

Q&A April 2021

Broadmead:

Can you explain more clearly how if there is no position for a new staff RN to move into now, there will be one after residency?

Currently, Broadmead employee's eight RN positions between Assisted Living and skilled Nursing. At this time all of these positions are filled. Our goal is to offer the mentorship program to interested GNA's who recently received their RN degree. At the completion of the 3 month period if an RN position is not available, the new RN will be offered a full time flex position until such time a RN position becomes open.

This will create a career ladder for new RN's to stay with us and when one of the eight RN positions becomes open no time will be lost recruiting and continuity of care for our residents will not be interrupted.

Wouldn't a person who is already on staff have good familiarity with Broadmead and a desire to work with older adults?

Yes, all staff we hire have a desire to work with older adults. A Geriatric Nursing Assistant (GNA) does not have the exposure to how the nursing department runs (budgets, scheduling, interdepartmental communication, and other big picture challenges and opportunities). Growing into a RN leadership position also requires coaching and mentoring skills to some that comes natural for others they will need mentoring to develop those skills. That is why the role of the preceptor is so important.

At this time, we anticipate one staff person per year entering the NIT training program.

How does resident satisfaction fit into the program?

It is important for residents to see continuity of care every day with the same group of people. So keeping turnover low increases resident satisfaction and the comfort of knowing the person caring and supporting them knows their strengths and daily challenges and can support them. Having to bring in per diem staff can be challenging. From a resident's perspective, the per diem nurse does not know them personally and sometimes feel the care is impersonal.

Measurable outcomes:

Broadmead has partnered with a company called WeCare Connect. They connect with our new and existing employees via phone, email or mobile app. Surveys are sent to new employees 2 weeks, 45 days, 75 days and 6 months. Existing employees receive a survey on their yearly anniversary.

We get an incredible amount of information in a timely fashion from these surveys that enable managers to make informed decisions, address gaps in policies, or the need for improved communication before problems result in an employee leaving the organization.

Another measurable outcome is to track call offs, and sick days quarterly. Trained and empowered staff have fewer shift call offs.

Kendal at Home: How would this have a nationwide impact—not articulated in proposal

In terms of national impact, it is our intention that the program offerings will represent presenters with broad reaching impact. Our intent is to make the majority of these programs available to a much broader audience through the Kendal system network. Currently Kendal at Home alone serves members in 14 states. That combined with the reach of each Kendal community gives it even greater impact. Through the Kendal system we have

established a life enrichment network to share program offerings across the system. Some examples of recent programming include a segment on Civil Rights highlighting some of Norman Rockwell's work, other recent programs focused on Women in History highlighting the work of Ruth Bader Ginsberg in a session with one of her first law clerks, another highlighted the works of Eleanor Roosevelt. We are currently working with the Maltz Museum to host a discussion with a holocaust survivor. Not only do these programs have appeal to a broad segment of our population, they are open to the public and are being presented by experts from all over the country as well.

What are the measurable outcomes?

Outcomes will be measured by attendance numbers. In addition, following each program we conduct a survey to gather feedback from participants. That feedback helps to guide future program content. Some program outcomes are measured by individual participant involvement. An example is our falls prevention series of programs and interventions which also tracks outcomes by tracking falls. It is our goal to decrease falls throughout the program and there are a number of strategies and programs being introduced to assist us in achieving those goals. These outcomes are tracked electronically through a program we use with Friends Services Alliance Risk Management Services. Some of these interventions/programs are virtual and some are individually based in a member's home. An example of the individualized programming we are offering is personal training for at risk members teaching them skills to strengthen their balance and minimize risk.

How do you get a "pool of caregivers"—are they family members or paid? How do they fit in?

Our caregivers have in some cases been serving our clients for years. We are now working to designate a core group of caregivers who will be specially trained in providing care to cognitively impaired individuals using the Montessori method. We are hoping to create a portal which can be used to refresh education as well as provide a resource center for new caregivers as they come into the program. Our Life Enrichment Coordinator who works closely with our cognitively impaired members helps to develop the interventions caregivers are being trained to use with members. We hope to be able to develop a portal for this information to be stored and available on demand for our care partners as well as family caregivers.

Does "programming" mean something on screens? What is the "in-person" part of the project?

Since the pandemic began all our programming became virtual. That has allowed us to explore alternatives that might otherwise not have been possible. Older adults who might otherwise have been skeptical of using technology to connect are now embracing it. As we begin to return to in person opportunities we are approaching it with a hybrid model. An example of that is our session with a holocaust survivor will be virtual. But members who live in the area of the museum will be offered the opportunity to participate in a guided tour with other Kendal at Home members at a designated time. While we offer a series of musical performances virtually, we are partnering with some of the musicians to offer live outdoor performances in the summer.

