



## Master Practices: Resident 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.

### Resident leaders in Team Member Trainings

*The Birches*

Our community, which is assisted living and memory support, invites residents to our team member training to be 'Leaders In Residence' on a specific training topic. Our 'leaders' were split into individual groups with a group of assigned team members to create intimate support groups. Our leaders read questions related to the training topic, answered the question from their experience, and opened up the discussion to the group to continue to provide advice, experience, mutual support, and perspective.

### Community App

*Edgemere*

To meet the demand of the residents using technology, we created a community app the residents can download on their phone or computer. The app includes the fitness class schedule, daily activity schedules, dining menus, brain games, team member directory, resident directly, the resident handbook, volunteer opportunities, and the monthly newsletter. It's a one stop shop for residents to access all community information and for the community to post surveys, collect service request orders and send important messages out to the residents.

### Home Office Mobility Reviews with Residents

*Someren Glen*

Christian Living Communities home office, called the Community Support Office or CSO is located in a separate building from the communities it manages. To bring some MPL tools and experience to those in the CSO, we set up stations from the Mobility Review all around the office for the 51 team members. Residents from the three CLC communities in the Denver area (Someren Glen, Clermont Park, and Holly Creek) hosted the different stations and supported the team members through the process of the Mobility Review. Team members were then providing supporting documents to support their understanding of the Mobility Review and their feedback reports. We then invited the team members to participate in supporting the stations the Mobility Review next year at Someren Glen. CSO team members greatly enjoyed the MPL education and the interaction with the knowledgeable residents.

## **Resident Bloggers Answer Greater Community Questions**

*The Birches*

Our Public Relations Committee consists of "Resident Bloggers/Writers" who answer greater community questions about Assisted Living. From neighbor to neighbor, they are able to write and support their neighbors by answering their questions, monthly, in "Dear Abby" format on our blog. Regardless of their age or ability, their passion is writing and giving advice. Our local community centers around the neighborhood gather the questions asked by their visiting seniors and then submit their gathered questions to our Birches' Bloggers for answers and neighborly support. <http://blog.birches.net>

## **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.

## **Volunteer Action Committee**

*Someren Glen*

Through our Volunteer Action Committee, funds are set aside each year for two residents to attend the annual Lyceum. Upon their return, residents are responsible for sharing, in a creative way, what they learned with the rest of the community. In 2018, they did this through a well-publicized event called the 'MPL Lyceum Panel.' Each attendee, including team members, presented topics they were passionate about and shared the Lyceum findings for 4-5 minutes followed by a question and answer session. For example, topics included 2018 were: Ageism, 'Prehabbing,' Team Member Engagement/Encouragement and Socialization. The event was hosted by another team member who is well-versed in all things Successful Aging and Masterpiece Living, they helped guide the conversations in a productive way. To support the flow, each panelist provided 2-3 questions relating to their topic of choice in case Q&A time was slow. It was an incredible hour of sharing and learning amongst all involved, both panelists and audience participants.

## **Arda's Closet**

*The Barrington*

The Barrington residents created a shop and named it in honor of a past resident. Arda's Closet was created for team members to shop in for free. Residents donate clothes, accessories, furniture & other goods (like Christmas trees & TVs). This closet is 100% resident maintained and ran. Every 1-2 months the closet is open and all team members can shop for free items they need. This closet is so successful the residents have outgrown their space twice within a years time.

## **Walther Christian Academy Partnership**

*Beacon Hill*

Residents organized a partnership with a local high school. Students in their sociology class visit the community for a lunch and learn twice a year. Each participating resident partners with a few students to give them a community tour, teach them about Masterpiece Living and describe the four SIPS of successful aging. The students educate the resident on their lives including technologies, social media, bullying and changes in their lifetime. Team members are also invited to join this intergenerational experience that creates lasting friendships.

## **Resident Developed Annual Training**

*Westminster Woods*

Westminster Woods' 2018 Masterpiece Living Annual Training for team members was designed and facilitated by a resident champion. The resident shared her Masterpiece Living journey and the impact the Masterpiece Living partnership has on the campus. In addition to sharing her story, she led them through an introspective exercise about their own journeys in a learning circle format. Team Members were engaged and focused in the learning process.

## **Volunteer Sunday Service**

*The Stayton*

Our community does not have an onsite spiritual leader. The residents living in Memory Support/Assisted Living and Skilled Nursing were missing their weekly church visits, because of this demand, a group of independent living resident volunteer their time every Sunday to prepare and host a 30-minute service for those residents who want to participate. The service is developed and run completely by the residents for the residents and includes singing and scripture reading.

## **Successful Aging Poster Campaign**

*Claridge Courty*

A resident in our community recruited a team of residents to design successful aging one-liner posters for distribution around the community. The posters focus on SIPS education and other successful aging topics. The group of residents created 15 posters for each of the four SIPS categories allows for four posters to be placed around the community each month. The posters are rotated weekly and after one month they are updated to new posters by residents on the committees. The posters are a friendly reminder to residents and team members to continue to think about successful aging throughout the entire year.