



MPL Everyday: Dining Services Agenda

Objective:

To apply Successful Aging and Masterpiece Living concepts to our roles within the community/organization and to identify what that looks like in action in our day-to-day functions.

1. **Welcome and Introductions**
2. **Why are we here?**
3. **Celebrate!**
4. **Definition of Role**
5. **Dining Services Engagement #1: Language**
6. **Dining Services Engagement #2: Culture**
7. **Dining Services Engagement #3: Raise the Bar**
8. **Dining Services Engagement #4: MPL Reviews**
9. **Dining Services Engagement #5: Data Delve**
10. **Commitment to Successful Aging**

Masterpiece Living

Mission:

To change the *experience* and *perception* of aging.

Vision:

A society in which aging means *growth, engagement, vitality* and *purpose*.



CP Speak: A Guide to the Lingo of Clermont Park

Institutional Language	Clermont Park Language
Nursing Home, Skilled Nursing Facility (SNF)	The Health Suites
Facility, Institution	Community
Unit, Hall, Wing Room Unit (referring to apt)	Neighborhood Suite Apartment Home
Independent Living	Residential Living
Alzheimer's Unit	Memory Support Neighborhood
Cafeteria, Dining Hall	Dining Room
Activities	Life Enrichment, Community Life
Dietary, Food Service	Dining Services
Patient	Resident, Elder, Individual
Lockdown	Secured Neighborhood
Short term rehab patient	Guest
Refused	Chose
Admission	Move In
New Admit	New neighbor, new resident, new friend, their name!
Discharge	Move out or returning home
Nurses Station	Resident Services Center
Disabled	Person needing support
A diabetic, quad, CVA	A person living with (whatever condition)
Demented, dementia	Person living with cognitive losses
Feeder	Person needing assistance with dining
Behavior	Person communicating that they have an unmet need
Diaper	Brief, brand name
Bib	Clothing Protector
63-bed facility	63 people live in this home
Non-compliant	Chose

Thank you to the team at Clermont Park for sharing this language directory!



A Guide to the Lingo of _____

Institutional Language	New Language



Culture

The following paragraphs are an excerpt taken from an article titled, *Creating Inclusivity in Aging Services* by Thomas Chang, Ilana Grossman, Debbie Hedges, Nikole Jay, Alla Rubinstein, Chris Sintros, Katherine Streeter and Jill Vitale-Aussem. The article is available in the September/October 2014 LeadingAge Magazine:

http://www.leadingage.org/Creating_Inclusivity_in_Aging_Services_V4N5.aspx

“I Am a Person”

A sense of belonging is a fundamental human need. When an individual experiences social rejection and is marginalized or ostracized, there are devastating results. People experience this rejection in a variety of ways, as described by these CCRC residents:

- “They seem to be looking at me but they are really looking over me,” explains Jane, an assisted living resident. (All resident names have been changed to protect privacy.) Patricia, who also lives in assisted living, fondly recalls a friend who would accept her and didn’t mind that Patricia had to eat with her hands. She now self-isolates, saying, “I am shy about who I eat with because I can’t use my fork and spoon. I sometimes choose to eat alone in the dining room because I know my eating with my hands can be upsetting to some.”
- Sally, who lives in a nursing home, boldly puts herself out there, despite the reactions of “healthy and well” residents. “I go where I want and do what I want. They [meaning the IL residents] don’t like it all the time and that is tough,” she says as she sticks out her tongue and laughs. “I am a person! I am not this!” Sally points to her wheelchair. “I am a person and I have a right to go wherever I want. I have wheels and they have legs but we are all the same.”

Regardless of the circumstances, social acceptance is crucial to self-image. Jaya Seenichamy, a practitioner who specializes in the mental health needs of older adults, explains that an individual’s self-image is constantly evolving and developing. “When one’s self-image is negatively impacted, we see rapid decline. When people are ostracized or marginalized they will compensate in some way,” explains Dr. Seenichamy. “Some become aggressive, some self-isolate, some end up with depression and anxiety.”

