

Envisioning the Future: Finding Meaning & Purpose
Connections and Networking
Contact Information / Resources / Chat

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Session 4:

Denise Boudreau-Scott: info@cultureoutcomes.com

Discussion Group:

Penny Cook: Penny.cook@pioneernetwork.net

Sponsors

National Association of HealthCare Assistants (NAHCA) <https://nahcacna.org/>
Lori Porter: lporter@nahcacna.org
Joy for All <https://joyforall.com/>
Wish of a Lifetime <https://wishofalifetime.org/>
Eversound <http://eversoundhq.com/>
iN2L <https://in2l.com/>
DRIVE <https://www.cultureoutcomes.com/>

Resources

National Certification Council for Activity Professionals (NCCAP) <https://www.nccap.org/>
Heart to Serve <https://ahearttoserve.wpengine.com/video/>
Rockport Health Systems Window Art Program:
<https://www.youtube.com/watch?v=nHUEjyHiHuI>
Senior Living Foresight- <https://www.seniorlivingforesight.net/>
DRIVE Newsletter - www.cultureoutcomes.com

Resolute program - <https://empira.org/programs/resolute>

October Pioneer Network Growing Person-Centeredness Webinar, Someone Just for Me, with Paul Falkowski

Registration link: <https://attendify.co/someone-just-for-me-689Sffi>

Attendee discount 15% code: SymposiumSpecial

The Eden Alternative Animal Welfare Guidelines - www.edenalt.org

Personal Values Assessment

[https://survey.valuescentre.com/survey.html?id= BtfVChRcJ59OHGlc8torO_4V4qzs1br](https://survey.valuescentre.com/survey.html?id=BtfVChRcJ59OHGlc8torO_4V4qzs1br)

Video of Scandinavian Living Center - <https://www.youtube.com/watch?v=H-qrp1-LwYo>

Verna Cavey's article on Citizenship: <https://www.pioneernetwork.net/can-we-talk-a-culture-of-citizenship/>

Resources on Pioneer Network website - <https://www.pioneernetwork.net/resource-categories/culture-change-fundamentals/>

Excerpts from the CHAT

Symposium Welcome and Ice-Breaker

Penny Cook asked attendees to reflect on what provides meaning and purpose in their lives?

What fuels you?

- Connecting with others fuels me to serve people
- Beau from Lakeview in Winnsboro. Focusing on self-improvement!
- cooler weather finally
- I writing an article about a fantastic volunteer program and can't wait to get it published. (Paul Falkowski)
- Being part of the Pioneer Network staff team!
- Nice cup of hot coffee!
- Our residents
- Being alive and in good health.
- my residents
- Hosting a great symposium! Matt from Joplin, MO
- Residents
- this event.
- Meaning and purpose was getting up to be with the residents this morning
- Meaning in purpose today cooking breakfast fresh for elders
- connection and family
- my children and coffee :)
- The opportunity to be a light and bring joy
- The first day of fall! It's my favorite season!
- Pursue growth everyday
- looking forward to this day
- I was still breathing
- Walking my dogs, this event!
- My Children and fall weather
- Looking forward to tools to help Sisters (residents)
- Thank you for the opportunity to see friends that want to make a difference.
- Taking care of the residents gets me up in the mornings

- love Pioneer Network
- Love the fall weather!
- Beautiful mountains of Southwest Virginia! The cool crisp morning and sunrise with a cup of tea.
- Meaning and Purpose = getting up to walk my dog.
- Hoping for fall weather in Virginia.
- Leaves are turning!!!
- I get out of bed in the morning for my children and guide them to be good people, open-minded, and have servant hearts.
- End of humidity in NY/NJ
- I am so excited about today's topics and speakers.
- The Harvest moon shinning on everyone.
- The purpose is providing support to the families of residents in the facility where my mom lives.
- Good morning from Anderson SC what a wonderful opportunity to look forward to another Pioneer Symposium
- The ability to share this moment today with peers in the field. THANKS
- Coffee and throwing the ball with my dog.
- My grandkids are my inspiration for getting up each day.
- Supporting the Maryknoll Sisters and staff - so dedicated and caring - a community filled with love.

