



# Welcoming a New Resident

## Manager Responsibilities

- Visit the Resident the First Day of Admission or Next Business Day
- Establish a Connection
  - Introduce Yourself and Explain Your Role
  - Provide Your Business Card and Explain How to Reach You and Where to Find Your Office
  - Spend Some Time Getting to Know the Resident and Family Members
  - Identify Two Areas of Interest/Things They Like to Talk About – Take Notes for Future Reference
  - Plan to Connect with the Family At Least Monthly – Find Out the Best Time to Reach Them and Their Preferred Method of Communication (e.g., phone, text, email)
- Ask a Resident to Be the New Resident’s Buddy for the First Few Weeks (Determine Which Residents Like to be Buddies and Provide Training on Supporting a New Resident)
- Stop-In Daily and See the Resident for the First Two Weeks – Note New Conversation Points on the 24-Hour Report/Resident Communication Log
- Update the Family Weekly for the First Six Weeks (or Other Agreed Upon Time Frame) on Resident Status

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