



## You've Got Mail

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We decided for our Best Practice this year we would focus on bringing a piece of our resident's home to our facility. After brainstorming and watching some of the habits of our residents, we decided to implement a mail system within the facility.

Let's face it: who does not enjoy receiving a thoughtful card in the mail? We have several residents who enjoy delivering the mail so we thought it would be neat if we added mailboxes outside of the resident's rooms. We also gave the halls names so they would have a personal address, i.e; John Smith lives at 118 Memory Lane.

We purchased sheets of plywood and created custom mailboxes and fixed them to the wall so that they would be able to identify their mailbox and know which room was theirs. It also gave them something to look forward to at the designated "mail time". They would await their mail and you could see the joy on their faces as they eagerly checked their boxes for their mail. The staff enjoyed sending special cards to the residents as well. All facility events are typed up and put on flyers inviting residents by mail to attend the event. We have noticed by doing this we have a larger turnout than before. Those residents that liked to deliver mail prior to our mail system really enjoy it now. The activity department picks up mail by 9am and then delivery of the mail runs by 11am.

We realized how much this small act gave a bit of the resident's lives back to them. What we take for granted like stopping by the mailbox brings immense satisfaction for our residents because they are able to go out and get their mail. We look forward to mail time every day!