Session One Comments:

- Personal resident engagement is also felt deeply by the staff. Much more rewarding work.
- Relational caring and connection is so very important.
- This approach is critical. The challenge for activity professionals is acquiring the funds to acquire the age and ability appropriate materials that older adults deserve.
- Like, the Scandinavian Living Center, senior living should be in the center of town, not on the outskirts.
- Our residents help out the local library, during covid still volunteer; share crafts, reading, clowns and magicians & involve multiple generations
- Integration into the larger community is what's needed.
- I think of Carter Williams and its so amazing seeing her vision coming to life!!
- Win is funny
- I hope Happy Hour is not done away with by the time I need a senior living community!
- Building bridges to the community is critical
- My start has been to change their titles to Community Life Directors to get away from the idea that they are there to entertain, but are there to build community (Bonnie Lawrence)
- LOVE BUDDY CLUB - everyone needs a mentor / partner / friend to guide them !
- A community I recently spoke with shifted from an activity calendar to a menu of activities. Thought it was an interesting approach and language. (Jed Johnson)
- love the activity menu format. Options, ultimate, choice
- Yes - calendar should transition to a menu, similar to what you might find at a wellness resort. A big, much needed shift!

- Great and positive perspectives, some fun ideas and ways to collaborate and build community.
- For reference, CMS FTAG 675 “Quality of Life” - requires care and services to achieve the highest “practicable” physical, mental and psychosocial well-being. “Practicable” means what is possible and can be attained by the resident. (Peter Illig)
 - For those that may not know: these regulations/tags apply only to nursing homes which are regulated by the Federal government/Center for Medicare & Medicaid Services. Assisted living is regulated by the states and may or may not have some similar provisions. Quality of life, of course, applies to all settings! (Cathy Lieblich)

Session Two Comments:

- Wish of a Lifetime provides so many people with meaning and purpose. It’s not just about the person whose wish is granted.
- These opportunities bring so much energy to people’s lives! It’s amazing to see how life changes not only during the experience but AFTER as well.
- Risk taking is a normal part of life!
- Love Wish of a Lifetime!
- Love Universal Dementia Care!!! Yes, Mary!!
- What is universal dementia care?
- Providing care wherever the individual lives, not designated “dementia units” (Joan Devine)
- Integrated living. No seclusion for people living with dementia with units or neighborhoods. Beautiful progression! (Laura Ellen Christian)
- SAIDO is specific cognitive intervention program.
[https://www.jamda.com/article/S1525-8610\(14\)00699-9/pdf#relatedArticles](https://www.jamda.com/article/S1525-8610(14)00699-9/pdf#relatedArticles)
- I love the sharing of wisdom and life lessons. (Kelly Klund)
- So great for fostering natural empathy.
- I have worked with a local university for their Therapeutic Recreation Program. They had to come interview residents, plan and facilitate a program using leisure education/activities for a therapeutic benefit for the whole person. It actually brought some to work for us. (Annie Jensen)
- I love watching the Heart to Serve videos - I learn something new every time I watch!
- It is an amazing program. We can all learn from this.
- “hope and help”...2 powerful words
- This video never fails to move me. Thank you for your efforts. My spouse runs a homeless shelter and to make this connection is extraordinary.
- talk about meaning and purpose! “Makes me feel complete” “Feel like you’re worth living” “They brought me back up” “We may be in these wheelchairs, but that doesn’t hold us back!” <3 So powerful!
- Chills watching that! Fantastic effort
- Can’t wait until things open up and these special programs can get back ... we need them, both the residents and so many in the greater community.
- Heart to Serve website <https://ahearttoserve.wpengine.com/video/>
- Empira - what a great example of the power of connection!

- Empira's restorative sleep program is awesome!
- love that in this work, we all “share shamelessly”!!
- “A robust calendar vs a reason to wake up” Brilliant.
- "I can understand their humor and they can understand my sorrow" WOW!
- Agreed, Annie! That really struck me too.
- I love these men!
- There's been a theme to these videos—giving back and helping others!
- Is there any way to get a copy of the journal?
- link to the Resolute program website - <https://empira.org/programs/resolute>
- The journals are available through their store
- Sometimes we are the barrier - if we can get out of our own way, amazing opportunities open for others!
- A Heart Serve is on hold due to Covid and we have a program called Adopt a Window having artists come to the care community and painting windows (Annie Dunlop)
- Here is a link to a short YouTube video on the window art program Annie mentioned. <https://www.youtube.com/watch?v=nHUEjyHiHuI>

