

# Action Pact, Inc.

www. Culturechangenow.com

September, 2007



## Action Pact Training Calendar

### Life Happens in the Kitchen

Oct. 28 – Nov. 1  
Bemidji, MN

This Sunday through Thursday Intensive Workshop Experience focuses on the Dietary aspects of the Household Model. Specifically designed and developed for participants from organizations who are seriously exploring and/or designing and developing the Household Model, it is also of great benefit to those who are already physically in a household model but want to **strengthen the dining services to parallel food choices we experience at home**. Dietary Managers, Dieticians, Dietary consultants working with a household client, Administrator or CEO rethinking your organizational structure, or an architectural firm designing Households, this workshop is for you.

To Register, call (414) 258-3649, or visit <http://www.culturechangenow.com/dining.html>

Print out the form, and fax to 414-444-8815

## National Night Out

While culture change works to build community inside nursing homes, it is also a goal for the entire home to be part of the community in which it is located as well. With this in mind, the folks at Town & Country Health and Rehab in Minden, LA decided they needed to be part of National Night Out. “We didn’t have it the day before, or the day after. It went on the very day of National Night Out,” said Ethel Ann Washington, Resident Care Supervisor. It was important to them that the event be part of the greater community, not just a party in the nursing home. And, definitely not a watered-down version. It wasn’t. In fact, Town & Country won first place in the city’s recognition of their National Night Out activities.

“We had the most participation, the most spirit, the most everything. We had it going on!” Ethel Ann said. They will accept their award at a city council meeting later in the month.

Each of the five neighborhoods in the facility planned their own “block party.” Staff talked to the residents about how they would have celebrated National Night Out were they living in their own houses and used their answers to help shape the celebrations.

Every neighborhood had its own music. Residents on ventilators asked that the staff do line dancing to entertain them while those that could danced “in the street” with staff. Staff and families brought food and one neighborhood grilled hamburgers on their back patio.

Staff even worked it out so that those with diabetes could “splurge” on all the fun foods by keeping an extra close eye on their blood sugar levels.

The atmosphere was that of folks sitting on their porches and chatting with neighbors. The Administrator (whom they called The Mayor) and the DON spent time celebrating with each block and the City Councilwoman for the area in which the facility is located made the rounds as well. “We wanted the residents to know that they *are* part of the community and that they can make a difference. They have only moved from one home to another and are still a part of the community,” Ethel Ann said. “Not one resident was not smiling the next day. They talked about it, about how much fun it was and it made us (the staff) feel really good.”

Check out a recent blog about the Neighborhood Model <http://www.actionpact.com/weblog/2007/08/neighborhoods.html> Are you living the Neighborhood Model? We’d love to let others know. Please email [steph@actionpact.com](mailto:steph@actionpact.com) and we’ll put up a link to your website on our website at <http://www.culturechangenow.com>

While you’re at the blog, check out all the **free resources** listed there for activities and training pieces for you to use in your facility. Don’t forget to leave a comment!

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# A Culture of Caring at Pennybyrn

### SEE OUR FEATURED STORIES

<http://www.culturechangenow.com/stories.html>

#### The Business Case for Culture Change

In our featured story, *No More Excuses*, read about the business benefits of culture change shared by Kathy Aube, administrator of Lenawee County Medical Care Facility in Michigan. Since the move to households, Lenawee maintains two waiting lists: one for nurse aides seeking employment at the innovative facility, the other for new residents wanting to get in.

#### Share Your Stories

Help motivate, inspire and support those on culture change journeys. Tell about daily pleasures discovered, struggles overcome, home created and relationships developed. Share your stories with us so that we may share them in this newsletter with others. Email them to [steph@actionpact.com](mailto:steph@actionpact.com). You will be contacted before we publish them.

### Part 1

Pennybyrn at Maryfield enjoys a rich history of providing exemplary resident care in the Triad of North Carolina. They continue to set the pace by creating a Culture of Caring, a commitment to creating home for residents no matter where they reside in the continuing care community.

The construction process has been a long and arduous one, and those involved say they want to forget how delayed the actual move day was from the projected date. But, residents in skilled care and assisted living began to move into their new homes in early August.

