



RESIDENT CONCIERGE



CPS

Enhance resident quality of life, independence, and happiness

Residents today embrace technology as a means to live well. Likewise, they are demanding it—regardless of technical aptitude or age. The need to make meaningful connections within the community overcomes generational gaps and plays a major role in aging successfully.

Touchtown elevates the resident experience

Resident Concierge engages seniors with each other and the community in which they live. The engagement platform forges lasting relationships and empowers community members to participate in a wide breadth of resident life activities, events, and offerings.

- ✓ Automatically updated content on **digital signage**
- ✓ Dedicated resident **mobile and web applications**
- ✓ Convenient in-room **TV channels**
- ✓ Voice accessible information from **Alexa devices**
- ✓ Auto-populated **designer calendars**



Residents who participate in wellness programs stay **2 years longer** than average.

- International Council on Active Aging

Through a single point of content management, communities

enter information once to publish to a multitude of platforms. Each aspect of Resident Concierge can be customized to promote programming, dining options, and upcoming activities that residents demand.

Generations of older adults continue to shape Touchtown Resident Concierge as the best way to stay informed, get involved, increase happiness, and age successfully.

Digital Signage. Display alluring content that residents notice and expect

Touchtown Digital Signs replace cumbersome paper communication with appealing content tailored to the needs of modern senior living. Each layout is configured to display customized and scheduled information to separately addressable locations.

- **Highlight upcoming activities** for residents to plan their days and get involved
- **Introduce new residents** so they feel at home right from move-in day
- **Showcase enticing menu photos** at the appropriate location and time





Community Apps.

Promote independence with an interactive experience. Residents use Community Apps to see everything going on at the community from one convenient location. The interactive platform is easily accessible via web or apps.

- **Explore activities and dining** menus that match the resident's interests
- **Connect easily to neighbors with similar hobbies**, interests, and backgrounds
- **Submit requests for services**, housekeeping, and dining on a moment's notice



TV+ In-Room Channel.

Inform and engage residents from their room. Deliver information, entertainment, and messages directly to residents through your existing cable provider. Touchtown TV+ instills the feeling of inclusion for residents who may not be able to leave their rooms.

- **Live stream events** like community mass services directly to resident TVs
- **Schedule movies** to play at the exact specified date and time
- **Narrate** slides to support residents with visual impairments



Alexa Integration.

Let Alexa be the voice assistant of your community. The Touchtown suite integrates with Amazon Alexa to enable users to "ask my community" what is going on each day. The integration fits into the workflow of tech savvy and visually impaired residents who are already using Alexa each day.

- Ask Alexa for **activities** and she responds with the name, time, and location
- Request **dining menus** for breakfast, lunch, or dinner
- Stay informed by asking for today's **announcements**



Dynamic Calendars.

Automatically generated, professional calendars. Touchtown Calendars auto-populate with activities to reduce time-consuming edits and revisions. Calendars can be filtered by dimensions of wellness and configured to display a daily, weekly, or monthly format.

- Generate **customizable print-ready calendars** with all resident-life activities
- Publish up-to-date **digital calendars on your website**
- Create **multiple activity calendars** tailored to level of care or activity type

Want to see how Resident Concierge can improve resident wellness and happiness at your community?

Submit a few pieces of information and we will customize your experience—we like to make a good first impression: touchtown.us/resident-concierge