Session 3 Comments

- iN2L and Eversound are amazing resources! When I was at Arbor, Engagement Directors put these two into the category “I can’t live without this resource, worth every penny”. (Language from an actual survey we sent out) Both really help deliver quality vs quantity and reduce frustration for both staff and residents! *I was not paid for this statement - haha ;) (Laura Ellen Christian)
- 3 Pathways to Meaning: Work, Love, & Turning Personal Tragedy into Triumph. - Viktor Frankl (Matt Gannon)
- <https://neighbors-the-power-of-the-people-next-door.com/>
- Angie - I loved what you said about the staff feeling good about the connections as well.
- Intentional neighboring! Beautiful Angie, what a powerful verb
- Relational giving - love that, Michelle
- love what you're doing, Joe! Your definition of success is great. Your risk taking in operating is inspiring!
- Alice is amazing!!
- Alice Lute- when I have the enthusiasm, I can see you on fire! Excellent!
- Michelle, Alice! Enthusiasm is indeed contagious. thanks
- every community needs an Alice...or maybe she is already there, we just haven't found her/him yet!
- I love that Joan - find your “Alice”!
- it is part of that citizenship model that Verna talked about
- Hey Alice! You are an inspiration!!
- We talk about it person-directed care applying to all, but I don't think a lot of staff really feel that person-directed is about not only residents, but about them!
- we need process to support the passion.
- We need to be intentional.
- I'm thinking that the Club Model is one way to create a purposeful environment for staff as well as residents.

- staff needs to see “what’s in it for me”, then they can translate the feeling to the elders.
- Agree, Angie, that the staff need to feel/experience it.
- We included our staff in our Resolute initiatives... lots and lots of bonds and connections (Kelly Klund)
- LOVE WENDY'S NEVERLAND ...TIMESLIPS !
- Angie, thanks, social capital. critical point to meditate on for sure
- We MUST stop focusing just on elders but focus on building team because there is such value in the members of our team. Why are we surprised we have such turnover if our focus is just elders. The elders AND team must be our focus for the environment of growth we desire! (Michelle Daniel)
- I agree — if the administration has a system in place that supports and REQUIRES resident and staff initiative and creativity, ie, allowing time for it, and providing funds for it, then all will benefit immensely, socially, emotionally, intellectually.
- #peoplefirst ALL people in the “family” I love that phrase. You don’t have to be friends, just family.
- We have to create environments where people choose to be, whether they work there or live there. It’s a community!
- Oh wow Michelle Daniel- right on! Value the staff- invest in them - tap into their skills and talents- and STOP the turnover.
- Community Life Director _ great!
- THANK YOU JOE ! PREACH IT !
- So simple, yet so powerful--happy elders, happy families, happy team members!!!!
- Yes - experiential learning/awareness! Experience, believe it, invest in it.
- Environment matters!
- From Renate very inspiring and positive learnings
- Senior living developers need to hear this ! I want my loved ones to have CARE + COMMUNITY, not a necessarily a bougie building ! Buildings are designed to sell the family of where am I placing my parents.
- Culture is definitely organic!!
- tell the story when you tug at the heart strings , you pull at the purse strings ! get testimonials from those you serve ! ask those you serve to be involved, we all have hidden talents ! (KATHI HAYEN)

Session 4 Comments

- There were lots of chats in response to the questions Denise asked throughout her session. She shared most in her presentation.
- Personal Values Assessment-
https://survey.valuescentre.com/survey.html?id=_BtfVChRcJ59OHGlc8torO_4V4qzs1br
- ONLY YOU CREATE YOUR HAPPINESS !
- Question: I have no dots in the 1. level or in 7. level should we have some in each level?
 - Denise Boudreau-Scott: So for the dots not showing up on levels 1 or 7, there are a few reasons why and you can reflect on which might be true for you. Level 1 is safety and security. If you feel that this is not an issue for you, it might not show

- up in your top. 10. You have it already and you likely aren't thinking about "I'm safe".
 - That's typically why nothing is on Level 1.
 - For Level 7, you might not be "ready" for that level yet. You are working on the other levels and once you have fulfilled some more values in those levels you might see a level 7 pop up. Hope that helps!!!
- I did the Values Assessment, but didn't get the analysis.
 - The analysis came from this email, so you may want to check your spam. no-reply@em.valuescentre.com
- From Denise: We have a culture assessment that we offer that you get the results for all of your team members' personal values, the values they see in the organization right now and most important, the values they WANT TO SEE! You can email me at info@cultureoutcomes.com if you want to learn more about it. We have a bundle right now that will be the culture assessment PLUS a 7 part webinar series on recruitment and retention. The series kicks off next month so if you are interested email me or you can send me a private message on here!

