

Solstice

NEW RESIDENT ORIENTATION

Each department head should initial by each bullet point in their section. **Sales** should generate the document and then pass to the Executive Director. **Executive Directors** should sign and date at the bottom for each new resident.

Resident Name: _____

Move-in Date: _____ **Apartment #:** _____

SALES

- ____ • Shares agreed-upon rent and LOC rate with ED
- ____ • Completes concession addendum, if applicable
- ____ • Confirms move-in time with family and shares with department head team
- ____ • Shares new move-in name on a nice "New Move-In" flyer above the time clock for all the staff to see
- ____ • Story of a Lifetime form has been completed for DOC prior to move-in
- ____ • Sets date and invitation list for their housewarming party

EXECUTIVE DIRECTOR

- ____ • Call to schedule contract signing
- ____ • Agreement has been signed and all checks received
- ____ • Provides all keys to the apartment and to family members
- ____ • Sets up pendant and tests
- ____ • Welcomes the resident and family at the front door of the community upon arrival
- ____ • Confirms that concierge has created and placed welcome sign prior to arrival time
- ____ • Attends ribbon-cutting ceremony
- ____ • Confirms that all department heads are completing all their assigned tasks for a successful first impression for all new residents and that the small things are not missed

CELEBRATIONS

- ____ • Prior to the ribbon-cutting, Celebrations staff will place gifts in the resident's apartment, such as candy jar filled with goodies, t-shirts and other items personalized to the resident
- ____ • Gather staff and residents (welcoming committee) to greet the new resident at their apartment
- ____ • Hang red ribbon on the door and host a ribbon-cutting ceremony for the resident and their family members upon arrival to the community (with oversized scissors)
- ____ • Cheer the resident on and welcome them to their new home (take lots of pictures and videos - good for marketing)
- ____ • Give the new resident a copy of the monthly calendar and encourage them to join activities after getting settled in
- ____ • Assist sales in organizing their housewarming party with 10 of their friends in the first month of move-in
- ____ • New residents chart added to the emergency binder on the bus/van
- ____ • Set up Ambassador Club celebration in lobby - champagne/sparkling drink toast in lobby
- ____ • Monthly "New Resident Reception" for all new residents to get to know new residents
- ____ • Take picture and distribute to med room, activities, etc.



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BUILDING SERVICES DIRECTOR

- • Walk through with DSM to ensure apartment is rent-ready prior to move-in
- • Confirms that all items are placed within apartment as desired: TV on wall, shelving in closet, etc.
- • Confirms correct keys and gives to Executive Director

BUSINESS OFFICE DIRECTOR

- • Processes all checks and confirms that they will appear on the ADC on their specific day of taking financial possession
- • Organizes their agreement and additional paperwork copies: license, POA forms, living will forms, identification
- • Resident name on placard outside apartment
- • Reviews BOD's New Resident Checklist

DIRECTOR OF CULINARY SERVICES

- • Meets with resident within first 24 hours to hear their likes and dislikes in dining
- • Takes a special treat from the kitchen to welcome them to their new home

Executive Director

Date