



Master Practices: Team Member Engagement

MPL Governance Council

Presbyterian SeniorLiving

At PSL, we would like to see the MPL initiative by 100% resident run, so support this goal we created an MPL Governance Council with residents and team members from all our communities. This council meets on annual bases to discuss innovative practices, create strategic plans for the year ahead and share time to network and grow socially. In addition, members of the corporate leadership team are present to listen, share and support plans.

REWrite!! Birthday Celebrations

The Terraces of San Joaquin Gardens

Instead of hosting a monthly Birthday Celebration for all of the residents sharing a birth month, our team ensures that each birthday is celebrated individually on the residents birthday. This is done with a multi-team approach. While the Lifestyle Team provides the balloons and card, the Management team members take care of decorations, and the Care Partner (CNA) who is working with the resident prepares the residents preferred desert. Once everything is organized, all available team members get together at noon, as a make shift choir, and sing the birthday song. If the resident is ok with it, we snap a picture with them and the group and print a copy for them and their family.

Working Wonders

Peconic Landing

Working Wonders is a Leading Age award winning program; it was created to encourage employees to embrace whole-person wellness by achieving a balanced between all parts of their lives - work, family, personal goals as well as body, mind, and spirit. As part of this program, we encourage all team members to take the Outreach Lifestyle Review and participate in a follow-up session. 60% of our team members have followed this path; our goal is to achieve 100% participation.

Team Member Reviews Offered Through Relias

Friendship Village of South Hills

Through our online learning modules hosted by Relias. We provide successful aging culture training for all team members. At the end of the module team members are given a link to the MPL website with instructions to set up an account and take the Outreach Lifestyle Review.

Resident Taught ESL Classes for Team Members

Beacon Hill

Our community has many team members who speak a language other than English as their primary language. To boost their English skills so they can have for meaningful communication with the residents, we began offering ESL classes. These classes are scheduled to fit the team members needs and are taught by 16 different residents with teaching backgrounds.

New Team Member Orientation Sign-Ups

The Barrington

During every new team member orientation, our Community Life Director hands out our community calendar and gives the team members instructions to select an activity during the month that they would like to participate in. It can be a one-time event or an ongoing class. They then fill out a sign-up sheet which is given to our Human Resources Director who then seeks approval and arranges the details with their supervisor. Team members understand from day one that leadership encourages and expect their participation in the community.