Discussion Group Comments / Conversations

- Julie Boggess: I'm glad you mentioned that engagement can be simple- because I come from the SNF world, and generally find that caregivers believe that the frail elderly no longer need or want meaning and purpose in their life. Care becomes instrumental, and routine. How can we make nursing homes vibrant/engaging environments that support all dimensions of wellness?
- Bonnie Lawrence: we worked with the community to create a pen pal program for our residents
- Jenna Wickens: Bonnie, I'm interested to know details about your pen pal program. We are in the process of developing a program for seniors from a community based organization.
- Bonnie Lawrence: E mail me at bonnie.m.lawrence@consulatehc.com
- Annie Dunlop: DreamCatchers in the pen pal program we use!
- KATHI HAYEN: I LOVE using local artists - who were unemployed in pandemic - great community partnership. Tap into colleges / high schools.
- Denise Rieser: We have continued using zoom with students in the community who create jeopardy and wheel of fortune for our Sisters and they love this!
- Julie Boggess: Reading2Connect is a magnificent resident-driven engagement opportunity. These books are written/created for persons with dementia and there are so many ways to incorporate this program in elder care communities. Resident-driven!
- Jenni Dill: Providing opportunities for elders to give rather than receive care were vital for our community! Penpals, hiring an out of work caricature artist, working together to redo the breakroom, etc
- Denise Rieser: I am still limited with live entertainers, no singers again. But the sisters are really embracing getting together to interact. We also use youtube a lot.
- Jenni Dill: Bridging the gap with other communities' "competitors" by recognizing their staff and connecting with other local elders in creative ways. Building a greater sense of community

- Jenni Dill: ASK THE ELDERS! They are the answer and have the answers
- Jenni Dill: The advice of my elders of how to walk through impossible circumstances is what got me through the most difficult days of the pandemic
- Laura Ellen Christian: Yes, Joan! Empower people - let go of bossing people around and micromanaging. Trust who you hire!
- Matt Gannon: Recognition is the first step to healing.
- Susan Ostrowski: If a very traditional community doesn't have a habit of listening to residents, I think they will listen to prospective families. I am struck, though, with how little touring families ask about engagement. What are your thoughts?
- KATHI HAYEN: How would you want to live? I've had to remind staff - you work in their home ! Everyone wants to be loved, listened to and "engaged" in life !
- Susan Ostrowski: I think families could have a tremendous effect, but they seem not to know that.
- Paul Falkowski: I've never seen a skinny dog in a nursing home. :)
- Bonnie Lawrence: I had to retire mine out of the nursing home because she was getting way too fat!
- Jenni Dill: Susan, if the pandemic has taught us anything, it's the necessity of families and an invaluable member of care partnership
- Marguerite McLaughlin: So emotional . . . can't wrap their brain around it
- Lorie Rodriguez: One facility has a cat who lives at the facility and visits the residents throughout the day.
- Laura Ellen Christian: I agree with Scott! I think families are also influenced about the questions we are asking them. How are we asking about meaning and purpose for their loved one and themselves?
- Marguerite McLaughlin: From a leadership perspective, perhaps we can map out the steps following the Continuum of Provider-Directed to Citizenship Model (taught here today) so organizations begin to understand how to advance.
 - Jenni Dill: Love the idea Marguerite! Let's work with PN to create a roadmap
 - Cathy Lieblich: Great idea, Margie! Margie and Jenni - let's talk more about this after the symposium.
 - Susan Ostrowski: Marguerite, Jenni, Kathi, that's a great idea and if it could be done with low-resource communities in mind, that would be golden!
 -
- Joan Devine: The Eden Alternative has an excellent guide to having pets in a nursing home, The Eden Alternative Animal Welfare Guidelines. You can find it on their website www.edenalt.org in the store under books.
- Jenni Dill: My favorite tour question... What brings your loved one joy?! Changes the conversation from diagnosis and physical care needs
- Denise Boudreau-Scott: What an awesome question Jenni! I love that!!
- Susan Ostrowski: Good point, Laura Ellen. I also think family members who are not involved in senior living/care, have very low expectations based on negative stereotypes.
- KATHI HAYEN: research your local corporations / companies - do they have a foundation / grants ? make the relationship - someone on staff with elderly / ALZ family members ? do they give employees time off for volunteering ?
- Susan Ostrowski: Being pumped up is much needed in this field! Bravo, Joe!

