



MPL Core Experience

MPL Everyday: Residents/Members

Facilitator Guide

Time Required: 45 minutes

Attendees:

- Residents on the Champion Team
- Resident Council Members
- Other resident leaders

Before You Begin:

- Set a time to conduct this training for resident/member leaders.
- Customize the invitation template and send an invite to attendees.
- Print the pre-reading material for each participant and attach to the invitations.
- Print Certificate of Completion for each resident/member.
 - *Note: This is for residents/members that are participating to complete the final session of the MPL Core Experience.*
- Instructions for Facilitator:
 - MPL Everyday for Residents/Members is designed to be facilitated by a resident leader.
 - Community/organization is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that best fits.
 - Resident/Member is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that best fits the individuals you support.
 - Non-residential organizations: alternate language is provided in parenthesis where appropriate.
 - Instructions in [brackets] are not meant to be read, but are a note to the facilitator.
 - Words in (parenthesis) prompt you to customize the content.
 - Paragraphs in italics are speaking points.



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Materials Needed:

- White board or flip chart
- Markers for white board or flip chart
- Handout packet for each participant

Room Setup:

- Healthy snacks
- Sparkling juice to celebrate



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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 lives.

Everyday MPL: Residents/Members Agenda

1. Welcome and Introductions
2. Why are we here?
3. Celebrate!
4. Definition of Role
5. Residents/Members #1: Language
6. Residents/Members #2: Culture
7. Residents/Members #3: Raise the Bar!
8. Residents/Members #4: MPL Reviews
9. Residents/Members #5: Data Delve
10. Resident/Member Engagement #6: Resident Council Resources
11. 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*.



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Welcome & Introductions (2 minutes)

Welcome to MPL Everyday for residents/members. Thank you for being here.

(Facilitator: add your own introduction and welcome message.)

Let's get started by discussing what we will learn today. [Facilitator: read through agenda.]

Why Are We Here? (1 minute)

*This organization has made a commitment to enhance the lives of the people working and living here (**non-residential organization: people who come into contact with and are a part of our organization**) through a partnership with Masterpiece Living. You are all here today because you play an important role in this commitment. Without support from residents/members, we won't be successful.*

The purpose of this session is to both define the role resident/member leaders in a successful aging environment and to put it into action. Each resident/member, team member and visitor represents a piece of the successful aging puzzle and we're here today to discover how we fit into that puzzle.

First, let's celebrate!

Celebration (2 minutes)

[Facilitator: Pass out sparkling juice.] *Congratulations on all of your hard work and thank you for what you do. Everyone in this room plays a significant role in the culture here at (**organization name**). The residents/members gathered in this room have contributed greatly and we applaud you for your efforts.*

Let's take a moment to celebrate some of the specific accomplishments of the past year. Feel free to walk up and write on the board. [Facilitator: Encourage participants to share accomplishments.]



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Wow! Look at all we've done and accomplished. Kudos to this group. Our partnership with Masterpiece Living will support us in raising the bar and in creating an environment that is most likely to result in a successful aging journey for the individuals that live in, work and visit our community/organization. MPL provides tools and resources that will support us in identifying specific goals to strive for and in tracking progress over time.

Definition of Role (1 minute)

*Resident/member leaders play a very significant role in supporting successful aging at **(organization name)**.*

As resident/member leaders our role is to support successful aging. Specifically, we will:

- *Take an active role as resident champions.*
- *“Talk the talk” by using successful aging language and sharing our successful aging values.*
- *“Walk the talk” by modeling positive lifestyle choices.*
- *View decisions we make through the lens of successful aging.*
- *Build relationships with team members and other residents/members.*
- *Promote successful aging education at **(organization name)**.*
- *Be able to message successful aging to residents/members, prospects and families.*
- *Educate others about the reality of ageism and break down the barriers between levels of living.*
- *Participate in the MPL Review Process.*
- *Support residents/members in The MPL Review process by sharing our experience and the value of the entire process.*
- *Encourage growth through coaching conversations.*
- *Encourage family involvement.*
- *Support the successful aging journeys of the individuals of the organization.*

[Facilitator: Take 2 minutes to discuss the following questions:



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- **How might sharing your successful aging journey positively impact others at (organization name)?**
- **How can you support the successful aging journeys of your peers?**



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Resident/Member Engagement #1: Language (5 minutes)

Recent research has shown us how significant attitude is with regard to aging successfully. Yale School of Public Health did a study with nearly 700 individuals over the age of 70. They divided them into two groups, those who believe in a negative stereotype of aging and those who believe in a positive stereotype. The group who viewed aging as a time of being useless, helpless, or devalued were less likely to seek preventative medical care, more likely suffer memory loss and poor physical functioning, and more likely to die earlier.

On the other hand, those who had a positive stereotype of aging and viewed it as a time of wisdom and self-realization were more likely sustain a higher level of functioning and were 44% more likely to recover from a bout of disability. This shows us that attitude is very powerful.

The language we use is a reflection of our attitudes, thoughts and beliefs. Therefore, it's important to examine the language we use. Do our words reflect a positive belief about aging? Is the language we're using empowering? Does it support our successful aging?

What image does the word facility bring to mind? Would you want to live in a facility? There are many powerful images associated with words that are common in the aging field.

Let's take the opportunity to examine the language we hear every day.

[Facilitator: Use page 3 to work as a team. Determine if the group would like to see a change in the words listed in the traditional language column. Enter the new words in the empowering language column. There are blank spaces provided for additional traditional language.]

