



MorningStar Senior Living elevates resident care with Zello

50%

faster emergency
coordination

30%

faster response to
resident requests

200 steps

saved daily per
staff member

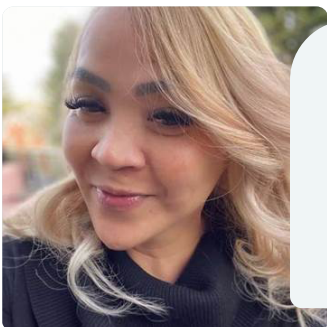
Results based on Sr. Executive
Director's testimony

Enhancing safety and care in senior living with instant communication

MorningStar Senior Living operates 41 senior care communities across 11 states, committed to delivering safe, efficient, and compassionate care. Staff previously relied on personal cell phones and handheld radios to communicate across departments — tools that often slowed coordination and created friction in daily workflows.

Zello replaced those fragmented tools with one push-to-talk solution that enables instant, reliable communication across caregiving, dining, and maintenance teams. Most critically, Zello enhanced MorningStar's emergency preparedness. Senior Executive Director, Tiana Jackson reports that coordination during drills and real events, such as fire alarms, is now 50% faster — helping teams act quickly and confidently across large communities.

Zello has improved response time to resident requests by an estimated 30%, and saves staff roughly 200 steps per day, reducing fatigue and freeing up time for higher-touch care, according to Jackson. With Zello, MorningStar empowers staff to move with clarity and speed, while reinforcing its high standards for safety and care.



“Zello is our main communication tool for drills and emergency events. It ensures everyone knows their role and can act fast.”

Tiana Jackson

Senior Executive Director at MorningStar Senior Living

How MorningStar uses Zello

Staff across MorningStar communities — including caregivers, nurses, maintenance, and kitchen teams — use Zello to coordinate daily care, services, and support in real time. Teams rely on Zello to handle meal prep requests, maintenance needs, medication delivery, resident check-ins, and shift changes without delay.

For drills and real emergencies, Zello enables immediate coordination across teams and buildings. With dedicated role-based channels, staff can confirm resident safety, update task status, and stay in sync throughout an event — without repeating calls or backtracking through hallways.

Jackson says this clarity has become part of MorningStar's daily rhythm. What once required multiple steps or tools now happens with a single message — keeping everyone aligned and every resident supported.



Why Zello

- ✓ Faster assistance in emergencies and everyday care
- ✓ Rapid onboarding for new staff
- ✓ Secure and HIPAA-aligned
- ✓ Flexible channels for role-specific communication

Modern communication, from day one

Morningstar replaced outdated tools like personal phones and handheld radios with Zello's real-time voice app. Staff can instantly send, receive, and replay messages — ensuring smoother handoffs, clearer communication, and less room for missteps. New staff are up and running quickly. In a high-turnover industry, ease of training is critical. According to Dominic Roca, "Zello has strengthened how our teams communicate from day one. It supports faster coordination, smoother onboarding, and helps ensure every department is aligned in delivering safe, responsive care."

Zello also offers discreet text messaging, supporting HIPAA-sensitive coordination across teams. With reliable, intuitive communication, Morningstar equips its staff to provide excellent care from the very first shift.

About Zello

Zello is a voice-first communication platform, powered by proprietary industry-leading push-to-talk technology, built to improve collaboration and productivity for the mobile workforce. With more than 180 million users registered worldwide and 99.99% uptime, Zello is simple to use, integrate, and manage, connecting frontline and operations teams with one touch to solve problems, manage exceptions and collaborate more efficiently. Zello is recognized as one of the most reliable communication tools for mobile workers by The Wall Street Journal, New York Times, CBS, CNBC, USA Today, and TechCrunch. Visit zello.com for more information or contact sales@zello.com