



## Master Practices: Inclusivity

### Random Acts of Kindness Week

*Querencia*

During Random Acts of Kindness Week (RAK), Independent Living Residents and team members who signed up to participate in RAK week events were paired up with a health care resident. Participants learned a bit about their health care resident recipient and given tools and ideas for Random Acts of Kindness they could gift that resident with. Interaction ideas included presenting a gift, a card or candy, bringing them to the onsite store for ice cream, or spending a few minutes with them talking about something they enjoy. They did this each day all week; it was enjoyed so much that it continues throughout the year. Giving specific ideas seemed to help squelch the residents and team member fears about what to do while visiting.

### Discovery Walk

*Querencia*

As a way to make Movement Matters inclusive, we create a "Discovery Walk." We noted keepsakes outside of residents doors in all levels of the community and encourages all resident to take a "discover walk" and find these items and note them on a form we created. This could be completed in segments over the duration of the Movement Matters campaign. Completed and correct forms were accepted and put into a raffle. This encourages all residents to travel outside of their hallways and level so living to discover the community and its residents.

### Kindergarten Field Trip

*Judson Park*

Judson Park was the field trip destination for three underprivileged elementary kindergarten classes. Lifestyles together with a resident committee planned all the events for the interactive resident and kindergartener experience. The residents used their human capital to contribute to the planning and the events on the day of. The groups spend their time rotating through the activities which included chair volleyball, an art project, a scavenger hunt, a sing-along and an interactive Three Little Pigs Reading. The day ended with Pizza, veggies and ice cream for all. The kids gave back by signing and song for the residents. All level of living were included and included.

## Health Center Education for Independent Living Residents

*Kirkland Village*

Kirkland Village offers a series of lectures to Independent Living residents about the various aspects of the Health Center. The series takes place over several months with the goal of offering content-rich lectures 1-2 times per month. Residents choose which topics they are interested in attending based on the schedule. The purpose is to break down the silos between different areas of living through education and increase awareness of the health center. It also helps IL residents to start thinking about other areas of living in case they need to move in the future. Topics include: The Admissions Process and Billing, Environmental Services, Community Life, Scheduling/Transportation, Human Resources and Administration, Dining, Reception Desk Coverage, Discharge Planning, and Therapy Medical Records and Nursing.

## #Eattogether

*Friendship Village of South Hills*

The culinary services team at Friendship Village of South Hills, watched the #EatTogether video: <https://www.youtube.com/watch?v=vDuA9OPyp6I> and were motivated to organize #eattogether events to address loneliness and encourage engagement. In multiple common areas around the campus team members and residents were invited to enjoy a family style meal. Locations were chosen to increase participation and include residents who may be more isolated specifically health center residents who normally eat in their rooms.

## Community County Fair

*Westminster Woods at Huntingdon*

Our community brought a cherished event, the country fair, to our community. As a rural community, the country fair has been a lifelong tradition for many of our residents who nowadays due to limiting factors can no longer attend. The Community Life department, together with all other departments in our community brought the fair to all residents in all levels of living, their families, and community team members. It was an all-day event including traditional fair foods like funnel cakes, traditional fair games, and prizes, horse-drawn wagon rides, livestock, antique cars, an old fashion photo booth, and a cakewalk. The event was free to all who attended.

## Community Civility Standards

*Acacia Creek*

Our community had an expert in civility met with residents and team members to create standard tools that both residents and team members could use to grow and improve relationships, communication and, community. After several meetings with feedback, a final list of 16 standards were created and presented to the residents and team members. We published the standards in the Resident Handbook, in the community newsletter, and they are posted in public places and included in team member training. On an ongoing basis, residents and team members are encouraged to review these standards and discuss them in at meals and at committee meetings.