

Action Pact

<http://www.culturechangenow.com>

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Engaging Residents Who Prefer Solitude

"But she *likes*... to just sit in her room and watch TV..."

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Toast to Elders' Choice

Fresh toast is just one of the many little things you can do right away without much money or effort to start making elders' days better.

Conversations with Carmen June

Joanne Rader and Polly Youngren will explain each competency as well as their history, use, and future.

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Engaging Residents Who Prefer Solitude

<http://www.ehomesmn.org/>

When we talk about engaging residents we often hear questions like "What if they just want to be left alone?" or comments such as, "But she *likes* to just sit in her room and watch TV all day." And certainly we all know residents who prefer solitude, but this doesn't mean they need be isolated or that they might not enjoy *some* personal interaction. Still, it can be hard, especially when residents build walls around themselves.

Amy Sue Henle, Household Coordinator of Sister Annette House at Episcopal Church Home in St. Paul, MN <http://www.ehomesmn.org/> has taken a very person-centered, individualized approach to chipping away at the walls that surround some of household's residents. "We have four people who prefer to stay in their rooms, to be left alone. That's a challenge," Amy Sue says, "We want to spend time with them. One woman, her whole life is watching TV. She has all her shows down to the hour. We found that she likes one-on-one visits, but only if you talk during the commercials. If you talk during the show, you get 'the eye.'" Amy Sue has taken to watching a little of *Dancing with the Stars* at home, even though it is not something she would usually watch for herself, so she has something to talk about with the resident the next day.

Another resident of Sister Annette house prefers the company of her TV to her housemates. Amy Sue found, however, that she is willing to have a little visit when her mail comes. "She gets lots of postcards, so when she gets a postcard, I've been able to get her talking about her granddaughter and where she has been visiting." This resident is a fan of the "TV Land" station that plays all old television shows. Amy Sue saw that she liked the Andy Griffith Show. She Googled Ron Howard to see what he's doing now and was able to take this information to start conversation with the resident. "She likes this little bit of engagement and then you get the look like 'It's time to go now,'" Amy Sue says.

It's important to respect residents' social preferences, but equally important to make *some* connection so that they feel supported, cared for and that they do have friends in the household, when they want them. These relationships also allow staff to provide better quality of care by being more in tune with residents and gain their trust. Who knew you could do all that just with a little persistence and a few minutes of *Dancing with the Stars*?



Training Calendar

NEW!

Action Pact announces a NEW one-day workshop –

THE NEW FACE OF LEADERSHIP

Culture Change - the talk of vision and inspiration; bringing out the best in ourselves. It is supposedly a turn from the old dictating style of management to a new resident centered way. Through it all, leadership is often still reserved for those perched atop the organization's hierarchy. But with profound change - to a resident directed lifestyle in households, it falls on those closest to the residents to become the new face of leadership.

Attend The New Face of Leadership - and begin the true journey of growth and learning for your organization. Reshape workplace opportunities for caregivers, housekeepers, dining and kitchen staff.

Is your organization interested in co-sponsoring a one-day workshop at your site?

We have dates available in July, Aug and Sept.

Email lavrene@actionpact.com or call 414-258-3649 and talk to Brendan.

Toast to Elders' Choice

Cold toast is not a good way to start your day. And as a resident in a nursing home it is a reminder that your day will be filled with many one-size-fits-all disappointments. So, what a great place to start making changes in dining and the way we approach resident choice and value their pleasure.

The culture change Steering Team at Auburn Homes in Chaska, MN

<http://www.auburnhomes.org/> commissioned a Toast Action Team to address the residents' request for fresh toast. The Toast Team is made up of staff from the business office, HR, dietary and nursing. They got a couple of toasters for the dining room and asked for volunteers to be dedicated "toasters" during breakfast, among them, formal leaders, activities staff and residents from the adjacent Independent Living community. It's as simple as the volunteers offering residents toast and then making it for them.

"The residents are loving it and remind the volunteers, 'I don't want mine burnt,' or 'Not too much butter,'" Joan Wiese, Business Office Manager and member of the Toast Team said. "(The residents) realize 'Hey, I can say something and people will listen.' And staff realize things are changing too."

We've seen the "toast phenomenon" before at Provena St. Joseph in Freeport, IL. (And maybe you've seen it in the video, *Chances Are*. <http://www.actionpact.com/vid-ca.html>)

Fresh toast is a wonderful way to make breakfast more enjoyable for the residents, but it also helps get the ball rolling and a buzz going about changing the culture of our home. "Wow, if a couple of toasters can make this much difference, imagine what the bigger changes will do!" At the beginning of the culture change journey there is a lot of talk and excitement, but it takes a while to actually put things into action. Fresh toast is just one of the many little things you can do right away without much money or effort to start making elders' days better.

Conversations with Carmen

Friday June 17, 2011

Topic: *The Pharmacist's Role in Supporting Self-Directed Living*

Guest: Denise Hyde, PharmD, Eden Community Builder

Important! This month's session will be taking place one hour later than usual - that is, 2:00pm Central time. Please plan accordingly.

Can you imagine a pharmacist who works for the Eden Alternative? Well, we found her. Denise Hyde is a very person-directed focused pharmacist with lots of ideas for pharmacists and for teams working with their pharmacist. We've invited her to discuss the pharmacist's important role in supporting residents to live a self-directed life in a nursing home or assisted living residence. Join the conversation to hear her great ideas.

*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, and a closing feature called "Words to Consider" - taking a look at undignified language and dignified replacements to consider.*

The \$99 fee is per site, so get as many folks as you can together and be ready to be inspired and informed! For more info:

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



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