We usually think of such devastation resulting from years of mistreatment and fail to see how occasional whispered comments about a person’s cognitive or physical status or exclusion from a dining table could have an impact. However, those seemingly harmless interactions are very dangerous. Research has shown that even a very short-lived experience of feeling ostracized can have a strong negative and long-lasting impact.



Dining Services: Raising the Bar!

Every department within a successful aging environment works to continue to raise the bar and enhance the culture. Please read the examples of individuals and departments that felt empowered and took the next step.

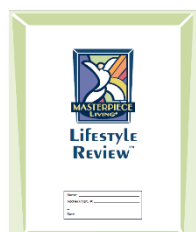
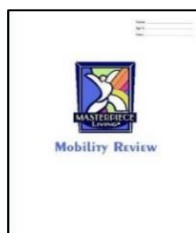
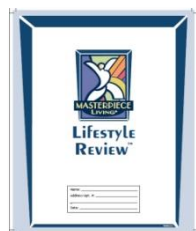
1. At Somerby of Mt. Pleasant, a Masterpiece Momentum award is given monthly or quarterly to a staff member who actively contributes to the successful aging culture. The winner of the award gets to have lunch with a resident of their choice in the dining room.
2. A partner community decided to use the lens of successful aging when it asked, "Why?" to the practice in independent living of automatically helping every person through the salad bar line at mealtime. Many residents were more than capable of carrying their own plates and going to the salad bar themselves, but that was the community norm. The dining staff made a conscious decision to ask residents if they would like assistance going through the salad bar line. That way, those who wanted to get their own salads were able to do so and many chose this option! This is a great example of honoring the value of hospitality while still working to change a community culture norm that enabled some residents instead of empowering them.
3. One team member at The Terraces of San Joaquin Gardens was familiar with how to best support each person in the way that he/she needed it. When she saw a familiar team member she would start working on the sandwich because the team member ordered the same thing every day and had limited time. However, when a resident that had recently experienced a stroke approached, she encouraged him to engage in conversation, even though she already knew what he wanted.
4. Denise Boudreau-Scott in her *Please Let Me Sleep* blog describes her time as a young administrator. At the time, Denise required that staff wake residents up at 5:00 a.m. so beds could be made and residents could eat a mandatory breakfast. She evolved her thinking and now presents nationally stating that, "this practice should be considered a reportable form of abuse."
5. In order to welcome new and single residents in the dining room, The Buckingham created a community table. Any resident that does not have someone to sit with is invited to dine there.
6. At an annual Masterpiece Living Lyceum, the Director of Dining Services at Somerby of Mobile shared how her community focused on nutrition education after reviewing community data. The team focused on nutrition education, offered Nourish: A Nutrition Experience by Masterpiece Living, identified heart healthy items on the menu and provided table tents with nutritional information.

MPL Reviews Information Sheet

The Masterpiece Living Reviews consist of the **Lifestyle Review and Mobility Review**. By putting the successful aging research into the hands of participants, the MPL Reviews help to increase self-awareness of one’s health and encourages participants to make positive changes to the aging process.

Individuals receive **feedback reports** for each review that lists strengths and areas for growth in each component of successful aging, tracks their progress over time, and **compares their results to national norms** and research recommendations. As a follow-up, individuals participate in lifestyle coaching sessions that facilitate goal setting and connection with the resources at your organization.

Review



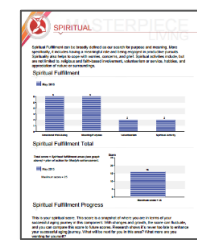
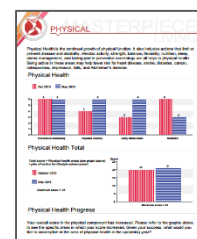
Measurements

Physical Health
Intellectual Challenge
Spiritual Fulfillment
Social Engagement
Readiness to Change

Gait
Balance
Flexibility
Strength
Aerobic Endurance

Outreach Lifestyle Review:
Customized for the 55+ population
Work-life Balance
Job Satisfaction
Travel and Leisure
Caregiving

Individual Reports





MPL Reviews Supported by Dining Services

Master Practices

- 1. Table tents are set up in the dining room encouraging residents to participate in the MPL Reviews.*
- 2. Dining Services team members encourage participation in the MPL reviews through informal conversation.*
- 3. Dining Services team members help with registration or in other areas at Mobility Review Fairs.*
- 4. Each team member in the organization works with a few residents/members as they complete the MPL Review process.*
- 5. Dining Services team members complete the Outreach Lifestyle Review so they can share the experience with residents/members who have questions and walk the talk.*
- 6. Dining Services provides training based on the needs of the community such as education about the benefits of increasing consumption of fruit and vegetables.*

How will you support residents/members as they complete the Masterpiece Living Reviews?

