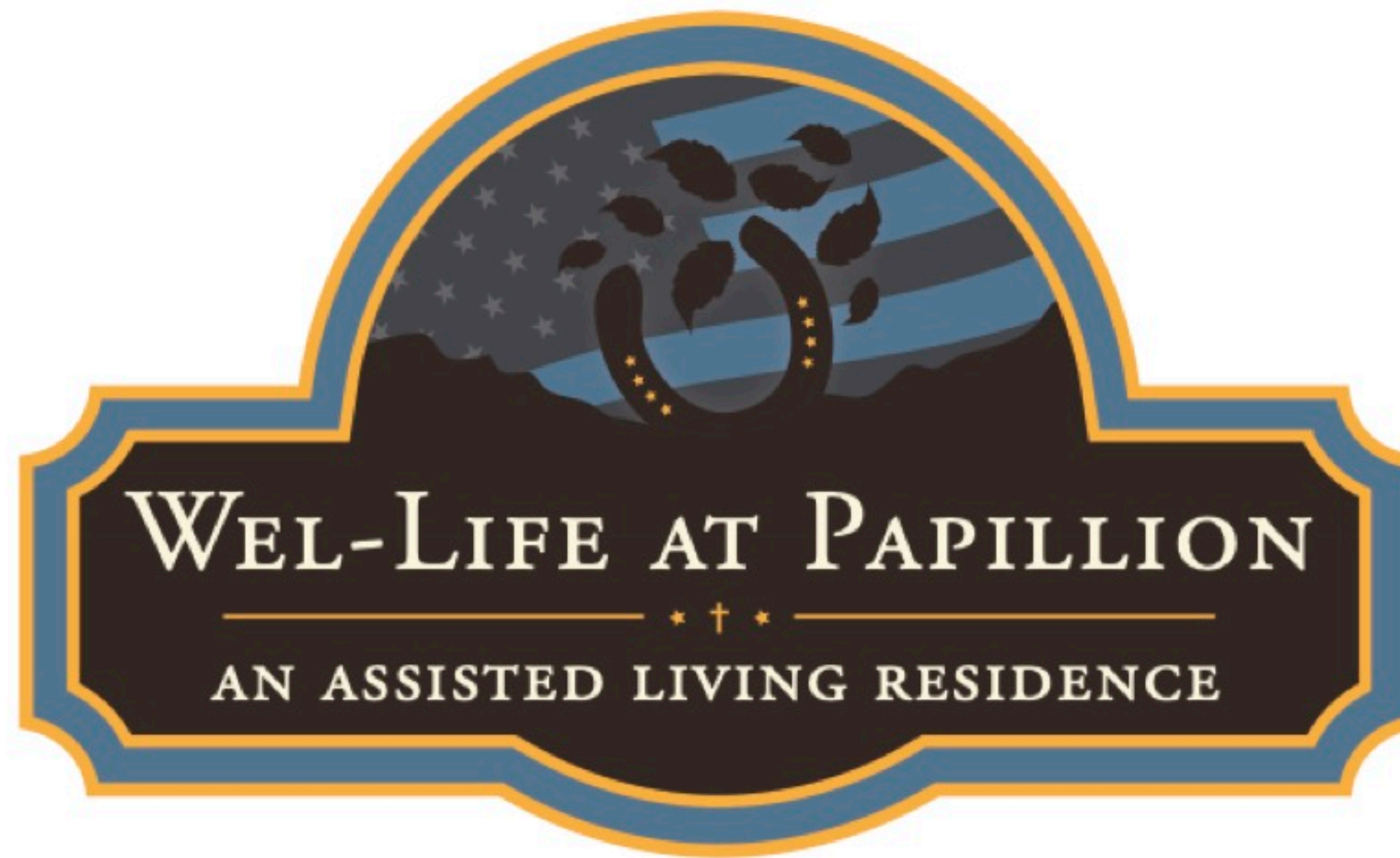


**CUSTOMER  
EXPERIENCE**

**AWARD  
2026**

Awarded by

 **Activated Insights**



February 26, 2026

## FOR IMMEDIATE RELEASE

### **WEL-Life at Papillion Assisted Living Receives 2026 Customer Experience Award from Activated Insights**

PAPILLION – WEL-Life at Papillion Assisted Living is proud 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 Cleanliness and Activities and places the community among the top care providers nationwide.

“It is our pleasure to congratulate WEL-Life at Papillion 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 commitment to delivering exceptional experiences to residents and their families.

“We are incredibly proud of our team for earning this recognition,” said Paula Fandry, Executive Director. “A clean, welcoming environment sets the tone for everything we do, and meaningful activities keep our residents engaged and connected. Our staff works diligently each day to create a community that feels both comfortable and vibrant.”

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 guide improvements and strengthen the overall experience within the community.

“We listen closely to what our residents and families share with us,” said Fandry. “Their feedback helps us maintain high standards in cleanliness and continually enhance the activities that make daily life enjoyable and fulfilling.”

To find out more about WEL-Life at Papillion’s commitment to excellence, please visit [www.wlpapillion.com](http://www.wlpapillion.com) or call 402-339-1775.



QUALITY CARE WITH RESPECT, DIGNITY AND KINDNESS

801 North Adams Street • Papillion, NE 68046 [www.wlpapillion.com](http://www.wlpapillion.com) p: 402.339.1775 f: 402.932.0083

# 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 Papillion Assisted Living  
801 North Adams Street  
Papillion, Nebraska 68046  
**402-339-1775**

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**  
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**February 12, 2026**

To whom it may concern,

Activated Insights, a nationally recognized customer satisfaction firm, conducted interviews with Wel Life At Papillion 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 Papillion has qualified for a **Customer Experience Award™** in the following service areas:

**Cleanliness  
Activities**

Earning the Customer Experience Award shows that Wel Life At Papillion 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 Papillion for this well-deserved honor.

**Bud Meadows**  
CEO  
Activated Insights

2026



 **Activated Insights**

## CUSTOMER EXPERIENCE AWARD

Activated Insights  
recognizes

### WEL LIFE AT PAPILLION

for achieving best-in-class  
customer satisfaction standards in

### CLEANLINESS

A handwritten signature in black ink, appearing to read "BOW" with a long horizontal stroke extending to the right.

BUD MEADOWS, CEO

2026



 **Activated Insights**

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### ACTIVITIES

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BUD MEADOWS, CEO