SL 101

Humility & Empathy

Seeing Senior Living Through the Resident's Eyes

SAGE
Society for the Advancement of Gerontological Environments

SENIOR LIVING 101

meyer

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Humility says:

I don't know your experience.

Empathy says:

Help me understand your experience.

Who is the expert in senior living?

The Resident

We each bring real expertise - operations, design, care, development.
Yet the resident is the expert on what it means to live their life here.

Humility: Ask the Question Differently

A SMALL HABIT YOU CAN START IN YOUR VERY NEXT MEETING.

“Does this work?”	“How will someone feel doing this every day?”
“What do residents want?”	“What matters most to you?”
“Is this the best solution?”	“What are we missing?”

Empathy: A Day in the Life

YOU CAN'T BE TOLD TO "BE MORE EMPATHETIC." IT BUILDS THROUGH TIME AND EXPERIENCES.

Walk the space at resident eye level and pace

DESIGN

Shadow one shift or one meal service

OPERATIONS

Ask "what might they be experiencing right now?"

CARE

Connection: Everyone shares the same purpose.

Helping older adults live with dignity and belonging.

Post-Occupancy: Going Back to Listen

SIX TO TWELVE MONTHS AFTER OPENING, BRING THE PARTNERS BACK TOGETHER:

What are residents actually using?

What isn't functioning as we anticipated?

What would operations do differently?

What did we get right — and where did we miss?

When You Can't Go Back in Person

DISTANCE, SCHEDULES, OR BUDGET DON'T HAVE TO STOP THE FEEDBACK LOOP.

- Marked-Up Floor Plans
- Current Photos
- Resident & Staff Surveys
- Virtual Conversations

Thank You

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