



Network Practices: Leadership

Convivial Crowd

Multiple Communities

Department Directors take turns hosting a dining room table each week for a group of specially invited residents. They 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.

Main Event Letter

Multiple Communities

Have the President and CEO write a letter that will be delivered to each resident, highlighting each event of the Debut week. This provides the community with the opportunity to expand on a description of each activity and how they relate to Masterpiece Living and successful aging while also demonstrating the dedication of the community's leadership.

Manager-led Successful Aging Events

Querencia at Barton Creek

Each month, have one manager coordinate and participate in an outing or a project with the residents. Ideas include: Executive Director taking residents skydiving, Housekeeping Director doing crafts with IL and AL residents, Marketing Director sharing her favorite sushi restaurant with residents. These programs give managers an opportunity to step out of their traditional roles and to interact with residents in a new, meaningful way.

Off-Campus Leadership Retreat

Multiple Communities

To help educate and get all department managers informed about the basic concepts of Masterpiece Living, take the entire management team off campus for a day to focus specifically on learning more about Masterpiece Living early on in the pre-debut phase. The group may participate in educational activities on successful aging as well as fun team-building activities.

Living It! Show and Tell for Team Members

Glen Meadows Retirement Community

In an effort to get team members on board with the MPL Living It! campaign, and to lead by example, Executive Team members were requested to try one new activity/thing/food and to take a picture doing it! The following week at the stand-up meeting the photos were shared with the team.

Resident Committee Recognition

TSJG

Every month our community recognizes a different resident lead committee or club. The committee being recognized is honored at that month's Resident Council Meeting. Our communities Chaplain highlights the purpose and achievements of the committee, and additionally writes an original poem about the committee. That poem is shared during the presentation and copy is provided to the residents on the committee. We now keep a record of these poems in our communities library

Board Retreat

Christian Living Communities

In order to encourage Board members to better understand Masterpiece Living a retreat was designed to provide an opportunity to experience Masterpiece Living first-hand.

The retreat included a presentation by Dr. Roger Landry, participation in the Lifestyle Review process, and experiential learning of the four components. A video of testimonials collected from all communities was played at the end of the retreat to show the impact of the culture on the residents. (Please see "CLC Board Retreat Agenda" under Master Practices Supporting Documents.)

CEO Challenge

Presbyterian Homes and Services

Have the CEO set a goal for number of steps per day, and present the challenge to the MPL Champion Team.

Strong Steering Committee

Multiple Communities

To keep the integrity and focus of the successful aging committee (comprised of residents), a comprehensive document stating the successful aging mission of the community, the role of the committee, strategies that would be used to fulfill the role and operational guidelines for the committee was created. New members to the committee are asked to read through this document and commit to support the groups mission. This has been a helpful tool to keep all members of the committee aligned.

I Have Time

Piedmont Gardens

Our "I Have Time" initiative has been an exciting innovation from our Human Resources Department. In the past when there was a low census, team members were sent home. Now if there is low census team members go from door to door, often in a different living area, asking residents how they are doing and saying, "I have time -- how may I support you?" Residents enjoy the extra attention, and team members enjoy a change in work environment.