



# EAGLE: Faith-Based Commitment to Excellence



*“Brio Living Services was built on a cornerstone of faith, and we live out that faith each day in the care and services we provide for older adults and their families, as well as our team members. EAGLE accreditation offers a faith-based distinction that sets us apart among other U.S. senior living agencies.”*

~Steve Fetyko, President and CEO, Brio Living Services

**EAGLE, or Educational Assessment Guidelines Leading toward Excellence**, is the only faith-based accrediting body in the world and focuses on ministries of older adults and children. EAGLE recognizes organizations that voluntarily go beyond the minimum requirements of licensure to improve operational strategies and outcomes. EAGLE challenges organizations to “soar above the competition while living their faith values.”

Our organization first earned EAGLE accreditation in 2016 from what is now the Methodist Ministries Network. In April 2024, Brio Living Services hosted a four-person EAGLE peer review team which spent three days visiting many of Brio’s campuses. Brio earned EAGLE reaccreditation with commendation, the highest possible level. Brio received twenty commendations from the EAGLE Accreditation Commission, with just one opportunity for improvement. This speaks to the great work of our team members and the organization. One EAGLE Commissioner stated, “Brio certainly is the gold standard!”

[Read our Press Release about EAGLE here!](#)

**Brio Living Services is one of just 8 EAGLE-accredited senior living organizations nationwide, and the only one in Michigan.**

This rigorous self-assessment and peer-reviewed accreditation process takes a holistic view of the entire organization and contains built-in methods to help organizations constantly strive for excellence.

## **EAGLE ACCREDITATION IS BASED ON 10 PRINCIPLES:**

- 1. Faith Foundation:** Organization should demonstrate a strong commitment to its Christian orientation, ensuring that its mission, vision, and values statements guide its operations, and that its actions reflect its Christian heritage and values in all aspects of its work.
- 2. Holistic Delivery of Care and Services:** Organization responds to individual needs of residents by providing holistic care that addresses physical, social, emotional, environmental, intellectual, vocational, and spiritual well-being.

(continued)

MyBrio.org

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3. **Community Engagement:** Organization demonstrates commitment to involvement and collaboration with the local community and its organizations, as well as tracks the impact of these actions.
4. **Governance and Leadership:** Organization ensures the presence of a governing body that is actively engaged, supportive, efficient, and dedicated to continual improvement aligned with the organization's mission and purpose.
5. **Performance Measurement:** Organization must meet regulatory standards, communicate and enforce compliance procedures, provide channels for reporting misconduct, offer education and training, regularly review compliance reports, and maintain a corporate compliance program with a designated officer.
6. **Workforce:** Organization should maintain regulatory compliance, implement effective recruitment and hiring processes, ensure fair compensation and employee benefits, track and support license / certification renewal, promote a culture of wellness and work-life balance, establish a comprehensive performance management system, prioritize diversity, equity, and inclusion, maintain workplace health and safety programs, foster open communication and staff engagement, track HR metrics and trends, and effectively manage volunteers.
7. **Physical Resource Management:** Organization should ensure compliance with regulations, maintain proper vehicle and equipment management, develop and review emergency plans, promote environmental stewardship, provide accessible facilities, and regularly evaluate facility and equipment needs.
8. **Finance and Risk Management:** Organization should prioritize regulatory compliance, financial accountability, risk management, and transparency in order to ensure sound governance, effective resource management, and the provision of quality services to stakeholders.
9. **Technology:** Organization should establish a robust IT governance framework, integrating IT needs into strategic planning and budgeting, ensuring compliance with regulations, evaluating and enhancing system reliability, providing adequate support, and fostering data security, all while actively addressing cyber threats and maintaining business continuity.
10. **Marketing and Fundraising:** Organization should have a comprehensive and well-executed marketing and fundraising strategy, supported by qualified team members, effective communication channels, integration of its faith-based foundation, and adherence to policies ensuring donor confidentiality and ethical practices.

For more information about EAGLE accreditation, please visit the [EAGLE Website](#). You can also view a detailed infographic about EAGLE accredited organizations [here](#).

