



ADMISSION WELCOME PROCEDURE

1. To facilitate the resident's adjustment to the facility the Admissions Department in cooperation with Social Service department will prepare a Behavioral Health Profile based on information gleaned through the pre-admission interview process.
2. The BHP will describe behavioral health concerns and the potential triggers and known remedies described by the resident and/or family.
3. The receiving unit Charge Nurse will review the BHP with the staff to familiarize them with the resident, his/her medical and cognitive status and other information that will assist them in making the resident feel welcome and recognized. Such information may include:
 - a. The resident's preferred name (nickname);
 - b. The name(s) of the resident's spouse, children or other family/friends, etc.;
 - c. The resident's former occupation – including position; and
 - d. The name of the town the resident lived in prior to admission.
4. Upon arrival to the unit, the primary CNA will meet with the resident and/or family to provide information on facility routines and programs.
 - a. The initial interview relative to preferences and lifestyle routines will be conducted at that time. This aspect of the interview will facilitate a personalized ADL routine, as well as help to the CNA and resident bond.
 - b. The CNA will communicate the resident's preferences and lifestyle routines to the Charge Nurse who will document this information in the resident's plan of care and on the CNA assignment.
 - c. The CNA that interviewed the resident will share this information with the caregiver team at shift report. New or clarified information will be corrected in the BHP at this time.
 - d. The caregiver team will review and update the BHP, as indicated, as the resident's care needs and ability to participate in care change.
 - e. The CCP team will utilize the BHP to personalize interventions in the plan of care.



SAMPLE WELCOME LANGUAGE:

Escort, Ms. Jones, CNA: Good morning/afternoon/evening, Mr. Smith. My name is Ms. Jones. I am a certified nursing assistant and will be helping you to get settled in your new room. I will introduce you to your roommate, Mr. Brown, and help you unpack your things. Then, we'll take a few minutes to get to know each other. It is very important to me to know your likes and dislikes, and to help you develop a daily routine here that is satisfying to you.

Introduction to roommate by Ms. Jones: Mr. Brown, I'd like you to meet your new roommate, Mr. Smith. I'll be the two of you will have a lot to talk about since you both grew up in Queens and love the Mets! Mr. Brown eats his meals in the main dining room. I'm sure he'll help you find your way for dinner this evening.

Unpacking and settling in, Ms. Jones: Mr. Smith, this is your closet and dresser. I'm going to record all of your belongings on this inventory sheet as we put things away. Any new clothing or personal items you might acquire after today will be added to this inventory so that we always have an accurate record of your property. Should you lose something, please report it to me or another staff member as soon as you realize your loss so that we can do our best to return your property to you.

Resident Care Profile, Ms. Jones: Mr. Smith, I'd like to ask you a few questions about your lifestyle and your personal care habits. This will help me to develop a personal plan for your care. I'd like to help make your daily routine as close to how you've cared for yourself at home as I can. I want you to be comfortable with the care you receive here.



RESIDENT CARE PROFILE

Resident: _____ **Room#:** _____ **Date:** _____

1. Please tell me the most important thing you'd like me to know about you and how you are feeling right now:

2. How would you like to be addressed? _____

3. How do you feel about needing help with your personal care? _____

a. Is there anything I can do to make you feel more comfortable during personal care? _____

b. What do you wear to bed? ___Pajamas ___Nightgown ___Underwear ___Nothing

4. Please describe your typical morning routine:

a. What time do you usually wake up in the morning? _____

b. Do you use an alarm clock, or wake up naturally? _____

c. Do you bathe in the morning or at night? _____

i. Do you prefer a shower or bath? _____

ii. How often do you shower or bathe? _____

iii. Do you have any special products you like to use? _____

iv. Do you brush your teeth before or after you bathe? _____

v. Do you shave before or after you bathe? _____

d. Do you have any special routines or ways of caring for yourself that I should know about if I'm going to help you? _____

e. How soon after you are awake do you eat or drink something? _____



i. Do you drink coffee? ___ Yes ___ No, if Yes, what kind of coffee and what do you put in it? _____

ii. Do you eat breakfast? ___ Yes ___ No, if Yes, how many days per week? _____

iii. How soon after you are awake do you eat breakfast? _____

5. Please describe your typical day:

a. How much time do you spend outdoors during the day? _____

b. How often do you exercise each week? _____

i. Do you exercise: ___ at home ___ in the park ___ at the gym

ii. Do you exercise: ___ alone ___ with a partner ___ in a class

c. How many hours of television do you watch each day? _____

i. What are your favorite shows to watch? _____

ii. Do you like to watch television while you eat? ___ Yes ___ No

d. What is your favorite thing to do when you have time? _____

6. Do you have any questions about the daily routine here? _____

7. Is there anything you need right now to make you feel more comfortable? _____

8. Is there anything else you'd like me to know? _____

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Thank you for taking the time to talk with me. I'm here to help you with your personal care, but also to help you get settled and feel comfortable. Please don't hesitate to call on me if you need anything.

Certified Nursing Assistant's Signature

Date