

# 12 Ways We Help New Residents Transition To Heritage

## OVERVIEW

- Welcome Sign at Front Bulletin Board
  - Helps residents meet others with common interests*
- Invitations to Activities
  - Front desk & activities employees reach out*
- Ambassadors
  - Current residents reach out to new residents*
- Welcome Party
  - We have a monthly party to welcome new residents*
- Escorts around building by Aides
  - Aides help new residents to meals & activities until they learn their way*
- Orientation
  - All Nurses, Aides and Managers stop by to meet each new resident, one on one*
- “Business Cards”
  - *To send to friends with new address & phone #*
- Welcome Bag / Basket
- Resident Handbook
- Instructions on How to Phone the Front Desk
- History & Leisure Interest Form
  - *Helps us integrate new residents into activities*
- Guest Meal Passes
  - Invite friends to dine for free during 1<sup>st</sup> few weeks*
- Small Community Size
  - *We easily personalize resident experiences & integrate them into the dining room & activities*

## EXAMPLES

**Front Desk & Activities Staff**  
Will Help You Find What You Need



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HERITAGE AT FRAMINGHAM



“Business Card”  
Update friends on new address

## Welcome Parties & Ambassadors



## Welcome Sign

**WELCOME OUR NEW RESIDENT BRENDA LEE!**

**INTERESTS:** Brenda is a big music buff!  
**APARTMENT:** Brenda is in apartment 362 near Joe & Susan  
**BACKGROUND:** Brenda lived in Framingham many years. She traveled and worked as far away as Africa- in the CARE program. She was also involved with the Marlborough Historical Society and wrote a book on the history of Marlborough shoe factories .