

**“GETTING TO KNOW
YOUR RESIDENTS”**



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I have had the pleasure of serving residents for over twenty years in the healthcare field, including 13 years in long term care, restorative services, and the mental health field. And now have spent the last ten years in Activities and Social Services.

The most important thing I have learned is “to succeed with residents, you must get to know your resident, not only their present, but their past, including jobs, hobbies and likes and dislikes.”

THE LIVING CENTER

HOW TO “GET TO KNOW” YOUR RESIDENTS

COMMUNICATION

One-on-one interviews with both the resident and their families is critical to learning about each resident. This includes every part of their daily activities.

All of us react to gestures of kindness and caring. The ability to convey this to your residents is an important part of the care received by them. Just a “hello” every morning can make the difference in a resident’s day.

ACTIVITIES IN THE FACILITY

Activity plans need to be designed so that residents feel included. Invite them to join in. Residents are encouraged to share their past....Where did they live?..What did they do for a living?... Do they have family? ...what are their favorite foods...their sleeping habits. Get to know your residents! The condition of the residents is what will be the deciding factor in implementing activities. Not all residents can do every type activity. Some may require one-on-one activity.

CARE PLANS & CARE PLAN MEETINGS

The Care Plan is designed for each individual resident and is your “Road Map” to include all of your knowledge of the resident. It is also your opportunity to include the family, if available. It is generally an ongoing and ever-changing plan. The actual care plan should be your first introduction to the needs of the residents, and what will fit for that resident.

INTERACTIVE ACTIVITIES

- REMINISING IS A WONDERFUL ACTIVITY TO USE TO LEARN ABOUT YOUR RESIDENTS. KEEP YOUR ENVIRONMENT CALM, INCLUSIVE AND OPEN FOR DISCUSSION
- OFTEN MUSIC WILL BE AN EXCELLENT THERAPY AND CAN TRIGGER MANY MEMORIES FOR THE RESIDENTS
- IN OUR FACILITY, WE HAVE A “GENERAL STORE” THAT RESIDENTS MAY “SHOP” AT. THEY ALSO CAN EARN “BINGO BUCKS” TO SPEND AT THE STORE. DUE TO THE TYPE OF RESIDENTS WE HAVE AT OUR FACILITY, OUR STORE IS MOBILE, AND MAY BE TAKEN TO ANY RESIDENT THAT IS UNABLE TO LEAVE THEIR ROOM.



HOLIDAYS & CELEBRATIONS

FOOD, FUN, FRIENDS & FAMILIES

HOLIDAYS AND SPECIAL OCCASIONS ARE AN OPPORTUNITY TO SHARE WITH OUR RESIDENTS. HALLOWEEN, THANKSGIVING, CHRISTMAS AND OTHER HOLIDAYS ARE EXCITING TIMES HERE IN OUR FACILITY. WE ENCOURAGE FAMILY MEMBERS TO COME AND SHARE MEALS. OUR RESIDENTS LOVE TO SHARE THEIR LIVES WITH OTHERS.

ONE OF THE MANY WAYS WE SHARE IS BY INVITING SCHOOL CHILDREN FROM OUR SURROUNDING NEIGHBORHOOD. THIS IS OUR RESIDENTS' HOME. IT IS VITALLY IMPORTANT TO REMEMBER THAT "OUR RESIDENTS DO NOT LIVE WHERE WE WORK.....OUR EMPLOYEES WORK IN THEIR HOME."



