

## Master Practices: Team Member Engagement

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### **Successful Aging Culture Interview Questions** *Holly Creek Retirement Community*

Holly Creek Retirement Community recognized the need to get team members on board with their culture as soon as possible, even before starting employment. Through an online interview system, the following questions were added to both establish the culture of Holly Creek and to also assess for attitudes of interviewees.

1. Describe your views on aging and the role of elders in American society.
2. Describe what an ideal activity schedule looks like for a skilled nursing neighborhood and an assisted living neighborhood. What do the residents look like in these communities?
3. Describe what a paternalistic community looks and feels like and give examples of each.
4. How will you react to and manage ageism and ableism when/if confronted with it in this role inside and outside the community?

### **Centers for Successful Aging (CSA) Roadmap Team Approach** *Clark-Lindsey Village*

The Executive Director at Clark-Lindsey Village took a head-on approach with the CSA criteria by developing a plan where each member of the Masterpiece Living Team was responsible for select CSA elements. Criteria was assigned based on the talents and roles of each team member. All are encouraged to seek the support they need from one another and other team members and residents throughout the community.

Over the course of the next year, Clark-Lindsey hopes to be well on their way to developing the culture of successful aging they partnered with Masterpiece Living to achieve. A sample document can be found in STEVE (under Ongoing Staff & Resident Engagement) and provides a snapshot for how elements were divided up and organized.

### **Language Directory & Paystubs**

*Somerby at St. Vincent's One Nineteen*

St. Vincent's One Nineteen knows language is an important part of a successful aging culture. In order to "spread the word," they've begun a six-month campaign where all paystubs will have a Language Directory stapled to them. As new words are identified, the Champion team will simply add them to the directory. Team members will see new word selections each pay period as well as past words that had been identified in order to reinforce language choices.

### **iPads and Masterpiece Moments**

*The Buckingham*

Based on personal interests of residents that are already known, team members will approach residents with iPads open to webpages that would be of interest to the resident and start a conversation. For instance, a team member recently reported that he approached a resident with images of her favorite art from around the world. The resident was able to recognize artist's names and describe the art she was looking at on the iPad. The resident and team member went on to look up videos of the resident's favorite musicians, the biography of her late husband that was found on a university website, and eventually her home state and the Berlin wall. She happily shared details of all subjects with the team member and even looked up subjects on her own after a quick tutorial from the team member. The team member shared, "It takes very little to gain so much.... Either an iPod, iPad, sing along, a touch with a smile or just a simple conversation one on one can bring that magic moment to the people we promised to care for the rest of their life."

### **Masterpiece Moments Award**

*Ware Village*

Every month Ware Village is going to select and recognize one staff member of the community for being "caught in the act" of doing something that empowers residents and reflects the values of MPL and they have called this their Masterpiece Moments monthly award. At the end of each year, all 12 of the names who received the award will be put into a hat and one will be drawn. That person who is drawn will win a trip to the MPL Lyceum paid for by the community.

### **Safety and Wellness Campaign**

*Somerby of Mobile*

The staff safety and wellness campaign is a three month focused initiative that highlights the importance of safety and wellness for staff. To encourage more participation, a point system is implemented in which staff members earn points for every activity they complete. They can then use their earned points at the end of the campaign in an auction for such items as televisions, gift cards, small household appliances and jewelry. Many of these items were donated by Somerby of Mobile vendors.

*Outcome/Benefit:* This campaign positively influences staff to become more aware of their own health and wellbeing, by participating in the MPL Mobility Review and all of the other specially planned programs, such as Walk to Wellness.

### **Resident and Employee 10-Item Challenge**

Residents are encouraged to learn 10 things about 10 employees of the community. Employees are encouraged to learn 10 things about 10 residents.

### **Masterpiece Momentum Award**

*Somerby of Mt. Pleasant*

*Somerby at St. Vincent's One Nineteen*

An award is given monthly or quarterly to a staff member who actively contributes to the successful aging culture. At Somerby of Mt. Pleasant, the winner of the award gets to have lunch with a resident of their choice in the dining room.

### **MM Challenge**

*Grandview Terrace*

The "Masterpiece Moment" Challenge was a way for staff to show their thanks to residents. They filled out a card and stated what the residents did for them. During the first week of the contest they attached a packet of M & Ms to each card. Two staff members received prizes for giving out the most notes. Now an ongoing program, staff can fill out thank you cards to residents.

### **Who is Who with Staff?**

*Terraces of Los Gatos*

Building on the idea of a human scavenger hunt, the Terraces collects information about different staff members and writes a paragraph about them that's posted in the dining room. Each day is a new staff member of the day, and the residents have to guess who it is. The residents write their answers on a calendar, and the one at

the end of the month with the most correct answers wins.

### **15 Minute Circuit Training**

*Llanfair*

The fitness professional set up a 15 minute circuit routine for any staff that want to participate. Perfect for 15 minute breaks or for part of lunchtime.

### **Staff Referral Contest**

*Grandview Terrace*

As a way to get line staff involved during the pre-launch process, Grandview Terrace gave each staff member business cards with information about taking the Lifestyle Inventory. Staff would approach residents and ask them to take a card, sign their name on the back of the card, and the staff member gets credit if the resident takes the reviews. The staff with the most resident referrals will get rewarded.

