

Governing Agentic AI in Senior Housing & Care

As AI agents take on more consequential care and operational work, evidence, operator-defined authority, oversight and accountability must stay aligned.

Authority should be earned through evidence and kept through demonstrated performance.

Coherence before intelligence.

When systems disagree, the operator governs.

SeniorCRE is designed to establish an Operator-Controlled Operating Record (the Governing Record) that preserves source evidence, operator-defined authority and decision lineage, so any agent works from governed truth.

The Six Controls for Governed AI

EXHIBIT 1

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| 1 Shared definitions
One meaning for each metric across communities, teams and systems. | 2 Source authority
The operator decides in advance which source governs which fact. | 3 Reconciliation
Disagreements are surfaced and resolved, never averaged away. |
| 4 Decision lineage
Evidence, rule applied and approver are preserved for every output. | 5 Human authority
A named role approves consequential actions, with defined escalation. | 6 Repeatability
The same governed process, consistently, across communities and months. |

Source: SeniorCRE, The Institutional Operator and The Institutional Owner (seniorcre.com).

The Operator Authority Chain™

EXHIBIT 2



OPERATOR AUTHORITY SPANS THE WHOLE PATH

Governance is not a layer added after automation. The operator holds authority from the first data point to the final action, and every step leaves lineage behind it.

The Permission Ladder

EXHIBIT 3

Inform Design posture Surfaces evidence and disagreement.	Recommend Design posture Proposes; a named role approves.	Decide Operator-authorized only Chooses within a rule; a human can override.	Act Operator-authorized only Executes within granted scope.
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SeniorCRE agents are designed to be read-only and human-approved: they inform and recommend. Deciding and acting are granted only by the operator, function by function, as evidence accumulates. Higher consequence plus higher autonomy requires stronger evidence. Medication administration is outside agent scope.

Accountability Follows Authority

EXHIBIT 4

Responsibility tracks authority, knowledge of risk and the ability to prevent harm.

Operator (primary) Sets authority; owns decisions and the operating record.	Owner Sets the standard, not the system.	Community leadership Applies authority locally; owns escalation.
Care team and clinician Holds clinical judgment, care plans and medication.	Technology provider Works within granted scope; preserves evidence; discloses limits.	Residents and families The resident owns the story; the operator owns its operations.

Why This Matters for Operators and Owners

1 Liability and accountability Authority, responsibility and accountability for every decision and outcome stay aligned and documented.	2 Operational authority and oversight Clarity on what AI may do, under which conditions, and which person approves it.	3 Regulation and evidence Evidence of safety, performance and conditions of use that holds up to scrutiny.
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SeniorCRE

Governance first. Intelligence second. Execution last.
Your systems disagree. Who decides which number governs?