



# INCREASING BETWEEN RESIDENTS AND STAFF

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- OWNER BEADLES AND BEADLES NEW BEGINNINGS



# WHY WE'RE HERE TODAY



## Why We're Here Today



Highlight a growing concern in LTC homes: limited resident–staff interaction



Emphasize the emotional and health outcomes tied to meaningful connections



Job satisfaction and retention of staff



CONNECTION



# CREATE IT IN YOUR CULTURE

- IT STARTS WITH ADMISSION
  - VERY THOROUGH QUESTIONS ABOUT RESIDENT
  - ABOUT ME PAPER
    - QUESTIONS AND ANSWERS ON WALL OR BACK OF DOOR
    - HOBBIES, LIKES, DISLIKES, ROUTINES, TALKING TOPICS, CAREER, FAMILY
- SHARE AND TALK ABOUT
  - DAYBOOK
  - GROUP ME TO INTRODUCE YOURSELF TO RESIDENT



# IT STARTS WITH US

LEARN THE RESIDENTS NAMES

LEARN THEIR FAMILY FRIENDS AND VISITORS NAMES

CALL THEM BY NAME NOT ROOM NUMBER

TAKE TIME TO BE VISIBLE

WALK AND TALK

STOP AND TOUCH

FOLLOW THRU WITH REQUESTS

BUILD TRUST



# NEW BEGINNINGS

## BOUGHT PREVIOUS COMPETITION

## CULTURE CHANGE

- AGENCY STAFF
- FORMER EMPLOYEES
- FORMER RESIDENTS
- NEW RESIDENTS AND FAMILIES
- EMPLOYEES THAT DIDN'T WANT CHANGE
- EMPLOYEES THAT WANTED CHANGE
- RESIDENTS WANTED CHANGE
- RESIDENTS THAT DIDN'T WANT CHANGE

# STAFF STRENGTH AND COMMUNICATION



**CREATE A CULTURE STATEMENT**

GIVE INCENTIVES TO MEMORIZE IT



**GET TO KNOW YOUR STAFF**



**START WITH INTERVIEW**

# INTERACTION IDEAS



BUILD ACTIVITY PROGRAM AND STAFF THAT WORKS WITH NURSING AND DIETARY



EDUCATE NURSING STAFF IMPORTANCE OF ACTIVITIES

MONTHLY ACTIVITY INTERACTION- ex: water games, cook out, karaoke



HAVE WEEKLY MEETINGS WITH NURSING AND  
ACTIVITIES AND DIETARY TO BRAIN STORM  
IDEAS

ESPECIALLY HOLIDAYS  
DRESS UP CONTESTS  
SPIRIT WEEK

# INTERACTION IDEA CONTINUED

## Low cost ideas

HYDRATION 1:1 WITH VISIT

SHARED MEALS- order out

SCAVENGER HUNT TEAM

SPA-HAND MASSAGE

TRIVIA ABOUT STAFF/RESIDENTS – IE pilot, bread man

Give prizes-even if snacks or free meal or order delivery or go out to eat together if winner



# HURDLES/BARRIERS

- SCREEN TIME HAS CREATED SHYNESS
  - NEED TO TEACH, MODEL, PARTNER WITH YOU OR SOMEONE YOU WANT THEM TO MODEL
  - USE YOUR STARS TO MENTOR SHY
  - PAIR PERSONALITIES TOGETHER
- RURAL VS URBAN
- STAFFING CHALLENGES
- MONEY CHALLENGES-THINK OUTSIDE THE BOX
  - ASK FAMILIES/VISITORS FOR IDEAS AND TO INTERACT
  - ASK FOR DONATIONS OF GAMES, MOVIES, BOOKS, CRAFTS, ETC
- AGENCY NURSING
- EMPLOYEE ACCEPTANCE OF CULTURE

S

# THE HEART OF IT

ADAM AND BERTHA

36 YEARS OF A SECLUDED  
BUBBLE

RED CHAIR SIT THERE AND LOOK  
PRETTY

WILFRID GORDON MCDONALD  
PARTRIDGE BY MEM FOX



# QUESTIONS?

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