

# New Resident Welcome Guide

## Getting Started — Arrival & Move-In

### Q: What happens on move-in day?

A member of our care team will greet your loved one and your family at the door. We will walk you through the home, introduce them to housemates and staff on duty, review their room and personal space, and go over daily routines, meal times, and house expectations. Move-in day is intentionally calm and low-pressure — we do not schedule activities or assessments on the first day. The goal is simply to help your loved one feel safe and at home.

### Q: How long does it take for a new resident to adjust?

Adjustment timelines vary widely. Some residents settle in within a few days; others take four to six weeks to feel genuinely comfortable. This is completely normal. Factors like previous residential history, communication abilities, and individual anxiety levels all affect adjustment speed. Our staff are trained to support transitions patiently, and we will communicate with you throughout the process so you always know how your loved one is doing.

### Q: What should we bring on move-in day?

Bring the following on or before move-in day:

- Current medication list with dosages, timing, and prescribing physician names
- All medications in original pharmacy bottles with labels
- Insurance cards (Medicaid, Medicare, or private)
- Emergency contact list (minimum 2 people with phone numbers)
- Legal documents: guardianship papers, power of attorney, advance directives
- Clothing for 1–2 weeks, clearly labeled with your loved one's name
- Personal hygiene items (toothbrush, shampoo, deodorant, etc.)
- Comfort items: favorite blanket, photos, stuffed animal, familiar objects
- Assistive devices: wheelchair, hearing aids, AAC device, walker, etc.
- Recent medical records and primary care physician contact information

## Daily Life & Routines

**Q: What does a typical day look like?**

Each day follows a structured routine that provides predictability and comfort. Mornings begin with personal hygiene, medication assistance if needed, and breakfast. Midday includes meals, rest, and activities or day program attendance. Afternoons may include community outings, skill-building tasks, or supported employment. Evenings include dinner, leisure time, personal care, and wind-down. Your loved one's specific schedule will be shared with you during the admission process and reviewed at care meetings.

**Q: Can my loved one keep personal belongings in their room?**

Yes. We encourage residents to personalise their space with photos, decor, and comfort items that make it feel like home. The only items we may ask to store safely are those that could pose a safety risk. Our staff will discuss any concerns with you before or during move-in.

**Q: How are medications managed?**

Our trained staff provide medication assistance according to each resident's prescribed schedule. Medications are logged at every administration. Families are notified of any missed doses, side effects, or medication changes. Please bring all medications in original pharmacy bottles on move-in day and provide an up-to-date medication list.

## Family Communication & Involvement

**Q: How will I stay informed about my loved one?**

You will receive proactive updates from our team. Any significant event — a health concern, a behavioural incident, a change in routine — is communicated to the family promptly. You are also welcome to call our team at any time. In addition, you will be invited to participate in formal care plan meetings where goals, progress, and concerns are reviewed together.

**Q: Can I visit whenever I want?**

Visits are warmly encouraged. We ask that visits are scheduled in advance so we can ensure your loved one is available and that the visit does not conflict with medical appointments or planned activities. In general, we are flexible and accommodating with visit scheduling.

**Q: What if I have a concern or complaint?**

Bring any concern to our team immediately. You can speak with the on-duty staff member, contact the Director Umu Kabba directly at 979-313-5300 or [umukabba@gmail.com](mailto:umukabba@gmail.com), or submit a written grievance. All concerns are taken seriously and addressed in a timely manner. You also have the right to contact the Texas Health and Human Services Commission (HHSC) at 1-800-458-9858 if you feel your concerns are not being resolved.

## Rights & Safety

**Q: What rights does my loved one have as a resident?**

Every resident at Living Hope Residential Care LLC has the right to:

- Be treated with dignity and respect at all times
- Privacy in their personal space and communications
- Participate in decisions about their own care

- Communicate freely with family, friends, and legal representatives
- File a grievance without fear of retaliation
- Receive services free from abuse, neglect, or exploitation

### **Q: What happens in a medical emergency?**

Our staff will call 911 immediately if there is any immediate safety or health concern. Families are contacted as quickly as possible after emergency services are engaged. Please ensure your emergency contact information is always current with our team. We also maintain a file of each resident's medical information and physician contacts for rapid reference in emergencies.

#### **Questions? We are here.**

*Contact Living Hope Residential Care LLC at 979-313-5300 or [umukabba@gmail.com](mailto:umukabba@gmail.com) — available 24/7. | 3524 Prairie Rose Trail, Angleton, TX 77515 | [livinghopehcs.com](http://livinghopehcs.com)*

Living Hope Residential Care LLC | 979-313-5300 | [umukabba@gmail.com](mailto:umukabba@gmail.com) | 3524 Prairie Rose Trail, Angleton, TX 77515 | [livinghopehcs.com](http://livinghopehcs.com)