Staying safe and physically distanced

As we look towards the next normal, residential providers that strike a balance between delivering student-centric experiences and reducing risk will be the ones to forge stronger operational resilience and a sustainable competitive advantage.

As a residential provider, where should you be focusing your attention? And how can you institute new solutions to prepare for future shocks?

Physical distancing

The Challenge
Ensuring safe distancing between residents and staff is an effective way to slow the spread of COVID-19. But in communities where residents live in close quarters, practical and logistical concerns make social distancing tough.

The Solution
Allow staff to manage the flow of people by **coordinating access** to public facilities and amenities.

Use an **online booking solution** to make appointments and schedule move ins, common areas, spaces, and more.

Contactless operations

The Challenge
It's almost impossible to create a zero-touch residence. But there's plenty of ways to adopt contactless service delivery in scenarios that previously involved a face-to-face interaction.

The Solution
Use **self-service online tools** to book and manage appointments for check-in, check-out, meetings, and more.

Chat online with residents to answer any questions.

Scan QR codes for contactless check-in.

Schedule **automated communications**.

Quarantine

The Challenge
In residential settings, effective quarantine measures require designated spaces for residents to be safely referred if they cannot quarantine in a home setting.

The Solution
Identify temporary spaces to record short-term stays for residents who need to isolate.

Collect emergency contact and important information safely and privately online.

Create **contactless processes** for package pick up, meal delivery, and other services as needed.

Contact tracing

The Challenge
Contact tracing must be quick to minimize the risk of spreading infection. This means having well-documented policies and plans in place along with solutions that build digital trust, and appropriately balance the privacy and accuracy of data.

The Solution
Collect initial reports and possible contacts immediately.

Conduct interviews and securely record information regarding concerns.

Track, assign, and process cases through workflows.

Resident well-being

The Challenge
It's just as important to provide support for residents who might feel anxious or stressed, as it is to tend to business-related considerations.

The Solution
Allows residents to **self-report** as 'okay' or not okay' so you know right away.

Use **powerful reporting tools** to always keep track of resident health and well-being in real-time.

Increase your **team's visibility and effectiveness** with interactive dashboards.

Provide **professional, detailed reports** to share with partners and health officials.