

This document outlines how Teton will support Operator's Leadership teams in introducing the Teton system to site staff, residents, and families. Our aim is to ensure everyone affected by the rollout understands:

- 1. What the system is
- 2. Why it's being introduced
- 3. How it works
- 4. What to expect throughout the project

We provide communication materials and a clear delivery plan to ensure consistent, confident messaging at every stage. We structure communication for four key groups:

- 1. **Operator's senior stakeholders** (corporate ops, IT, legal, clinical leads)
- 2. **Site leadership** (facility managers, heads of care, estates/IT)
- 3. **Care staff** (day/night carers, nurses, shift leads)
- 4. **Residents and families** (next-of-kin and power of attorney contacts)

Communication Touchpoints Summary

Audience	Message	Method	Delivered By	When
Operator's Leadership	Project goals, timelines, consent process, data outputs	Kickoff meeting + presentation pack	Teton	Start of project
Site Leadership	Install coordination, staff readiness, family outreach, consent gathering	Kickoff meeting + technical inspection guide	Teton	Start of project
Care Staff	What Teton is, how it works, what changes	1 hour care staff introduction presentation + printed materials onsite. PDF introduction	Teton → Site Leadership	Pre-install
Residents' Families	What the system is, privacy, how it helps care	1 hour resident + relative introduction presentation + visual brochures, shared via email to be printed. PDF introduction	Teton → Site Leadership	Pre-install
Care Staff (on site)	How to use the system and app day-to-day	In-person training sessions (group or 1:1), posters, Q&A	Teton CSMs	Week of go-live

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## **Teton provides Operator with the following to share internally and externally:**

1. Kickoff Meeting Presentation – for corporate leaders
2. Staff Info PDF – short explanation + feature one-pagers + posters
3. Family Info PDF – plain-English system overview + visual brochure
4. Weekly Project Update Emails – sent to corporate and site leads
5. Evaluation Reports – summary of usage, outcomes, and insights

All materials are provided as PDFs and are editable or customizable by Operator as needed.

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## **What Happens On Site**

During installation and go-live, the Teton team will be physically present to:

1. Run staff training sessions across multiple shifts. A mix of group presentation style training, 1:1 app walkthroughs with care staff, and 1 hour leadership introduction training to the desktop view.
2. FAQ sessions with staff and leadership
3. Drop in style sessions
4. Support site leadership with ongoing communications to families
5. Train staff on using the Teton Support function, which is available 24/7 to get in touch with Teton so we can respond to any issues or feedback in real time.
6. Your dedicated Customer Success Manager will remain available throughout the project.