



## Network Practices: Human Resources

### HR Policy for Team Member Engagement

*Holly Creek Retirement Community*

Create a human resource policy to establish expectations and barriers in regards to team members engaging in successful aging programming at their community. (Please see "Policy for Employees Leading and Participating in MPL Programs" in Master Practices Supporting Documents.)

### Successful Aging Culture Interview Questions

*Multiple Communities*

Recognize the need to get team members on board with community culture as soon as possible, even before starting employment. Try adding the following questions to the interview process to both establish the culture and to also assess for attitudes of interviewees.

Describe your views on aging and the role of elders in American society.

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?

Describe what a paternalistic community looks and feels like and give examples of each.

How will you react to and manage ageism and ableism when/if confronted with it in this role inside and outside the community?

### Team Member Fitness

*Multiple Communities*

Offer specific fitness programs to team members. Designate hours in the fitness center, a healthy living newsletter, healthy lunch options, and team member health fairs to support team members in their successful aging.

### MPL Internship

*Multiple Communities*

Partner with a local college or university and have interns work at your organization for a semester. Students are able to organize MPL Review campaigns.

Outcome/Benefit: Intergenerational interactions and increased participation in reviews completed annually.

## **Residents Attending In-Service Trainings**

*Llanfair Retirement Community*

Invite residents to in-service trainings that previously only involved team members. The goal is for residents to be empowered to take more ownership of the community. This is also an effective approach to unifying the community and educating residents about regulations and procedures that must be followed by team members. Residents may also attend disaster and tornado in-service trainings where they learn leadership skills on how to manage these crisis situations. Additional in-service trainings may include inspection control, customer service, bullying, and fire lifts.

## **Team Member Satisfaction**

*Acacia Creek*

The results of the team member satisfaction survey indicated that one of the least satisfied departments was Housekeeping. As a result, the Department Manager began telling the team about upcoming events, inviting them to participate and to encourage residents to do the same. She set the expectation that part of their job, beyond cleaning apartments, was to participate in the culture of the community. Now, the housekeeping team members are always very involved in Movement Matters, heading up their own teams and encouraging residents to join them. They come in on their days off for events and promote those events to residents – some even offer to help the residents get ready for the events. The result has been increased morale and interpersonal relationships within the department and significantly increased team member satisfaction scores.