



MPL Core Experience

MPL Everyday: Resident/Member Services

Facilitator Guide

Time Required: 40 minutes

Attendees:

- Concierge/Reception Team Members
- Drivers
- Physical therapists
- Administrative Assistants
- Front line team members (that are not part of another department)

Before You Begin:

- Set a time to conduct this training for all department team members. Ideally, all team members within a department would participate together.
- Customize the invitation template and send an invite to attendees from department leader.
- Instructions for Facilitator:
 - Community/organization is used throughout to be inclusive of all partners, both senior living communities and non-residential partner organizations. Choose the language that fits best for you.
 - 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.

Materials Needed:

- White board or flip chart
- Markers for white board or flip chart
- Handout packet for each participant
- Customized certificate of completion 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 functions.

MPL Everyday: Resident/Member Services Agenda

1. Welcome and Introductions
2. Why are we here?
3. Celebrate!
4. Definition of Role
5. Resident/Member Services Engagement #1: Language
6. Resident/Member Services Engagement #2: Culture
7. Resident/Member Services Engagement #3: Raising the Bar
8. Resident/Member Services Engagement #4: MPL Reviews
9. Resident/Member 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*.



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Welcome & Introductions (2 minutes)

Welcome to Masterpiece Living Everyday for Resident/Member Services. This is the final session of the Masterpiece Living Core Experience certification. 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 you, we won't be able to be successful.

The purpose of this session is to both define the role of Resident/Member Services 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 our sparkling juice.] Congratulations on all of your hard work and thank you for what you do. You play a significant role in the culture here at **(organization name)**. You have all done great work 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.]**

Wow! Look at all we've done and accomplished. Kudos to this team. 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 have day-to-day contact with 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.



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Definition of Role (1 minute)

*Resident/Member Services plays a significant role in supporting the successful aging of the residents/members at (**organization name**). Everyone here has a job, things we do on a daily basis, but our role is to support successful aging. Specifically, we will:*

- *Support the champion team (the core group of people leading the Masterpiece Living initiative) in creating an environment of successful aging that is focused on leadership, culture, outreach, resident/member engagement, team member engagement and purposeful programming.*
- *“Talk the talk” by using successful aging language and sharing our successful aging values.*
- *“Walk the talk” by modeling positive lifestyle choices.*
- *Support residents/members in The MPL Review process through encouragement and sharing the value of the entire process.*
- *When appropriate, encourage growth through coaching conversations.*
- *Be mindful of creating a home-like environment.*
- *Encourage family involvement.*
- *Support the successful aging journeys of the individuals of the organization.*

[Facilitator: Take 2 minutes to discuss the following question: What does support of a successful aging journey look like?]

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Examples to prompt discussion:

- **Addressing ageist comments. (I’m too old to do that...)**
- **Have personal successful aging goals**
- **Being aware of and sharing successful aging programs led by team members and residents.**
- **Being able to speak to the MPL Review process.]**



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

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

Language is a reflection of the thoughts, attitudes and beliefs of the individuals within our organization. Let's take the opportunity to examine the language used within our department. First, let's turn to page 2 of the handout packets. This is an example of the language lexicon that MPL partner community, Clermont Park came up with. Do the words we use in this department describe the environment here?

[Facilitator:

- **Have participants read through the Clermont Park Language Lexicon on page 2.**
- **As a group, create a list of words commonly used in your department, especially those that may sound institutional.**
- **Determine counter-words that reflect a successful aging environment.**
- **Write the examples on the white board.**
- **Instruct participants to copy the list onto page 3 of the handout packet.**

Determine changes your team will make immediately and how you will both communicate that to other team members and residents/members and how you will hold each other accountable.]

Wrap up: This community/organization has made a commitment to successful aging through its partnership with Masterpiece Living. This exercise supports our department in determining language that will reflect an environment of successful aging. Our language will continue to evolve with our organization's culture. Let's set a date to reevaluate language within our organization.

[Facilitator: Set an annual date and mark on your calendar.]



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Resident/Member Services Engagement #2: Culture (8 minutes)

[Facilitator: Please read the following excerpt from an article written by Dr. Roger Landry:]

“Building on our firm foundation of caring, we must become communities where growth is the currency. As complex organisms, humans have multiple components that the research on aging tells us are amenable to such continued growth. Growth occurs when we have knowledge of what’s possible, a sense of what is needed—and when we find ourselves in a supportive community that does not direct, demand or manage, but instead coaches its members to become all they want to be. A coaching environment empowers providing knowledge, guidance and opportunities to achieve personal goals. A coaching environment is not just the works of one or two staff members; rather, it is reflected throughout the community’s culture.”

[Facilitator: Take 2 minutes to discuss the following questions. How might we build on our firm foundation of caring and work together to create an empowering environment? What are the characteristics of a coaching environment? Then, divide your team into three groups and assign one of the scenario sheets to each group. Groups will have 3 minutes to discuss the following scenarios:]

1. Sue had surgery and is confined to a wheelchair. She expresses an interest in learning to walk again. A caregiver would educate Sue about the risks and keep her safe. What would a coach or someone that’s interested in supporting Sue in her successful aging journey do?
2. Jane worked as a secretary for 20 years. Recently, she has shown interest in helping at the reception desk. A caregiver would let her know that’s what team members are hired for. What would a coach or someone that’s interested in supporting Jane in her successful aging journey do?
3. Fred expresses an interest in sharing his passion for writing. A caregiver would hire an instructor for Fred and others at the organization. What would a coach or someone that’s interested in supporting Fred in his successful aging journey do?

[Facilitator: Gather as a group and spend 1-2 minutes sharing scenarios and responses.]

Wrap up: Coaching feels different from the way we normally respond. It offers the resident the opportunity to move forward in his/her own journey. Rather than doing for, we support them so they can achieve what it is that they want to achieve.



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

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

[Facilitator:

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

- 1. Sharing programming information on the phone.*
- 2. Arriving or leaving for the day.*
- 3. Giving a resident/member a ride to the doctor.*

[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 and how we can raise the bar throughout our partnership with Masterpiece Living.



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

[Facilitator: Give participants time to read about the MPL Reviews and Master Practices on pages 6 and 7 of the handout packet. Discuss how your department might support the completion of the MPL Review Process.]

*Wrap up: Your job at (**organization name**) is to work as a member of Resident/Member Services team. Your role is to continue to support the successful aging of the residents/members. One of the ways you can do that is to use these ideas to support the residents/members in completing the MPL Reviews.*

Resident/Member Services 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 8 of the handout packet. As a group, brainstorm how team members in your department can positively impact worry about the state of the world and how they 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 department will be encouraged to support residents/member and team members in working toward our data driven goals. This will be part of your role within the organization.*



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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 the team members of this department for all your hard work.

*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 team members will take side-by-side with our residents/members, their families and guests and would like to congratulate you for completing the Masterpiece Living Core Experience. As team members 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.]