



Flourishing Communities

by  lifeloop

Revolutionizing resident & family engagement

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— Featuring —



Martina Wessels
Life Enrichment Manager
Pine Haven Christian
Communities



Natalie Nonnemacher
Director of Resident Services
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Terri Baroden
Director of Entertainment &
Programming
The Enclave at Cedar Park

Tips from Martina: How Pine Haven gets residents' families and connections engaged with LifeLoop

- Social workers cover the LifeLoop platform briefly at the admission meeting when the resident or activated POA is signing other forms, so we can very easily get the correct person to sign up.
- The resident or the activated POA lets us know who is authorized to connect. If they have their email addresses, they give us those; otherwise, we can call and get the email addresses from the approved connections.
- I try to connect new family members within 24 hours while it's fresh in their minds and they will be watching for the invite email.
- I review the connections weekly. If any invites have expired, I resend once or twice or email the family member to see if they need help getting started.
- Once families get connected, I encourage them to spend time playing around on the LifeLoop app to help them get comfortable with using it.

Tips from Natalie: How Pine Haven gets residents' families and connections engaged with LifeLoop

- We now add a portion about LifeLoop into our new admission meetings that we have with the residents and their families, so that the families and the resident are approached right away. Initial training comes from our managers and the social workers, rather than our Life Enrichment team. Our whole community has really been educated on LifeLoop and the benefits of it and how it works, so that we can then promote it among our residents.
- We also have 30-day care conferences for all residents that admit to our communities. So, if a resident and their family have not yet signed up for LifeLoop, we take the 30-day care conferences as another opportunity to try to connect with them and resend the connection invite if they haven't connected yet or answer any questions.
- If they are enrolled within those first few days of admission, we take that opportunity to see how it's working for them. Do they have questions? Do they need more help with it, especially for those spouses of residents and just their challenges with technology? So, we really use those care conferences as an opportunity to check in.

Tips from Terri: How The Enclave uses tech workshops to get residents comfortable with LifeLoop technology

- When we have tech workshops, we focus on either one feature in LifeLoop or do a how-to session. We have a mobile cart that we use, and we also have a theater with a big-screen TV that I can put the adapter into and show LifeLoop on the screen. Then we walk through the feature step-by-step.
- Then we allow residents the opportunity, with their own devices and their phones, to be able to get into the system. Let's find the app first, and everybody must have the app first. And then let's get into a particular feature from the menu. Let's go into Announcements. Let's see what this actually does. Let's see how you can message someone else in the community. Let's see how you can find out where your neighbors live.
- There are so many different components, but we focus on those things individually in our tech workshops, so that residents become more knowledgeable, then they become a little more confident, and then they can embrace the technology and become more empowered.
- At the end of the day, it's all about empowering your residents to be able to use what is out there. The technology that we have is in their pocket, and they need to be able to access it and feel comfortable using it and not feel intimidated. So, if I can break down that intimidation barrier by having more tech workshops, that's what we do, and it's working.



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