

Personal Connections



New Resident

- Introduce Yourself and Your Title (Repeat as Many Times as Needed Until the Resident Knows Your Name)
- Use Your Name in Conversation to Help People Remember Your Name
- Learn How to Correctly Pronounce the Resident and Family Member's First and Last Name
- Use Resident and Family Names Regularly in Conversation
- Call the Resident and Family Members by Their Preferred Name and Pronouns
- Learn What Residents Like to Talk About (Note this on the Communication Log, 24-Hour Report, etc.)
- Purposely Learn Their Preferences and Share with Others (e.g., They Like to Freshen Up with a Warm Washcloth Before Meals)
- Leave a Welcome Note in Their Room

Greetings/Connections/Conversation

- **Be Intentional About Greetings**
 - Smile, Put a Twinkle in Your Eye, Practice Voice Exclamation (A Little Added Excitement)
 - Good Morning (Person's Name) – So Nice to See You!
 - Mary, You Are Looking Fabulous Today, Your New Nail Polish Looks Wonderful!
- **Use Positive Messaging**
 - "Thank You for Waiting, How May I Help?"
 - "It's My Pleasure"
 - "Great Question"
 - "Thank You for Reminding Me"
 - "(Family Member Name), Your Dad is Always So Excited When You Come to Visit"
 - "What Else Can I Do to Help You Feel More Comfortable?"
 - "Joe, Would You Like to go Back to Your Room Now?"
- **Express Interest**
 - "Hi (Person's Name)– Tell me About Your Day Today"
 - "I Enjoy Hearing About Your Time in the Armed Forces. Thank You for Your Service."
 - "You Have Great Stories About Growing Up in Minnesota. I Learn So Much from You"
- **Be an Active Listener**
 - "Let Me Make Sure That I Understand"
 - "Please Tell Me More About..." (Be Specific)
 - Use Positive Body Language (e.g., Head Nodding, Eye Contact)

Touch Points with Residents, Family Members and Co-Workers

- **Make a Difference**
 - Practice Kindness, Respect, Patience, Engagement and Active Listening
 - Make Someone's Day – Smile, Gentle Touch, Make Eye Contact, Bring Them a Cup of Coffee, Spend a Few Extra Minutes Visiting with Them, Hold Their Hand for a Minute
 - Ask Them About Something They Like to Talk About
 - Remember Something They Shared with You Recently and Ask About What Happened – “Did Your Grandson Enjoy His Football Game?”
 - Be Informed about Local Events That People Like to Talk About – (e.g., Sports Teams, Crops, Weather, New Construction, Events Within the Facility)
 - Hold A Door, Help Someone with Their Coat, Offer to Carry Something, Walk with The Person When Providing Directions, Stand to Meet Someone
- **Show Appreciation**
 - “I Enjoy Taking Care of Your Grandma, She Has Such a Special Smile”
 - Jessica, Thank You for Coming to Help Barbara (Resident Requiring a Two-Person Transfer) and Me, We Appreciate You!
 - Speak Positively About the Organization and Your Co-Workers, Let People Know that Your Senior Community is a Great Place for People to Live and to Work
- **Be Responsive**
 - Respond to Requests for Assistance in a Timely Manner
 - Return at the Stated Time, “I’ll be back in 10 minutes”
 - Facilitate Complete Hand-Off of Resident Information During Transitions in Care

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