



Network Practices: Human Capital

Hats by Warm Hands with Warm Hearts

Wesleyan Senior Living

Knitting hats for the local hospital to give to new babies can be very meaningful for residents, knowing they are able to help welcome a new baby by giving them a gift. We call this project Hats by Warm Hands with Warm Hearts. This project allows many individuals to be a part of community outreach. Residents share their skills and help teach others to knit.

Passion Presentation

Multiple Communities

Recruit residents and team members to do presentations about their experiences or passions in their lives. These presentations give team members and residents the opportunity to use and share their skills, abilities and experiences. This gives people the chance to connect through a meaningful intellectual opportunity.

Masterpiece Moment

Multiple Communities

Residents can really be encouraged through a letter of appreciation and acknowledgment. We issue "Masterpiece Moment" letters congratulating a resident's initiative in the community through new ML programming. Resident-run programs and volunteer efforts have flourished with this simple gesture of attention which is signed by the ED and ML Coordinator. At the end of the year, there is a Recognition Reception for all those who have received this "MM Letter."

Crafting for the Community

The Stayton at Museum Way

Add a "Crafting for the Community" project with a craft that would benefit an organization in the greater community. One example is Warm Place, a non-profit organization that provides free grief support for children from kindergarten all the way to 25 years of age who have lost a parent, sibling, or loved one. Residents not only contribute in making the crafts, but in assisting with delivery of the final product.

Storytelling in the Art Gallery

Holly Creek Retirement Community

Take your art gallery one step further by posting a story about each art piece underneath the display. Going beyond the title and creator acknowledgement, this is a great way for residents, team members, and visitors to have a better understanding of the person associated with each piece of art.

Getting-To-Know-You Book

Multiple Communities

Each resident is asked to fill out a form that asks various questions about background, interests, hobbies, etc. The forms, with the residents' pictures, are displayed in a common area. Creating a similar book for team members is another option.

La Loma University

La Loma

La Loma University (LLU) is a lifelong learning program that La Loma Village adopted across all levels of living. Many residents are highly educated and had very successful careers and wanted to stay engaged and learn things in their retirement years they didn't have time for while working. We use a "Design Committee" made up of residents to implement LLU with support from team members. This committee is made up of community members that discuss the direction we want to go in. We meet regularly and plan the programs, brainstorm new ideas and discuss the different facets and courses for LLU. Each member of the committee serves in different ways including things such as making contact with possible presenters, assisting in communicating with other communities about partnering with us, putting together the course catalogue, writing course descriptions, planning LLU orientation and sign up for classes. We have a budget to pay for any fees associated with the different presenters/programs we bring to campus. Curriculum catalogues are available as a resource for those who want to sign up for the sessions and the biggest and most precious resource we have is the people who live and work at our community. We have a short survey that residents who participate in each course can fill out at the end of the course to give us feedback on our courses and their content. From these feedback surveys we learn what they liked, didn't like, and future courses they may like to participate in.

Judson Park Living It!

Judson Park

Design a "classified" board to collect ideas and organize events. Individuals fill out the "Living It" log sheet located at the front desk, pin it up on the board and try something new with whoever shows up to the experience. Throughout the week, residents and team members can check out the board and look for anything they might be interested in trying. Anyone may show up to any of the events on the classified board. There are also group events throughout the week to encourage more people to join.

English Tutoring

Edgemere

In order to both improve our relationships with team members from different departments as well as improve the service our housekeepers are able to provide to our residents, our resident services director created an English tutoring program where team members who are fluent in English meet with our predominately Spanish-speaking housekeepers once a week to teach them English, with an area of emphasis on everyday phrases and sayings that the housekeepers can exchange with the residents.

Successful Aging Journey Pledge

Presbyterian Senior Living

Presbyterian Senior Living was moved by the 2015 Lyceum theme of tapping into human capital. As a result of their experience, all of their communities came together and decided they needed to be doing more to leverage the unique talents and interests of their residents and team members. They developed a pledge campaign that gets individuals committed to actively contributing their human capital. (Please see "PSL MPL Recommitment Pledge Card," and "PSL MPL Recommitment Pledge Flyer" under Master Practices Supporting Documents.)

New Resident Conversation

The Birches

Focus on residents' strengths and interests when moving into assisted living instead of the challenges that may have brought them there. Have a conversation with each new resident within 24 hours of moving in and create an announcement that is shared with team members (with permission, this could also be shared with other residents). The announcement focuses on the resident's interests and goals for his/her new life and is organized around the four components. This helps team members focus on the person as a whole, not just his/her needs. (Please see "Move-In or Employee Announcement Template" under Master Practices Supporting Documents.)

Resident Pairings

Multiple Communities

Strive to support residents in accomplishing their goals by pairing up residents with complementary skills and goals. One example is a Health Care resident who wanted to learn to write her name, paired with an IL resident who wanted to share her gift of teaching. By working together, the goal was quickly accomplished, and the duo continues to work together.

Pillow Outreach

Heisinger Bluffs

When families are torn apart by domestic abuse, children often leave all of their personal belongings behind. An IL resident organized a group of IL and AL residents to make pillows, many of which are hand-embroidered, to donate to the Rape and Abuse Crisis Center. These pillows are meant to offer comfort to the children seeking refuge at the local RAC. Residents created over 135 pillows.

Mentor Partnership with Fresno State

Terraces of San Joaquin Gardens

Through our community partnership with Fresno State University, students are paired with a resident that has had a career in the students chosen major. The residents share their personal and professional experiences of their careers.