- Martha Kennedy: Annie do your residents prepare and serve the food? Or prepare it and then someone takes it out to homeless?
 - Annie Dunlop: they serve as well
- Laura Ellen Christian: What do panelists feel is included in “back to basics”? I love this message. Sometimes we get wrapped up in what’s “new” or “next” that we forget what’s most important. What does back to basics mean to y’all?
- Lorie Rodriguez: I feel we often focus on the institutional aspects of care rather than resident focus due to fear of survey deficiencies. It is a balance of home like environment and licensing regulations that may conflict.
- Annie Dunlop: Well said Lorie
- Julie Boggess: So true Lorie-
- Jenna Wickens: Sorry about our geese.
- Julie Boggess: Regulations need to be scrapped and started over for SNF
- Janet Brennend: If we are going to advocate for making changes in the long-term care settings to lessen the institutional feel, make it more resident centered, and enriching residents' quality of life and citizenship, isn't there some value in for incorporating these concepts in the initial training and education for nurse aides/nurses/administrators/other staff and support their ongoing professional development in these areas?
- Absolutely, Janet!
- Julie Boggess: Most definitely Janet-
- Kelly Klund: I agree with that 100% % % %
- Martha Kennedy: We need some surveyors to attend this session!
 - Joan Devine: Martha - PN agrees and we work to include surveyors in our training, and I know we have some registered, so watching on-demand if not live with us today. Lots of Ombudsman
- Lorie Rodriguez: Denise, I agree! Thank you.
- Julie Boggess: Most definitely Penny- it is why I had to leave SNF after 30 years- values of regulations did not match with mine, and it was getting worse, not better.
- Jenni Dill: surveyors are an important part of the care team and their goals are often the same as the community's. Cast aside the us vs them mentality and do the "next right thing".
- Nancy Richards: Yes, while regulations are needed they can often "choke the values and life out of services/options for seniors while choking the life out of our professional value and satisfaction
- Jenni Dill: Use the power tools! Go to the shooting range! Take risks!
- Kelly Klund: WOW - that is a great idea!
- Bonnie Lawrence: you have that wonderful document honoring the preferences when the choice involves risk. great tool to show you assessed the risk and document how you addressed.
- Laura Ellen Christian: Look up TSO life. Doing amazing things connected to QOL assessments and how they align with engagement for each person.
- KATHI HAYEN: CANOEING, HORSEBACK RIDING - if these are things people have done all their lives - the risk goes down - memory muscle kicks in !
- Jenni Dill: YEESSS Kathi!
- Julie Boggess: Yes Mary- that is exactly what I am talking about.

- Cathy Lieblich: The document that Bonnie is talking about, "Honoring Preferences When the Choice Involves Risk" can be found at:
<https://www.pioneernetwork.net/resource-categories/care-planning/>
- Over-interpretation of regulations
- Beverly Albert: zuccinni...yikes!
- Paul Falkowski: That's nuts! :P
- Kelly Klund: In the State of MN, Resolute has been approved for CMP funding. Watch Leading Age and/or Care Providers for more info.
- Laura Ellen Christian: Inspiration has been endless! I can't believe the day is coming to a close. I could stay engaged with y'all forever!!
- Sr Rosario Flor Cabauatan: AMEN!
- Paul Falkowski: It is inspiring and encouraging to hear everyone's comments and insights.
- Julie Boggess: Thank you for mentioning Bill Keane- he was a dear friend and passionate advocate.
- Joan Devine: Bill was an incredible person. Made such a difference for so many!
- Renate Sainsbury: Renate thank you so much for this inspiration day filled my day with hope, joy and change
- KATHI HAYEN: GRATEFUL for all the speakers and participants - wonderful thoughts shared - inspiring new journeys - create the world you want to see ! blessings
- Jed Johnson: See you in 2022!! in Denver. . .