Wrap up: As resident/member leaders, it's our job to message successful aging to team members and other residents/members. We will serve as role models in this movement and our peers will be listening to what we say. As a champion team, it will be part of our role to model empowering language that supports the successful aging of our peers.



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Resident/Member Engagement #2: Culture (6 minutes)

Enhancing cultures is at the heart of everything Masterpiece Living does—it's the foundation for a successful aging environment. But what is culture? It's hard to define. Just as the fish doesn't know it's wet, the longer we've been immersed in a particular culture, the more it becomes like the air we breathe – invisible and difficult to describe. With this in mind, let's step back for a moment and consider what we mean when we talk about culture.

Beliefs are subtle influencers of culture. How? Our beliefs impact others as we interact and converse. So, what we believe matters. If we share a positive outlook on aging as we work with older adults, we will positively impact them by believing what's possible and encouraging them to believe in what's possible for themselves.

[Facilitator: Have participants read the article on page 4 of the handout packet. Take 3 minutes to discuss the following questions:]

*How can we ensure that each person we interact with at (**organization name**) feels valued and included? How might we respond to whispered comments? What practices might we put in place to ensure everyone feels included?*

Wrap up: The successful aging research tells us that growth is possible at any age, but if residents/members feel isolated, excluded or not valued, successful aging and growth will not be the focus. This article contains real-life perspectives shared by residents. There may be residents in our organization experiencing similar interactions. Let's work together to create an inclusive, welcoming culture where every person is valued and empowered to be all they can be.



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Resident/Member Engagement #3: Raising the Bar (6 minutes)

*A successful aging environment supports all individuals. As a resident/member leader you are an important part of the culture at (**organization name**). How can you continue to raise the bar by building relationships with team members, residents/members and families? How can you continue to raise the bar by sharing your time and talents?*

[Facilitator:

- **Read a through a few of the examples of “Raising the Bar” on page 5 of the handout packet.**
- **Divide your team into three groups and assign each group one item listed below.**
- **Have the groups spend 3 minutes brainstorming ideas on how your department can raise the bar to enhance everyday practices.]**

1. *Getting to know a team member. (employee)*
2. *Attending your favorite program.*
3. *Volunteering in another level of living.*

[Facilitator: Give the groups 2-3 minutes to share responses.]

Wrap Up: A successful aging culture is constantly evolving to reflect the interests and needs of its individuals and to focus on growth. We’ll continue to determine where we’re at, how we can continue to enhance the culture and how we can encourage others to can raise the bar.



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Resident/Member Engagement #4: Masterpiece Living Reviews (6 minutes)

The Masterpiece Living Reviews are an important part of the partnership with Masterpiece Living. They provide valuable information for individuals, the community, the greater community and society.

Resident/member leaders within the Masterpiece Living Network have been creative in the ways they support the completion of the MPL Reviews.

[Facilitator: Give participants time to read about the MPL Reviews and Master Practices on pages 5 and 6 of the handout packet. Option: Skim the handout and give an overview; then read the Master Practices aloud.]

*Page 6 of your handout packet includes creative ways that resident/member leaders have supported their peers in completing the MPL Reviews. How might we support our peers at (**organization name**)?*

*Wrap Up: As resident/member leaders, our peers are listening to what we have to say and watching us lead. Our role, as resident/member leaders, is to support the successful aging of the individuals of (**organization name**).*



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Resident/Member Engagement #5: Data Delve (6 minutes)

Why Masterpiece Living? Remember the second why--Masterpiece Living benefits the community/organization and the greater community. One of the benefits to communities/organizations is the Masterpiece Living 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 Review.

[Facilitator: Have participants read page 7 of the handout packet. As a team, brainstorm ways this group can positively impact worry about the state of the world and how it might support an increase in fruit and vegetable consumption.]

*Wrap up: Fruit and vegetable consumption and worry about the state of the world are just two of the many measurements (**organization name**) will receive as part of the Masterpiece Portrait. It will also provide us with measurements in the areas of physical health, spiritual fulfillment, intellectual challenge and social engagement. As we move forward, our organization will be encouraged to support residents/members and team members in working toward data driven goals.*



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Thank You and Call to Action (3 minutes)

Thank you for attending the MPL Everyday session. Again, I would like to thank this group for the role you play at this community/organization and all that you do to contribute to a culture of successful aging.

*Today, you will determine your own call to action. What is one action you can take today to support the successful aging or residents/members? How can you contribute the successful aging culture here at (**organization name**)? Take a moment to fill out page 9 of your handout packet.*

[Facilitator: Give participants 1-2 minutes to commit their action steps to paper. Have each participant share his/her commitment with the group before the end of the session.]

I look forward to this journey of successful aging that we as resident/member leaders will take side-by-side with our fellow residents/members, their families and guests and would like to congratulate you for completing the Masterpiece Living Core Experience. As resident/member leaders of this organization we have a significant impact on those around us.

*As you fill out the evaluation forms, I will hand out the certificates of completion. Please leave your evaluation forms (**determine a location**) before leaving.*

[Facilitator: Hand out certificate of completion.]

[Facilitator: Collect evaluation forms. Participants keep their handouts.]

Thank you for your attendance. Go forth and realize your potential Every Day!

[Facilitator: Be prepared to bring the department language lexicon, action items, evaluation forms and any comments, questions or feedback to the leadership debrief session.]