HOMELIKE ENVIRONMENT



GARDENS

- HELPING WITH FLOWERS OR VEGETABLE GARDENS IS ONE WAY TO GIVE MANY OF THE RESIDENTS A FEELING OF PURPOSE AND REMINDS THEM OF HAPPY MEMORIES
- THE RAISED WOODEN GARDEN PLANTERS GIVES RESIDENTS THAT ARE IN WHEELCHAIRS THE OPPORTUNITY TO BE INCLUDED



INCLUDE YOUR RESIDENTS IN DISCUSSIONS ABOUT IDEAS TO PUT IN PLACE THAT MAKES THEM FEEL THAT THEY ARE INVESTED AND THAT IT IS THEIR HOME

RESIDENT CHOICES

CARE PLAN MEETINGS

ONE OF THE MOST IMPORTANT WAYS TO INCLUDE YOUR RESIDENTS IN MAKING CHOICES IS DURING THEIR ONE-ON-ONE CARE PLAN MEETINGS. THIS GIVES THE RESIDENT AND FAMILY AN OPPORTUNITY TO HAVE INPUT INTO THEIR DAILY ACTIVITIES AND THEIR MEDICAL CARE.

RESIDENT COUNCIL

RESIDENT COUNCIL MEETINGS ARE ANOTHER WAY TO GET INPUT FROM YOUR RESIDENTS. ENCOURAGE THEM TO TALK TO ONE ANOTHER AND HAVE A PART OF THEIR DAILY ACTIVITIES AND THEIR SOCIAL SERVICE NEEDS. ENCOURAGE NEW IDEAS AND DISCUSSIONS

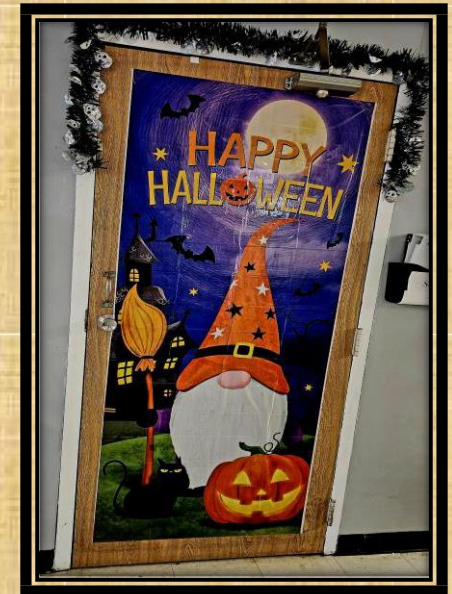


DECORATIONS

BIRTHDAYS

HOLIDAYS

INCLUDE YOUR RESIDENTS IN DECORATING THEIR DOORS. OUR STAFF PICKS A RESIDENT DOOR AND DECORATES IT. THE RESIDENTS LOVE THIS SIMPLE GESTURE AND IT MAKES THEM FEEL LOVED AND WANTED.



INVOLVE STAFF AND OTHERS IN ACTIVITIES

HOME HEALTH OR
HOSPICE SERVICE
PROVIDERS
VOLUNTEERS



HAVE VOLUNTEER
MUSIC OR
ENTERTAINMENT FOR
PARTIES



SUMMARY

GET TO KNOW YOUR RESIDENTS

- ENCOURAGE RESIDENTS TO SHARE THEIR LIFE EXPERIENCES WITH YOU AND OTHERS IN THE FACILITY
- REMEMBER THAT THE RESIDENT YOU SEE BEFORE YOU HAD MANY LIFE EXPERIENCES BEFORE COMING TO LIVE WITH YOU

LET YOUR RESIDENTS GET TO KNOW YOU

- DON' T BE AFRAID TO SHARE SOME OF YOUR LIFE EXPERIENCES WITH YOUR RESIDENTS.
- MANY OF THESE RESIDENTS HAD FULL LIVES AS PARENTS AND/OR GRANDPARENTS AND OFTEN FEEL DISTANCED FROM THE LIFE THEY WERE USED TO BEFORE

ENJOY YOUR RESIDENTS

ENJOY YOUR RESIDENTS. ALWAYS REMEMBER THAT YOU MAY BE ALL THAT SOME RESIDENTS HAVE. YOU BECOME THEIR FAMILY AND HOME. LET LOVE AND COMPASSION LEAD YOUR ACTIVITIES, AND THEY WILL ALL FEEL IT AND WELCOME YOU EACH DAY TO THEIR HOME.

THANK YOU



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