

Dear New Haven Families,

 We are pleased to provide you with your access to Family Connect, the new online portal providing information about your loved one staying at New Haven Assisted Living and Memory Care! Please read completely through this letter before attempting to access Family Connect as it contains important information regarding what you can expect to find.

You will be receiving an e-mail from us that will walk you through the steps you need to take in order to create your own username and password. Please follow the instructions in that e-mail before proceeding to the below web browser.

To access the Family Connect website, type the following into the address bar of your preferred web browser (we recommend using Chrome or Internet Explorer): <http://familyconnectnewhaven.bluestep.net>

This address will take you to a screen requesting a username and a password. Enter the username and password and click the “Login” button. Your Family Connect page is comprised of several windows, each displaying different pieces of information and some containing links to other pages. Each window is explained below:

Code: 1234

**Resident Information**: This section contains basic pieces of information about your loved one at New Haven Assisted Living and Memory Care

**Community Slide Show**: Click on the “View Slide Show” link to see pictures taken recently at New Haven Assisted Living and Memory Care during various events and activities. These pictures are available to you and other users of Family Connect (i.e. other residents’ families) but are not available to the general public. Remember that you *always* have a right to privacy, and if you prefer that pictures of your loved one do **not** show up in this private slideshow, please notify the Administrator right away and we will accommodate the request immediately.

**Activities Calendar**: Click on the calendar for the given month to see what’s happening at New Haven Assisted Living and Memory Care

**Current Prescribed Medications**: This is a list of medications, dosages, related diagnoses, and their scheduled administration time for your loved one. This is based off the information Wellness Directors have about our residents and is updated as new Doctor orders are received.

**Responsible Parties**: This is a list of the responsible parties we have on file for your loved one. If there are any changes that need to be made to this section, please notify the administrator right away.

**Insurance Information**: Clicking on the “Review Insurance Information” link will take you to a page showing what insurance information we have on file. If this information is not accurate or has changed, please notify us right away.

**Review Physicians Information**: If there are any changes to your loved one’s care providers, please notify us right away.

We have updates planned for Family Connect which we will roll out periodically, so keep checking back! All the information in Family Connect is also available to our Administrator and Wellness Directors and if you have any questions or concerns about your loved one, please call or email to speak with them directly. While we are very excited about Family Connect, we do not want or expect it to replace the personal communication between our administrator, Wellness Directors and you. Please feel free to call with any questions you may wish to discuss.

If you have any troubles logging in, or cannot get to the website, please call your administrator and can help.

We hope you enjoy this unique tool as well and hope you use it frequently. As mentioned above, keep checking back for updates and modifications to Family Connect to further link you with your loved one’s care here at New Haven Assisted Living and Memory Care

Sincerely,

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