

## Action Pact, Inc.

May, 2009

[www.Culturechangenow.com](http://www.Culturechangenow.com)

### Last Minute Opportunity! Friday, May 15

There's still time to join the **May 15 Conversation with Carmen** and guest LaVrene Norton as they talk about creating a vibrant daily home life for elders in long-term care. **Vibrant Daily Life** – Are you honoring your residents with it?

Have you wondered how to move from offering activity 'programs' to providing a full normal life for your residents? Have you created a home that is vibrant, alive and natural?

Is it homelike or is it home? Join the conversation about unlocking creativity, being balanced, putting your residents back in the driver's seat of their lives. LaVrene Norton will be interviewed by Carmen Bowman both of whom are co-authoring a new workbook as well as a leader's guide to be helpful in creating genuine vibrant daily life for those served in long-term care.

If you're really serious about this, and meeting the new guidance for self-determination and participation (Tag F #242) then invite some of your staff and residents and join us . . .

<http://www.culturechangenow.com/webinar-carmen.html>  
or you can call our office: 414-258-3649.

## Find a Need and Fill It

*By Debbie Fillmore, Admissions Associate  
Brethren Village, Lancaster, PA*

The old phrase "find a need and fill it" was best exemplified through the efforts of a creative team meeting approach using a learning circle model. The challenge; to find a solution that would meet the need of one resident undergoing a difficult adjustment.

Mr. Jules Elfenbein had been a resident in the nursing center for several months residing in one particular room on the rehab floor. When it became evident that Jules could benefit from the specialization of our memory support program, plans were made to move him to another room on a different floor. Great consideration was taken by the staff to help him adjust to the change, but as was anticipated, he became anxious and upset while undergoing the move. He was very concerned, saying he needed to balance someone's books, it was getting late! He wanted people to understand that it was his job to "balance the books."

In the context of a team meeting, Jules' situation was addressed, and one team member asked what his career had been. When it was learned that he loved to work with accounting and figures and worked in "accounting-type" professions, the team went to work. They understood that for a person with a dementia illness, incorporating a former occupation into their activities can be calming and reduce anxiety in a troubled situation. Jules was a "numbers man" and nothing short of balancing books would put him at ease. So, the Activity Director was contacted and she then spoke to the Accounting Manager. Within a short time a need was met and an extended family was created.

## Home Movies at Garden Spot Village

There's no doubt that people who live together make memories together and we bond over collecting and sharing those memories. It's always fun to drag out the photo albums and old home movies and relive those moments together. And when someone new joins the family, we pull out those old (and sometimes embarrassing) photos to share our past with them.

At Garden Spot Village in New Holland, PA they have hooked in to that tradition of home and family with their own home movies. Of course many nursing homes keep photo albums of special events, but these collections of memories also serve to make better use of the household TV. Clinical Care Coordinator Beth Gerlach has put together collections of photos on DVDs and set them to music. They are then played in the households. "These movies seem to be really soothing as well for persons with memory loss, instead of having a program on television that really doesn't interest them we have this lovely music playing with household members as the stars on the screen," said Marcia Parsons, Household Coordinator and social worker at Garden Spot. "We are all movie stars" is a common refrain heard from staff and residents.

Just like any home's photo collection, memories are captured from special occasions as well as everyday moments that are special in their own way. From Christmas Eve and a mock wedding reception to folks busy in the kitchen to visits from staff's children and pets and residents' families.

**\* Action Pact is looking for LOTS of photos of household life to be used in a upcoming workbook. Want to show off your household? Send photos to: [steph@actionpact.com](mailto:steph@actionpact.com)**

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## **Food For Thought: Changing the Culture of Dining**

Designed and presented by  
Linda Bump, MPH RD  
NHA, **6 hours CEUs**, RD,  
DTR, CDM, & NAB.

Whether you are a traditional facility or a transforming organization, whether you are well along on a culture change journey or just thinking about beginning the journey, this introduction to the opportunities to enhance the **dining experience** will be of value to you. In challenging us to maximize resident choice and honor resident individuality through **dining innovations**, this workshop will explore opportunities from as simple as special celebratory meals to the complexity of breakfast cooked to order.

### **Scheduled workshops:**

**June 4** St. Ignatius,  
Philadelphia, PA  
**June 19** Via Christie  
Wichita, KS  
**Aug. 27** Croasdaile Village  
Durham, NC  
**Aug. 28** Fairhaven  
Methodist  
Birmingham, AL  
**Register at:**  
414-258-3649 or  
<http://www.culturechangenow.com/workshop-fft.html>

## **Need, *cont'd***

A willing and creative Accounting Manager put together an “accounting portfolio” that contains items a business man would need to “balance the books:” a red rope folder with 13 column paper, IRS tax guides and circulars, bills to pay, mileage logs, checkbook and pencils with erasers. This was given to Jules, set up on his desk (his overbed table) and serves to be a tool to help focus him away from the anxiety of the change. Now when Jules needs redirecting and refocus, he can be given the accounting kit that was individually designed for him to help keep him purposefully occupied. While we know he is not paying actual bills, his need to balance the books can be satisfied with these types of tools.

