



## Master Practices: Community Culture

### A Green Initiative-3 Parts

*Meridian Village*

The Recycling Committee, together with Dining Services and interested Residents create a plan for the community to decrease their carbon footprint and increase green, earth friendly practices. It was a three-part plan; phase one was to replace Styrofoam used in the restaurant with biodegradable and reusable containers. The residents take the reusable containers to the restaurant put their leftovers in them to take to their apartments. The reusable containers are recyclable, dishwasher safe and microwavable for the residents' safety and convenience. The biodegradable containers are used for take-out and delivery orders. We have eliminated Styrofoam from Meridian Village. Phase two was to create a garden to grow food for the community and an organic composting and a worm farm. The kitchen provides vegetable waste for the worm farm and for the garden composting. The garden in return provides herbs, fruits, and vegetables to the restaurant kitchen and residents which are used in the Residents meals. The garden is enjoyed by residents and staff together. The garden utilizes newspaper for the worm farm and soil from the single stream recycling program. The third phase was to bolster the current recycling program by increasing the number and access of recycling containers around the community.

### Team Member Successful Aging Video Contest

*Presbyterian Senior Living Communities*

Prior to corporate wide MPL resident council meetings, each community is challenged to create a two-minute video about successful aging. The winning community received a monetary award to use in programming.

### Measure of Success

*Presbyterian Senior Living Communities*

Each year the leadership team members are challenged to implement and reach all the sections in two of the CSA criteria areas. If they achieve this goal, they are rewarded with an annual bonus of that year.

### Campus Orientation

*Llanfair*

Residents and team members start orientation together when they are new to the community. The morning of the first day of the two day training, new residents and team members join together to kick off the orientation with a light breakfast and an ice breaker. Next, the residents and team members pair up and spend time getting to know each other; they then introduce their partner to the entire group. This training creates a connection between the two new groups.

## Review Campaign-Blue Zones Pledge

*Plymouth Village*

To kick off this campaign, our executive director, and MPL team introduced it at a town hall meeting with education about blue zones, we provided 30 Blue Zones books for the community members to read, share and discuss, they were a big hit! The books sparked conversations and questions in classes, meetings and in passing. Residents and team members together realized that it only takes one spark to light a fire, but multiple sparks keep the fire going strong. Through the proactive lifestyles mentioned in the blue zone book, residents had a better understanding of the three WHYs of MPL.

In conjunction with this new wave of revelation, we gave residents and team members the opportunity to pledge to help paint PV blue by signing their name on a blue hand print image and then taping it to our Blue Zone Pledge paper tree located on our MPL Hall of Fame. By pledging they agreed to sign up for MPL Reviews. Once they completed their reviews, a blue sticky dot was placed on their address located on a giant map of PV, also located on our MPL Hall of Fame. Then after their follow-up session, they received a blue bracelet that said "Making PV a Blue Zone." This was worn to show that they completed their pledge and helped paint PV blue. Throughout the month the map and pledge tree grew from white to blue! Review participation increased from 19% to 51%!

## 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.

## Successful Aging Symposium

*Holly Creek*

2017 is the fourth annual Symposium; we hold these each year during Active Aging Week to address topics aging related topics. Our objective is to educate people about what aging can become on a global and individual level. The one day event is open to our community residents, their families, team member, other retirement communities and the general public. Past Symposium topics have included: "Humor and Aging," "The Real Data of Aging," "Being a CSA," and "How to Remember What I am Supposed to Remember." We had two residents perform a skit in which they had a conversation addressing Dr. Ezekiel Emmanuel's article entitled "Why I Want to Die When I am 75". Guest speakers have included Dr. Landry, and the Mayor of the City of Centennial and former congressman.

## Resident Successful Aging Award

*Friendship Village of Bloomington*

The spotlight the residents who are leaders in personal aging successfully. Residents nominate their fellow resident "heros" for this annual award and the entire community votes for the winner. The beautiful hand blown glass award is bestowed at a dinner celebration. Nominees demonstrate resilience, are active in building the community culture and participate in volunteering as well as demonstrating balance in the SIPS. This is a wonderful way to highlight and teach about successful aging to the entire community and the great community through a media release.

## 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 directory, 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.

## 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.

## Successful Transition to the Community

*Las Ventanas*

When new residents move in, we invite them to participate in a 4-6 week orientation designed to teach them about the services in our community as well as inform them about accessing information and gaining help when they need it. Included in this orientation are some of the following: Physical, occupational, and speech therapy assessments, if desired, logistics like where to get a weekly menu, where the mailboxes are, how to sign up for programming, how to make an emergency file for first responders, where the fitness center is, what's the community paper, how to complete a lifestyle and mobility review, and how to volunteer. Through this process residents are introduced to MPL much sooner and with a stronger effect, they also showing greater confidence in themselves and in their ability to acclimate to the community.

## Health Center Education for Independent Living R

*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.

## 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.

## 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.

## #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.

## **Technology Education and Support**

*Acacia Creek*

Residents have technology education and support available 7 days a week through the concierge, care team and technology 'superuser' residents. These teams can provide all types of support with smartphones, tablets, computers and TV's. They also support with certain apps including Uber and Lyft. Residents can call for support over the phone or request someone to come to their apartment to work one on one with them. Having these services available gives residents a safety net and encourages them to try new forms of technology.

## **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.

## **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.