*When I moved into Assisted Living, I had the Nursing Assistant take her vital signs, and when she gave them to me, I noticed that her pulse was up a bit. It was 101. So I did her assessment and things seemed OK. I asked if she was having pain anywhere because her pulse was up. She said, "No, I am so excited to move and glad it's finally here!" She was grinning from ear to ear and almost bouncing on her toes while talking to me. I said, "Well, let me take that pulse one more time to see if it's come down." I took it again and it was a bit higher. I said, "are you sure you're not hurting or dizzy?" She said with almost a giggle, "No, I am so excited, I can hardly stand it." The pulse did eventually come down quite a bit*

*after she was settled in.*

*–Becky Ramsey RN, Assisted Living*

From the first day, residents in the new households are determining the nature of their day, with staff assisting and honoring individualized care. Families are empowered to be as involved and present as possible, just as they are at their homes.

And who could resist –

- fresh baked cookies, daily resident choice of kind
- a holiday barbeque with friends and family on your private patio
- homemade, fresh, Georgia peach pie, baked with loving and experienced residents' hands (so good on Monday that the household made it again on Friday)
- a puzzle table always out with a puzzle always in progress – just the right number of pieces to challenge but not frustrate the puzzler
- eggs cooked to order and pancakes, offered from 6 am to 11 am, but actually available all day
- soft, oversized, colored bath towels after a shower in your room
- peace and quiet every morning, awakening to your own biological clock
- sharing a good book with family and friends
- two breakfasts when you're invited by friends to join them – or simply still hungry
- just living at home!

**Watch for Part 2 next month!**

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## New! Becoming Who They Were Video & Workbook Kit

### *About the Kit*

Culture Change is a process that can be truly successful only through the involvement of all staff, elders and family members. Learning circles are an excellent way to achieve that involvement. And yet, in the case of elders living with dementia, that task seems daunting, if not impossible, to those who know them best.

This video takes you into the learning circles of three Midwestern homes. Experience very powerful and delightful exchanges of staff and elders. Believe that you can make this happen in your home too. The video can be a benefit to family members who want to discover ways to become more involved as a volunteer in the dementia community and can benefit all staff as they see how to discover and hold the stories of the elders.

While the DVD shows images, highlights relationships, and delights the viewer with great stories, the companion workbook provides the solid activities for the trainer or the facilitator guiding the learning process.

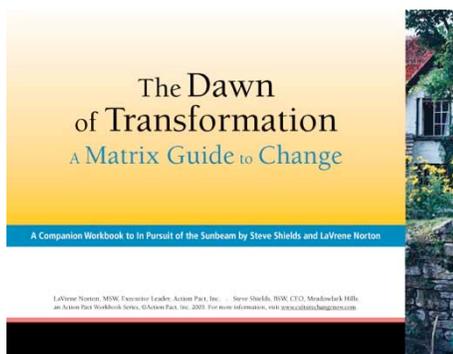
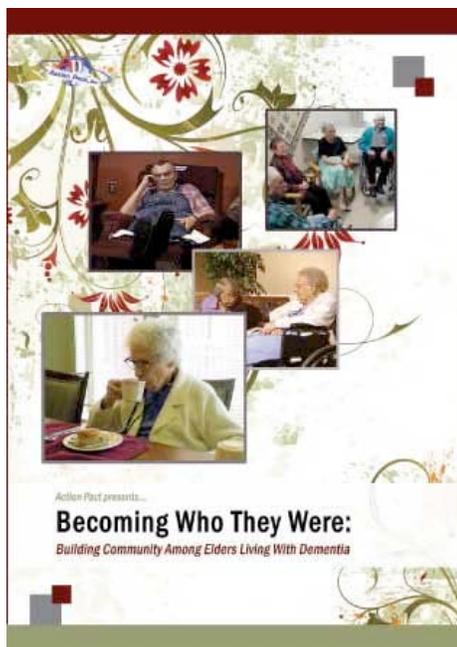
Take home the workbook and DVD and soon the caregivers and housekeepers as well as the activities and social services staff will be comfortable engaging elders, staff and families in these delightful circles.

Price: \$88 per kit  
Additional Workbooks: \$25 each

Available at:

<http://www.culturechangenow.com/kit-bwtw.html>

or call 414-258-3649 to order.



## A New Look for Dawn of Transformation Matrix Guide

This is the workbook that inspired the authors' new book *In Pursuit of the Sunbeam*. It can be used alone or as a companion to that book.

It includes worksheets, resources, exercises and discussion topics, and is designed with the professional trainer and consultant in mind, as well as enthusiastic folks in any assisted living or skilled care facility.

Order the workbook together with the companion book *In Pursuit of the Sunbeam* and save \$15! <http://www.culturechangenow.com/kit-ipots.html>