

Sample Management & Operations Manual

1115

Resident Wellness Checks

Purpose

When a resident's well-being becomes a concern, [Company Name] is committed to following protocols that protect the privacy of the resident, ensure the safety of all involved, and prevent any potential liability.

Standard

- Team members are prohibited from entering an apartment to conduct a wellness check.
 - If team members are concerned about a resident's safety and/or well-being, they must attempt to reach the resident through the contact information provided, and, if necessary, contact law enforcement to conduct a wellness check.
- When a friend, relative, or other concerned person contacts the community to inquire about a resident's safety or well-being or to ascertain whether a certain individual lives at the community, team members are prohibited from providing any information or granting access to the apartment unless the inquiring individual has a court affidavit authorizing access to the apartment.

Procedure

Team Member Concerned About a Resident

1. Immediately call 911 if you have reason to believe that a resident is in imminent danger.
2. If there is no evidence of imminent danger, do the following to attempt to locate the resident:
 - a. Attempt to contact the resident at all phone numbers listed.
 - b. Email the resident at all email addresses listed.
 - c. Call the resident's place of employment.
 - d. Call the emergency contact.
 - e. Knock at the resident's door.
3. If you are unable to locate the resident and still have serious concerns about their well-being, contact the local police department to request a wellness check.
4. If the situation warrants, work with the police to notify the resident's emergency contact person.

Nonemployee Concerned About a Resident

1. If a concerned person asks you to verify whether a certain individual lives at the community, politely reply, "Without proper documentation, I am not authorized to release any information about whether or not someone lives here."
2. If they persist in asking, direct the person to the local police department for assistance.

Granting Apartment Access

1. If an individual (including the emergency contact) requests a key to enter a resident's apartment, grant the request in the following circumstances:
 - a. A current Key Release Form in the resident's file specifically names the individual requesting the key. See [Key Authorization Release](#).
 - b. The individual has a court affidavit authorizing access to the apartment.
2. If the authorized individual is uncomfortable about entering the apartment for any reason, encourage them to contact the local police department for assistance.