

# Action Pact

<http://www.culturechangenow.com>

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## Getting Off on the Right Foot...or Hoof

There are changes to be made today! "The sooner we can get on this, the better."

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## Getting Off on the Right Foot . . . or Hoof

<http://brookingshealth.org/our-centers/brookview-manor/>

Just a few hours into the first training with Action Pact, Administrator Jason Hanssen of Brookview Manor in Brookings, SD, was setting the wheels in motion for a very special change in a resident's life.

As part of the first Steering Team training session, members of the team interview residents about their lives. When Jason asked the resident he was interviewing what they could do to really make his day the resident, who had grown up on a ranch, said, "If I could just saddle a horse one more time..." So, Jason went to work to figure out how to make that happen. He found a program through South Dakota State University that facilitates horseback riding for people with disabilities. With the help of lifts, the resident will have four, one-hour horseback riding sessions. "He was so happy when I told him about it," Jason said of the resident, "He couldn't believe it."

Other Steering Team members discovered residents' interest in gardening and plants. Plants have been brought into the residents' rooms and as the weather gets nicer, plans for outside planters are underway so that residents can garden.

Brookview Manor has just begun their culture change journey, but these first small steps toward engaging elders in things that really matter to them as individuals are powerful and build momentum for the bigger changes to come. Full culture change can take time and planning, but there's no reason we can't make the changes we can today. "The sooner we can get on this, the better," Jason said.

## Elders with iPods Wow the Web

If you spend time on the Internet, it was hard to miss, but in case you did, check out this great video clip from Music & Memory, "a non-profit organization that brings personalized music into the lives of the elderly or infirm through digital music technology, vastly improving quality of life." The video clip is from the documentary "Alive Inside." It's amazing to see this man come to life when he hears his favorite music. You can watch the clip, and others here: <http://www.musicandmemory.org/>

A news station did a story on the project as well, and you can see that clip here: <http://www.youtube.com/watch?v=a7-owbPzKzE&feature=relmfu>

We hope you will be inspired to tap into the power of music in your organization.



*Changing Communities. Changing Lives.*

*Can you afford  
the Household Model?*

*New workshop helps you decide!*

***Assessing the Affordability of  
Households***

Action Pact is offering a new workshop to help organizations examine the variables to make an informed decision about plans for transformation. The workshop agenda covers:

- Assessing a building's retrofit potential
- Calculating costs
- Analyzing your financial health
- Funding improvements
- Assessing the impact on operations
- Assembling info to reach a conclusion

### **Upcoming workshops:**

**Tuesday, May 8, 8:30-3:30,**  
Pennybyrn at Maryfield, High Point, NC.

**Tuesday, June 12, 8:30-3:30,**  
Meadowlark Hills, Manhattan, KS

**May 8, 2012: Pennybyrn at Maryfield**  
**8:30 a.m. to 3:30 p.m.**  
[REGISTER HERE](#)

**June 12, 2012: Meadowlark Hills**  
**Retirement Community**  
**8:30 a.m. to 3:30 p.m.**  
[REGISTER HERE](#)

For more information about the workshops and to register visit:

<http://bit.ly/wmiiGI>

## The Journey

*Jay Hobbs, Director of Health Care at Manor Park in Midland, TX sent us this story about his experience at our Choreography of Culture Change intensive.*

For the first 3 days, all 13 of us would board a van to venture to our destination. Our daily destination was an old, stately yet comfortable home that now posed as Action Pact's office. The journey called "culture change" was an endeavor to lead us away from the institutional model of caring for our elders to a household model for caring for them in our respective nursing home environments. On that third day, Megan, our Action Pact facilitator, announced that one of us would need to volunteer to drive a rented car to Shorehaven, a Household Model, about 30 minutes from Milwaukee. My hand went up.

That night, during a downpour, I rode with Megan to the airport to pick up the rent-a-car. On our way there, we saw an accident on the other side of the highway. Megan said we would not be coming back that way and would need to take another route to go around the pile up. This meant going through downtown Milwaukee to get back to the hotel. But, wait; I had studied the map. I was familiar with this route and now you are telling me I have to take another route? Megan, who had been to Milwaukee many times, assured me that I could follow close to her and she would help me get back safely. Good thing we had our cell phones so that we could communicate as we traveled back. I was thankful for that, but the fear of driving on my own was somewhat overwhelming. Who would have thought that it would be raining so hard? How could I have anticipated this change of events? Well, there was no turning back now! I could not unvolunteer. I had to trust not only my instincts, but another human being, Megan.

Having to drive in an unfamiliar territory puts a whole new perspective on the way you think about things. You begin to have this feeling of responsibility to assure that the journey is successful. Your thinking becomes more focused. You start to notice things you had not noticed like stop signs and names of streets. Where to turn suddenly becomes paramount in your journey. You may miss a turn but you quickly look at the map and figure out how to get back on track. Or, you listen and rely on another team player to help you with decisions such as what route may be best. You trust wholeheartedly the person who shares with you they have been there before.

Culture change is a lot like this. New roles, in a new environment, change our perspective on the journey as well. We must have courage to take on new roles and know we may run into unexpected obstacles. We can be thankful for the resources we have in place and must be willing to ask for the ones we may need. Part of the journey is letting others on the team get into the driver's seat, and that shared leadership and team skills will help make the journey successful.

## Conversations with Carmen

**Friday, May 18, 2012**

### **TOPIC: New Dining Practice Standard: Real Food First**

*The fourth show in a series covering each section of the New Dining Practice Standards*

### **GUEST: Guest Linda Roberts RD, Owner Linda Roberts & Associates Consulting and Clinical Dining Standards Task Force Member**

Task Force member dietitian Linda Roberts and our hostess Carmen Bowman, Task Force Facilitator, will discuss the latest in research, current thinking and what AMDA, ADA and CMS say about turning to real foods before supplements. Want to save money? Here is a place to do so. Also reviewed will be the new Recommended Course of Action for using real foods first.

*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, 1pm Central, 2pm Eastern)**. Certificates of participation will be available to participants as well as handouts for each show. A closing feature called "Words to Consider" - takes 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**.

## Access Past Webinars

If you were not able to participate in past Conversations With Carmen, you may purchase access to the archived conversations and hear them at your convenience. Hear a variety of well-known Culture Change experts, addressing a full range of important topics. These webinar recordings, hosted by Carmen Bowman, offer a wealth of information for you and your staff. View them with as many people as you can fit in a room with a projector or just around your computer. Simply select the date and topic you're interested in and add it to your cart. When you have completed the purchase, you will receive an email with a link to the recording and a password. You will have access to the recording for 30 days.

For more information, go to: <http://bit.ly/K4ruK5>