



STAYING CONNECTED

How Yardi solutions can help during social distancing

During these uncertain times, communicating openly goes a long way towards reducing fear and building trust. Here are a few simple ways that you can use Yardi tools already available to you to empower connections and prevent disruption.



COMMUNICATE ON ALL CHANNELS

Through the [RENTCafé Senior Living](#) online portal, residents and loved ones can sign up for SMS alerts and send confidential messages to staff about their concerns. On the administrative side, [RENTCafé Senior CRM](#) allows you to email contacts as well as display announcements right on the online portal. These are simple ways to help everyone stay informed.



STAYING CONNECTED



SHARE HEALTH INFORMATION

Within RENTCafé Senior Living, family members can view the latest records about their residents, including vital signs, diagnoses and medication orders. This data is shared from [Yardi EHR](#) in real time. If a resident must visit a hospital, family members can also upload test results and documentation to keep care staff in the loop for when the resident returns.



TAKE ROUTINE INTERACTIONS ONLINE

To avoid in-person interactions, family members and residents can handle common tasks in RENTCafé Senior Living. They can see their current balance and schedule payments through ACH, credit cards or debit cards. Residents and family members can also submit maintenance requests through the online portal or the RENTCafé Senior Living Resident app for [Android](#) and [iOS](#).



ENSURE STAFF ARE PREPARED

Many providers have revisited their infection protocols. [Yardi eLearning](#) can help your organization quickly distribute the latest training without the risks of a large classroom. The online platform offers live sessions in addition to on-demand courses. You can quickly customize content, then track participation and perform knowledge checks to verify learning.



HELP PROSPECTS TOUR VIRTUALLY

Given visitor restrictions, senior living providers are now moving community tours online. Websites built on our RENTCafé platform allow visitors to take virtual 360-degree tours. Prospects see an interactive panorama of the community that they can navigate through. You can also call attention to specific items and amenities that might catch their interest.

For more ways on how the Yardi Senior Living Suite — and our team — can help your communities pull through this situation stronger than ever, please contact us or visit [Client Central](#).