It’s exciting that Jules’ need was met by a department manager who is far removed from direct resident care. Deb Bartow did not see this as an inconvenience, but rather as a joy. She quickly welcomed the opportunity to become an extended family

member to Jules. She was happy to have her picture taken with him and his accounting kit, a picture that when shown to Jules’ wife brought great delight to her heart. Ms. Bartow’s specialty as an accountant helped her to understand the mentality of a “numbers man.” To her, the bottom line is this: becoming involved with a resident doesn’t have to be anything dramatic. We can just find simple acts of kindness. She stated, “It didn’t even take much time.... It just takes somebody willing.” To this team, person-centered care means creating a climate of responsiveness that focuses on the individual needs of each resident; responding to those needs before they become problems; encouraging close relationships such as this to provide individualized and fulfilling involvement among staff members, residents and families, and extended family members as well. It was best said by one team member-- “It was really amazing--it’s so nice to see everyone working as a team.”

## **Go and Open the Door**

So often old age is seen only in terms of decline – the way a person is diminished or simply isn’t any more. But, we know that there are so many ways elders are *more* and can be more when given the opportunity. The Bealtaine Festival <http://bealtaine.com/> in Ireland knows this, embraces it and celebrates it for the whole month of May. According to the website, “The theme of this year’s festival [Go and Open the Door!] is taken from Miroslav Holub’s poem 'The door'. It’s an invitation for people to try something new, see something new and create something new. The festival encourages people to open the door and find out what’s there!”

In it’s 14<sup>th</sup> year, and organized by the Dublin based organization Age & Opportunity, the festival celebrates creativity in old age. Last year more than 55,000 people took part. Throughout the country, first-time and established older artists take part in all areas of the arts by way of performance, teaching and creating. Along with over 300 Irish organizations taking part, folks from Wales, Scotland and the Netherlands have joined in. And, just as Ireland is learning about the Household Model from Steve Shields and LaVrene Norton, we have much to learn from the Irish spirit that embraces their elders as treasures and repositories of wisdom, art and beauty.

May, 2009

**Action Pact, Inc**[www.Culturechangenow.com](http://www.Culturechangenow.com)**Choreography  
of Culture  
Change****CEU's available****June 21-26, 2009 OR  
September 13 - 18, 2009  
Milwaukee, WI**

Choreography is a six-day intensive grounding in culture change principles and practices, which has been critically acclaimed as a practical & valuable experience.

*This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 37 clock hours and 37 participant hours.*

**Register at:**

[http://www.culturechangenow.com/choreography\\_reg.pdf](http://www.culturechangenow.com/choreography_reg.pdf)

or you can call our office:  
414-258-3649.

**Open, cont'd**

A highlight of this year's festival, EnvisAge <http://bealtaine.com/festival-highlights/envisage>, "is a Bealtaine-initiated collaboration that asks people to imagine starting again from scratch and building a new kind of care setting that people would be clamoring to get into." Action Pact's LaVrene Norton took part in this initiative and shares: Imagine a two-day workshop in which all the participants are artists, writers, actors, and musicians. Imagine that they're joined by care center staff, government folks and elders – all having just a bit of the artist within. Using improvisational games to get energized, this motley team considered the human needs that, while spontaneously addressed at home, are typically ignored in care institutions. Creativity sparked, personal visions were articulated and everyone went away with clear actions that they planned to take in their own lives to counter institutional pallor. Go and Open the Door.

**“Conversations with Carmen”  
New CMS Quality of Life and  
Environment Interpretive Guidance**

On June 19, Carmen will be joined by guest Karen Schoeneman, CMS Deputy Director Division of Nursing Homes. Many good things have come from the historic Creating Home national symposium held April of 2008 and co-sponsored by CMS and the Pioneer Network. CMS Division of Nursing Homes has acted upon the recommendations given to them with new interpretive guidance to a number of Quality of Life and Environment regulations including F172 Access and Visitation Rights, F175 Married Couples, F241 Dignity, F242 Self-determination and participation, F246 Accommodation of Needs, F247 Roommate Change, F252 Environment, F461 Environment, and F256 Lighting Call System. Join guest Karen Schoeneman and Carmen Bowman to learn more about the "hot off the press" new guidance.

The hour-long *Conversations with Carmen* webcast is an educational talk show where you can join in the conversation by asking questions of Carmen and her guests. Webcasts are held the third Friday of every month at noon Mountain time (11am Pacific, 1 pm Central, 2pm Eastern). Certificates of participation will be available to participants as well as handouts for each show. The \$99 fee is per site, so get as many folks as you can together and be ready to be inspired and informed! Click here for more info:

<http://www.culturechangenow.com/webinar-carmen.html>

or you can call our office: 414-258-3649.

**Show Oprah We Care About Elders**

Who better than the Queen of Media to bring attention to the issues of culture change? Dr Bill Thomas has made a short video to pitch the topic of honoring elderhood to the Oprah Show. The producers have asked the Eden Alternative to post the video on YouTube to generate (and presumably gauge) interest. Check out the video, post a comment and ask others to do so as well.

[http://www.youtube.com/watch?v=rXsqwesaU\\_A&feature=email](http://www.youtube.com/watch?v=rXsqwesaU_A&feature=email)