

Resident & Family Frequently Asked Questions: Trilogy Transition

Q: How did Trilogy Health Services become involved with Kingston?

A: Our organization is entering an exciting new chapter with a planned transition to Trilogy Health Services, a highly respected senior living provider. This step reflects a thoughtful succession plan led by our CEO and President, George Rumman, after nearly 40 years of visionary leadership and dedicated service to our residents and employees. Because of Kingston's strength and success, we had the rare privilege of choosing our partner, a choice not often available in transitions like this. After careful consideration of several interested organizations, George selected Trilogy, led by CEO Leigh Ann Barney, as the partner who most closely shared our values and approach to care.

Q: Why Trilogy?

A: We chose this organization because of its deep alignment with our core values, especially its unwavering commitment to putting people first. Their strong reputation for creating supportive environments and investing in their teams gave us confidence that our employees will continue to thrive, and most importantly, that our residents will remain at the heart of every decision.

This partnership is about more than business; it's about enhancing the care we provide. With shared values and a people-centered approach, we're excited about the opportunities ahead to strengthen our services, support our teams, and continue delivering exceptional care to those who depend on us every day.

Q: What is the timeline of this transition?

A: This transition will take place in phases, with the official handoff scheduled for December. Our top priority is to ensure a smooth process with no disruptions for employees or residents as we approach the holiday season and year-end. Throughout this transition, our goal is to learn from one another, strengthen our partnership, and bring together the best of both organizations to put into practice.

Q: What is changing in December?

A: In December, the only change you'll notice is the opportunity to meet new people. You'll see new faces around the building as they learn about the success we've achieved over the years and connect with the teams who made it possible. During this time, our focus will be on building relationships, setting clear timelines, and thoughtfully planning how to best integrate our employees and residents into the Trilogy structure.

Q: When will I get to meet the Trilogy team?

A: Date and time for your location will be announced soon.

Q: Will my rent or cost change under this transition?

A: Like Kingston, Trilogy reviews resident rates annually. Kingston will continue to lead this process through 2026 to avoid any disruptions for our residents and families. Trilogy will not implement an additional rate increase during this transition but will assume responsibility for this process in future years.

Q: Will there be changes to services or amenities?

A: Over time, Trilogy may introduce new programs, services, or amenities that align with their best practices and enhance the resident experience. Trilogy has a wonderful reputation and well-defined service standards that are among the best in the industry, and we will get to be a part of that. Any changes will be communicated in advance and implemented with resident well-being as the top priority.

Q: Will my loved one need to move or change rooms?

A: No. There are no plans to relocate residents or change their living arrangements as part of this transition.

Q: Will the staff we know and trust still be here?

A: Yes. One of the most important goals of this transition is to maintain continuity of care. The dedicated team members who care for your loved ones are expected to remain in place, and Trilogy is committed to supporting and retaining our valued staff.

Q: Will there be new leadership or management?

A: Some leadership roles may evolve as we integrate with Trilogy, but the focus will remain on stability and continuity. Any changes will be made thoughtfully and with transparency.

Q: How will this affect my loved one's daily life?

A: Daily routines, care plans, and activities will continue as usual. Our goal is to make this transition as smooth and seamless as possible for residents and families.

Q: Will there be opportunities to ask questions or share concerns?

A: Absolutely. We will host family meetings and provide regular updates throughout the transition. You are always welcome to reach out to our leadership team with any questions or concerns.

Q: Will billing or payment processes change?

A: There may be some administrative updates in the future, but we will communicate any changes clearly and well in advance. For now, all billing and payment processes remain the same.

Q: What will happen to the Kingston name?

A: Trilogy recognizes the strength of our brand and is committed to continuing the Kingston name. Our legacy will carry on, with each campus retaining the Kingston brand with "A Trilogy Community" shown below it, combining the best of both worlds.