



The Cottages

Assisted Living & Memory Care



What to do when someone inquires about moving their loved one into The Cottages

The 4N's signify:

- **Nice** – Be **nice** and courteous when answering the phone or giving a tour
- **Name** – Obtain their **name**
- **Number** – Obtain their phone **number**
- **Notify** – **IMMEDIATELY notify (call or text)** the Administrator. If the Administrator is out of town then the Assistant Administrator *needs to be contacted*.

By signing below I acknowledge that I have been trained on and understand how to properly handle inquiries.

Employee Signature _____ Date _____

Administrator Signature _____ Date _____