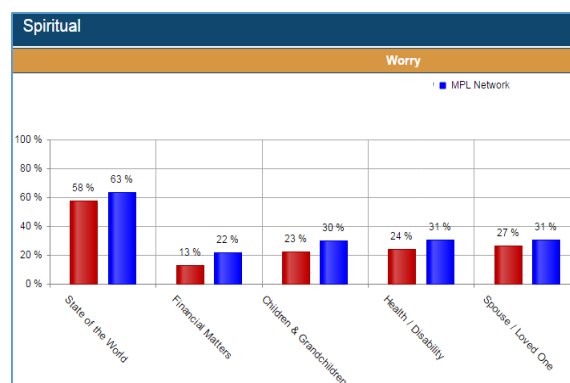
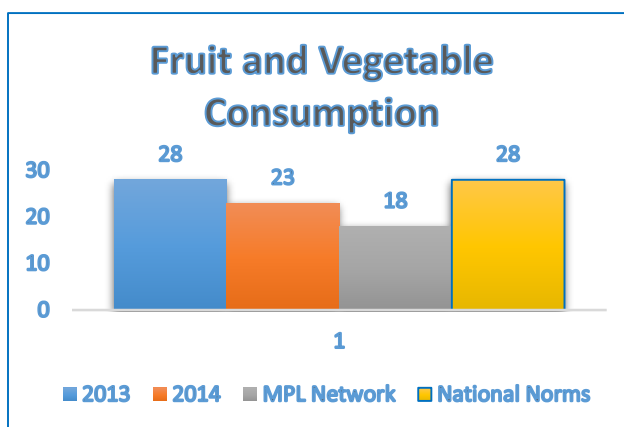
Data Delve

In addition to the MPL Feedback Reports that individuals receive, Masterpiece Living partners benefit from the Masterpiece Portrait, a report that combines all results from the Masterpiece Living Reviews. The MPL Portrait includes graphs that display a variety of measurements from the Lifestyle and Mobility Reviews. Please read the examples of how one partner community made data driven decisions.

A Masterpiece Living partner team created a visual with side-by-side comparisons because they wanted to make an impact on community data from one year to the next. They also used the visual to show the story the data was telling them.

Scenario #1

They noticed a decrease in fruit and vegetable consumption, so they **presented Nourish** and **added healthier choices** and **more vegetarian options** to the menu.



Scenario #2

In this graph, the data revealed that state of the world was a significant source of worry for residents. In response, this community **started showing TED Talks** each week that featured positive topics that are thought provoking. After each talk, there is a **short discussion** among the participants exploring what they can do to make a difference.

This community made data driven decisions after reviewing the community data. Worry about the state of the world is high and fruit and vegetable consumption is low across the network. How might you, as a dining services team member, positively impact worry about the state of the world? How might you support an increase in fruit and vegetable consumption?



Reminder: Don't forget to request a copy of the Masterpiece Portrait or download it from mymasterpieceliving.com the next time your community completes the MPL Reviews.



Commitment to Successful Aging

1. An action I can take today to support the successful aging of resident/members is:

2. My goal for contributing to the successful aging culture of my organization is:

3. One goal I would like to see my department achieve in the next year is:

4. The next step in my own successful aging journey is:



Please save this commitment to successful aging.





MPL Everyday Feedback

Thank you for attending this session of The Masterpiece Living Core Experience. Please provide any feedback or recommendations below. Your voice is important to us.

1. What did you like most about this session of the MPL Core Experience?

2. What did you like least about this session of the MPL Core Experience?

3. What takeaways do you have from this session of the MPL Core Experience?
