

# Assisted Living Quickstart Series: Delivering the Resident Experience



## Results

Speed new hire  
time to productivity

Create empathy  
and pride

Builds skills on which  
stellar satisfaction  
results depend

## Challenge

Turnover is a constant challenge, and new hires may be completely unprepared to work in senior care.

## Opportunity

The customer satisfaction results upon which you depend are tied directly to the application of a hospitality culture that only well-trained staff can provide.

## Solution

The Assisted Living Quickstart Series from Redilearning introduces new team members to the unique world of assisted living, builds hospitality skills, and drives productivity quickly.

Feature	Benefits
Exclusively for Assisted Living	<ul style="list-style-type: none"><li>• Incorporates best practices for front-line staff to be keenly tuned in to special needs.</li></ul>
Crisply written	<ul style="list-style-type: none"><li>• Easily grasped by any front line team member in short, 30-minute courses</li><li>• Developed by experts using plain language for care staff, housekeeping, dining – anyone that interacts with residents and families</li></ul>
Real-world scenarios	<ul style="list-style-type: none"><li>• Prompts users to interact with the program, for an engaging learning experience</li><li>• Builds empathy for loved ones and their experience before coming to your community</li></ul>
Recurring cast of characters	<ul style="list-style-type: none"><li>• Brings courses to life</li></ul>
Key messages	<ul style="list-style-type: none"><li>• Builds pride and appreciation for peers, residents, families, and a hospitality culture</li></ul>
Sample topics	<ul style="list-style-type: none"><li>• Wellness</li><li>• Quality</li><li>• Customer service</li><li>• Family dynamics</li><li>• Aging sensitivity</li><li>• Building and supporting activities programs</li></ul>

Getting the right resources to the right people at the right time—and tracking the results—has never been easier.

“A perfect way to emphasize to those new to assisted living the importance of a hospitality culture when serving residents and families.”

Jan Wilson, Vice President,  
Learning Design & Outcomes  
Redilearning Corp.