Weekly checklist for CareApp Champions

CareApp content management:

* Approve any outstanding content to go out to families each week.
* Create notices for newsletters, events, menus, alerts, important staff information and rosters and updates to keep your community up to date.
* Roster time for staff to create posts for each customer account.
* Encourage staff to post.

Check the statistics tab:

* Check the Customer Activity tab to make sure that all customer accounts have got at least one post. Aim for above 80% engagement each week - meaning, 80% of all customers should receive 1 piece of content per week.
* Check the Staff Activity tab to see who is creating posts on CareApp - anyone who is not creating posts might need encouragement or training on how to create posts. If needed, roster an hour in for CareApp for each staff member a few times a week.
* Staff are rewarded and recognised for creating posts on CareApp - This can look like a poster in the staff room with the best performing staff from last week/month or a thank you notice on CareApp naming the best performing staff or even have small prizes each month for the best performing staff.
* Share any good feedback with the team or post as a notice for staff only.

Account management:

* Have there been any new residents this week? If so, create an account for them, give their family a CareApp flyer and send them an invitation to join.
* Has there been a new staff member this week? If so they will need training on CareApp and an account. Send them an invitation to join CareApp and book in time for them to watch the [CareApp Full Basics Training](https://vimeo.com/726910796) video.
* If a resident has passed away you will need to deactivate or memorialise their account.
* If a staff member has left you will need to deactivate their account.