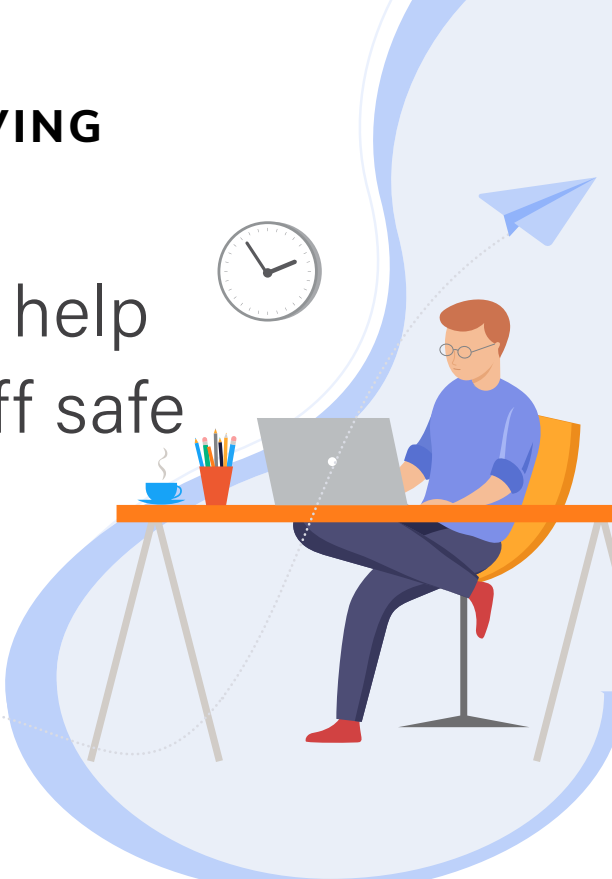# SOCIAL DISTANCING IN SENIOR LIVING

Simple ways RENT*Café* can help keep your residents and staff safe

With the outbreak of COVID-19, senior living providers must support their residents while minimizing exposure. Take advantage of these RENTCafé features to slow the spread.

Effective communication

Residents and their loved ones can stay connected through the RENTCafé Senior Living online portal.

>50% of family members would like more timely communication from communities.[1]

SMS ALERTS
Have residents and family members opt in to receive texts.

MASS EMAIL
Send emails out from the company or community level.

ANNOUNCEMENTS
Generate a pop-up after someone signs in to the online portal.

BULLETIN BOARD
Let residents, family members and staff post comments.

COMMUNITY CONTACTS
Communicate directly with care staff at the community.*

*This is an optional setting.

Health information

Health records from Yardi EHR are available in real time within RENTCafé Senior Living.

People with long-term health problems say that online portals:

89% Enable better access to health information.

81% Help them get answers faster.

81% Strengthen relationships with providers.[2]

Residents and loved ones can:

QUICKLY VIEW RECORDS.
▸ Diagnoses
▸ Medication orders
▸ Vital signs

SECURELY TALK TO NURSING STAFF.
Secure messaging can reduce email and phone tag by **80%**.[3]

UPLOAD USEFUL DOCUMENTS.
▸ Doctor's notes
▸ Test results
▸ Medical POA

Resident services

RENTCafé Senior Living lets residents and family members handle common tasks online and on mobile.

BILLPAY
Enable recurring or one time online payments.

MAINTENANCE
Take requests through a form you can customize to set expectations:

"Please note, we are only handling emergency work orders."

DEBIT CARD
CREDIT CARD
ACH PAY
CUSTOM FORM

Community websites

Prospects can learn what they need to know to make the decision through RENT*Café* websites.

79% of operators have seen no significant changes in move-outs or occupancy so far. Over **20%** have reported increased occupancy.[4]

NUDGE MARKETING
Repurpose pop-ups to inform visitors of updated protocols.

BANNERS
Capture attention and direct visitors to more information.

CUSTOM PAGES
Create a full FAQ page about your COVID-19 response.

VIRTUAL TOURS
Upload photos, embed videos and enable 360° walkthroughs.
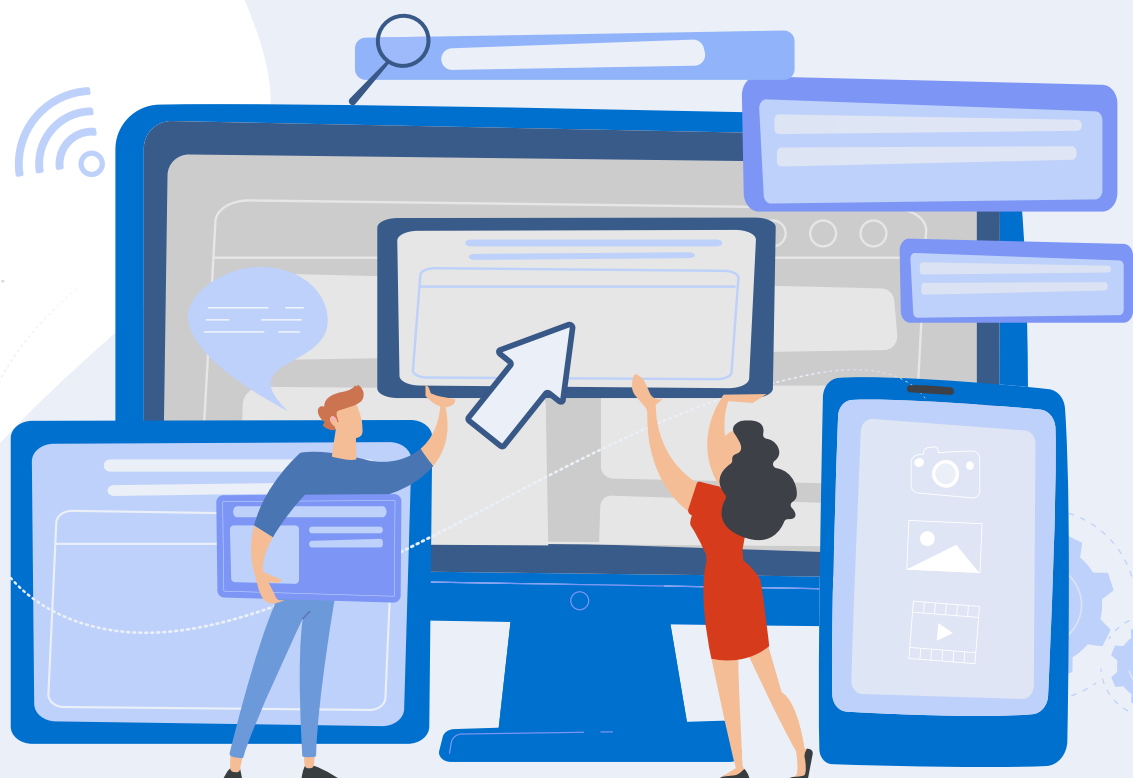
Learn how to get started

Visit Client Central for quick tutorials on setting up these RENTCafé features.

WATCH COVID-19 VIDEOS

SOURCES
1. McKnight's Senior Living
2. Primary Care Collaborative
3. HIPAA Journal
4. Seniors Housing Business

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