



Creating a Comfort Experience-CHECKLIST

Keep providing the wonderful care to your residents that you are doing! Use this list to check in on your residents, their families, and your co-workers. Everyone is anxious and nervous (and some of your residents may even be a little bored!). What soft skills are you utilizing to make everyone you come into contact with FEEL valued and appreciated during this time? This creates a "Comfort Experience" for everyone.

During this time remember these words...

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou

WWW.BOBACANOVSKY.COM

We love our residents and our staff and show that by providing...

● **Peace of Mind**

- ☐ We are connecting with the families of your residents and staff, just to let them know their loved ones are safe.
- ☐ We are making it easy for the family members to connect with us – whether by phone, text, email.
- ☐ We are using or looking at technology as a way to keep families and loved ones connected.
- ☐ Family members know that they contact any of our Leadership Team at any time to talk.

● **Engagement**

- ☐ We are keeping arts and crafts going for our residents, even if it is things they can do in their apartment.
- ☐ We are keeping their minds sharp by dropping off word searches, crossword puzzles, and brain games.
- ☐ We are asking for their ideas and suggestions on what they would like to do for fun! From both our residents and our staff. And giving them credit for it!
- ☐ We are making sure that members of our Leadership Team are dropping by to check on our residents and just as important, our staff. These visits go a long way.

● **Communication**

- ☐ We know people are a little nervous, we feel that as well. They want to talk to us and we make a point to practice "Active Listening" and truly make sure we are present in every conversation.
- ☐ We are communicating on a timely basis so that everyone knows what is happening in our community.
- ☐ We are compassionate and make sure not to rush to judgment when communicating with staff, families, or residents.



Bob Pacanovsky – The Black Tie Experience

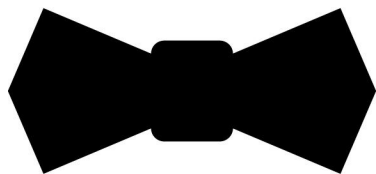
330.352.6084 ♦ Bob@BobPacanovsky.com ♦ www.BobPacanovsky.com

● **WOW!**

- ☐ If possible, we are creating WOW and fun moments for our residents during this time! Celebrating anniversaries of when residents moved in, themed meals that are delivered to their apartments, surprising them with treats, or small gifts, or maybe one of our homemade desserts...just because! Whatever it is, it's random, unexpected, and makes them go WOW! (lowered)!
- ☐ Follow the same directions above for our staff.

● **Appreciation** *(geared towards your staff)*

- ☐ Handwritten notes of appreciation and encouragement by both supervisor and leadership. They are impactful.
- ☐ Appreciating team members in front of residents and other employees. And as an added bonus, ask your residents for their positive feedback about the staff and share those with your entire staff.
- ☐ Highlighting staff in your community newsletter- that is not just sent to residents, but their families!
- ☐ Send home extra meals with your staff for their families. Give them a break one night from cooking!
- ☐ Providing something "BIG" for having your staff recruit new employees- maybe a paid day off, entry into a BIG prize drawing, gas or gift cards, you name it!



Remember, all of these ideas revolve around creating a "Comfort Experience"- making people FEEL more cared for, valued and special than ever before.

Bob Pacanovsky helps companies focus on the power of hospitality, that missing link that will take their mindset on customer service, leadership, and organizational culture from "just good enough" to "Black Tie"!



Bob Pacanovsky – The Black Tie Experience

330.352.6084 ♦ Bob@BobPacanovsky.com ♦ www.BobPacanovsky.com