Senior Living Communities, LLC

Regroup – Mass Communication

Highlights, Tips, and Tricks

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Emergency Notifications: Additional Group to Include

We have created a group within Regroup that should be included in Emergency Alerts that impact the staff and residents.

The group is named "**Home Office Senior Leadership Team**".

This group includes several Leadership Members at the Home Office in Charlotte, NC that need to be aware of emergency communications being sent to staff and residents.

Here are the steps necessary to make sure "Home Office Senior Leadership Team" is included in your Post.

1) Within the "Create Post Page", click on the down arrow of the Group Name field or start to type "Home Office".
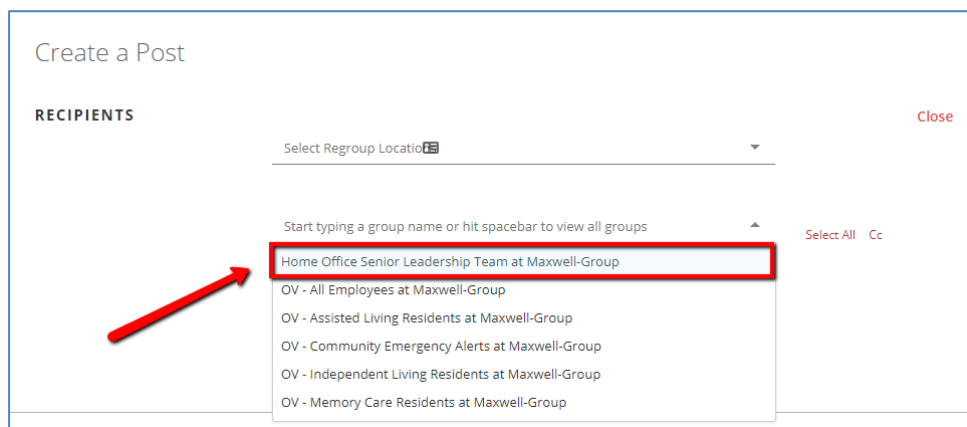
2) Select "Home Office Senior Leadership Team" along with any other groups you wish to include in the Post.
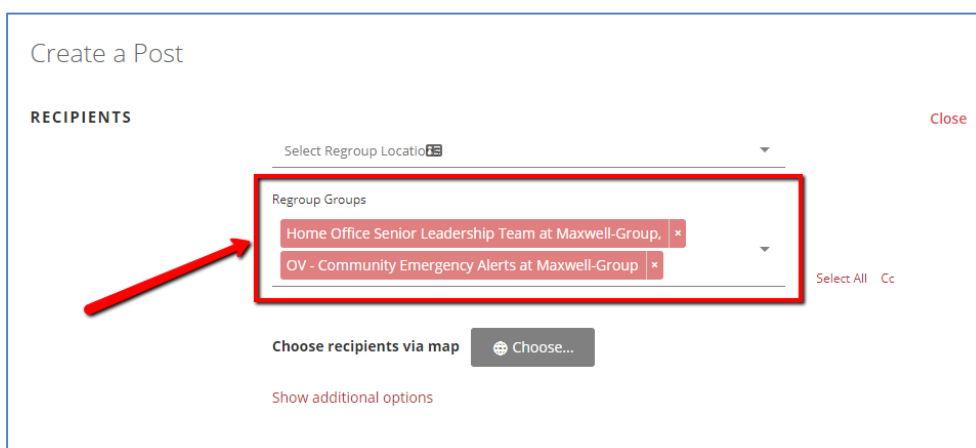
Create a Posts: Things to Know

There are several things that need to be remembered when creating posts. We have listed the most important below.

1) **Groups.** Several of the groups within Regroup are created and maintained automatically. Here are two unique groups you need to be aware of and their description:

   "Home Office Senior Leadership Team"
   This group includes several Home Office leadership staff. The primary function of this group is to keep the Home Office informed of Emergency related message affecting staff and/or residents.

   "Community Emergency Alerts"
   This group contains all active Employees and all Active Residents. The primary function of this group is to send the same message to employees and residents.

2) **"Show additional options".** This option allows you to include individuals to a post versus an entire group. Example: If you send a message to the group "Independent Living Residents" and you want your Executive Director and/or Wellness Director, you can click on "Show additional options" and type their names to include them in the Post.

3) **Emergency Contacts: How to include in a Post.** Emergency Contacts associated to Residents are pulled from Vision. Refer to "Regroup: Emergency Contact Integration with Vision" for more information. To include Emergency Contacts in Call (TTS/Voice), you need to select the "Phone Type*" of "Other".

4) **Sender: Custom Settings.** It may be beneficial to use the Custom options within Sender so recipients know who the message is coming from. Using your individual email (instead of the generic/default email address) and/or phone number, will make the message more personal.

5)   **Compose Message: Email Attachment.** A great feature available in the Compose Message section of a Post allow for an email attachment to be added to the email message. Simple click on "Attach Files" and select the file(s) to include. Example would be a monthly news letter.

6)   **Call: Record a Message.** In addition to Text to Speech, you can send a message with your recorded voice (more personal). You can even keep the recording in a library for future use.