



# Resident Review Program

WE ARE COMMITTED  
TO ADVOCATING FOR  
YOUR LOVED ONE.

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As our commitment to you and your loved one, our Resident Review Program was designed to ensure the most independence possible for those who call Melody Living home. This program helps us routinely monitor how residents are doing so that our team can work collaboratively to adjust their care levels, as needed.

This not only ensures that we honor their investment, but it helps our entire team ensure your loved one thrives at a maintained wellness level for as long as possible.

## What we look for...

- **Dining Team Reviews**
  - Is your loved one enjoying their meals?
  - Are they having challenges using their cutlery?
  - Have their preferences or appetite changed?
  - Have they experienced significant weight loss?
- **Housekeeping Team Reviews**
  - Has your loved one's space changed in cleanliness?
  - Are they keeping their personal items organized?
  - Are rooms being used properly (food in bedroom or in dining space)?
- **Front Desk Team Reviews**
  - Do the staff notice that your loved one is struggling to get around?
  - Have their moods or social levels changed?
  - Are they interacting with staff and other residents?
- **Activities Team Reviews**
  - Is your loved one attending social events?
  - Has there been a change in interests/activities?
  - Is your loved one getting enough exercise?