### **Showcase**

*Grand Lake Gardens*

Grand Lake Gardens champions are encouraging staff to join in the residents' tradition of Showcase. Showcase is the sharing of photos, souvenirs, collections, hobbies, crafts, certificates, trophies, leisure activities and much more. The event is set up similar to a craft fair - the personal items are placed on tables, and the staff person is encouraged to stand nearby and share. Showcase is a great way to get to know each other better, and a way for staff to show off their personal hobbies, interests and achievements.

### **Masterpiece Money**

*San Joaquin Gardens*

A planned incentive campaign for SJG, staff will receive Masterpiece Money when they are "caught in the act" of contributing to the culture of successful aging. They can exchange their money for prizes which may include lunch in the bistro or other SJG promotional items.

### **Brown Bag Tuesdays**

*The Renaissance*

In an attempt to bring staff and residents together for casual and fun conversation, The Renaissance started hosting Brown Bag Lunch on Tuesdays. They select staff members and have them each invite 1 resident as their guest, and many staff are creative with their invitations. The group total is kept at 12 people so there are

more meaningful conversations. People bring a bag lunch or a meal from the Bistro and sit on the patio by the lake for a relaxing and casual lunch together. They've had a great response from both residents and staff.

### **Training for New Employees**

*San Joaquin Gardens*

Include Masterpiece Living Training modules in new employee orientation for your community.

### **Employee Wellness Teams**

*University Place*

Employees formed committees for each of the 4 components of wellness for planning and implementation.

### **Shirts & Pins for Employees**

*University Village & Others*

Communities have many or all of their employees wear a Masterpiece Living shirt on a designated day during the week. This gives the feel of a community-wide effort and includes staff in Masterpiece Living. Staff members may also wear Masterpiece pins.

### **Employee Fitness**

*San Joaquin Gardens & Others*

This community offers specific fitness programs to staff. Designated hours in the fitness center, a healthy living newsletter, healthy lunch options, and staff health fairs support staff in their successful aging.

### **Interview Questions**

*San Joaquin Gardens*

Ask potential employees key questions about healthy living such as: What does Successful Aging mean to you? What have you done this week to contribute to your own health and well-being? How can older adults grow?

### **Masterpiece Makers**

*La Posada*

An incentive program for staff, La Posada gives a monthly Masterpiece Makers award that acknowledges staff when they are caught in the act of helping a resident age successfully.

### **Convivial Crowd**

*Sarasota Bay Club*

Department Directors take turns hosting a dining room table each week for a group of specially invited residents. They can decorate the table however they want in a way that brings their personality or personal interests to showcase to residents. Examples of theme tables included Patriot's Day, Circus, New York-New York, and Diamonds are a Girl's Best Friend.

### **Staff and Resident Partners or Buddies**

*San Joaquin Gardens*

Encourage workout partners, or for staff to "adopt" certain residents to target involvement or special needs.

### **Staff or Department Competitions**

*The Clare*

These can consist of any healthy living behavior - diet, exercise, continuing education, etc.

### **Staff Fitness Training**

*The Clare*

Offer special fitness classes or a 5k training program for staff.

### **Beyond Bracelets**

*Judson Park*

Judson Park is creating 4-colored bracelets to represent the four components of successful aging. Each resident and staff gets one that completes the Lifestyle Inventory. Anytime the staff passes someone who is wearing a bracelet can strike up a conversation about that person's goals. This is a great way to deepen conversations between staff and residents.

### **Thought of the Week**

*Terraces of Phoenix*

Every week the Lifestyle Coordinator sends staff an inspirational quote paired with questions to ponder and ask of each other and residents, meant to stimulate people learn more about themselves and provide an avenue of creating meaningful conversations with residents. Staff discuss these in weekly meetings or pass out these thoughts on paper. An example quote is: "We are what we repeatedly do. Excellence, therefore, is not an act but a habit." -Aristotle; Example questions are: What are your habits here at work? Do they foster excellence? If so, how and what are they? What are some habits you notice in our residents? Are there good ones which have helped them age successfully? Acquire some of this

information from a resident and share with your fellow staff members.

### **Pet Parade**

*Grandview Terrace*

Grandview Terrace invited residents and staff to participate in a pet parade. With 14 pets represented, the event was highly attended and a huge success. Prizes were given for the cutest pet, the one with the best trick, and the best costume.

Other ideas for staff involvement are listed in the other sections including Pre-Launch, Launch, and Multi-Dimensional Programming.

### **MPL Military-style Chant**

*Somerby of Alpharetta*

The follow chant was created by Tony Greico to celebrate the value of Masterpiece Living at Somerby of Alpharetta. This is a fun chant to do with residents or staff to celebrate successful aging and keep up morale.

I don't know what I been told.  
(I don't know what I been told.)  
Ain't no fear of getting old  
(Ain't no fear of getting old)  
We know we'll be aging well.  
(We know we'll be aging well.)  
'Cause we practice MPL  
( 'Cause we practice MPL)

Hear those words come from our lips.  
(Hear those words come from our lips.)  
Magic ones that we call S.I.P.S.  
(Magic ones that we call S.I.P.S.)  
Social, Intellectual  
(Social, Intellectual)  
Physical and Spiritual  
(Physical and Spiritual)

Tell your Mom, your Dad, your Niece.



(Tell your Mom, your Dad, your Niece.)

You da' bomb with Masterpiece

(You da' bomb with Masterpiece)

Sound off

(Sound off)

Three Four

(Three Four)

Unison: M\_P \_L\_is \_what we're \_here for!