As is the case for most of the world today, we are cautiously optimistic that it will be safe to be together in person once again. But we will continue to work to develop programming that can connect older adults from all over the country in meaningful ways.

Mercy: What will change when you return to in-person?

The GrandPad will remain a huge benefit even after we return to in-person. Many participants only attend the center one or two days per week in normal times. Having the option to take part in virtual activities on their non-center days after we return is something that we've been hearing requests for. Loneliness and social isolation among older adults pre-date the pandemic and will be a challenge long after it is over. GrandPad will make it easier for families and friends to stay in touch even when things open up again. Then, it will be the usual barriers of time, travel, and mobility that conspire to keep people apart, rather than a deadly virus.

When do you expect that to happen?

We will proceed cautiously. Within the next few weeks, we anticipate being able to begin vaccinating our participants - we are waiting for the city to give us approval to become a vaccination site. When our participants are vaccinated and the time has passed for immunity to build, we will consider reopening, but we're not sure exactly what that will look like yet.

Will you have the same students in the second semester?

No. We will have a new cohort of 8 students.

What happens to the pairs established?

Part of the training for students will involve bringing closure to those relationships.

How much is Mercy's own foundation investing in this program?

Trinity Health PACE is funding staff salaries of approximately \$2800 (for recruiting, training, distribution, support, and evaluation) for a two-month trial of 10 GrandPads at one of our sister sites, LIFE St. Francis in Trenton, NJ. This trial will not employ a reverse mentoring model to ensure long-term adoption. Devices will be provided temporarily at no cost to Trinity.

Pendle Hill:

Many aging adults have gotten more accustomed to virtual programming, but how will you reach out to those who don't have access/support or who are not comfortable with the virtual format?

Pendle Hill highly prioritizes the accessibility of our online programs to older adults. Our education, registrar, and technology support staff continually improve practices to ensure that older adults can access our programs easily and enjoyably. Our staff will provide personalized attention to program participants to support them in their individual needs. For those who are uncomfortable with virtual workshops on Zoom, Pendle Hill also provides spiritual resources such as our lectures on YouTube, books, and pamphlets.

In addition, we are working to improve accessibility on campus. We have—and will continue to—invest heavily in ramps, automatic door openers, wheelchair-accessible bathrooms and bedrooms, and other measures on campus to ensure older adults feel welcome. This month we received a \$9,600 grant from PYM's Aging Assistance Granting Group to install three automatic door openers in our Chace dormitory.

We believe that with this strategy of offering both online and in-person programs, we can continue to actively respond to the needs of older adults.

2. Many meetings, quarterly meetings, and yearly meetings are already preparing or transitioning to blended worship. Will your program be too late?

We believe that it is just the right time. Pendle Hill sees our program as a key element of the broader push to create new principles of faith and practice around blended worship. We are aware that many Meetings are already in the process of transitioning to blended worship, but many of them are also encountering uncertainty going forward. Will blended worship continue indefinitely, or is it a temporary measure? How can we ensure equitable access between online and in-person participants in blended meetings? Our program, and especially the collaboration with Woodbrooke, will bring together the wisdom of different Meetings to discern and disseminate best practices. In addition, our support for deep worship through our daily meeting for worship means that we are well-positioned to offer guidance. We are confident that the Religious Society of Friends will benefit from this collaborative wisdom.

Friends House: Need budget details- materials, fees to consultants [Revised budget posted with proposal](#)

How will the Montessori program have a “positive impact on staff”

The Friends House Montessori Program will involve staff from all areas of the organization. Throughout each phase of implementation the staff will lead the program and shape its results. The program introduction begins with a **Gallop Q 12 Employee Engagement Survey**. This survey will involve all the staff and determine the key focus areas. The staff then choose targeted areas of improvement for the program to focus on and make changes to the organization at large. The staff help set the agenda that is followed, assessed and adjusted as needed throughout each phase of the program. An additional Gallop Q 12 Employee Survey will take place in phase three to track progress and assess next steps. The staff help design, participate, and evaluate the program. They own it and take pride in it.

Barclay:

1. Why is the cost for personnel so much higher this year? Please provide a more detailed budget of what is included in personnel.

For this year, we increased the projected amount of time that the horticultural therapist will spend on activities outlined in the proposal we submitted on March 15.

We project that the majority of her time will be spent with residents, and a smaller portion of time will be spent on activities related to the staff and community gardeners. We revised the budget to reflect this after taking another look.

In addition, we now know the scope and cost of the new gardening beds for employees and the community. We also incurred expenses to prepare the layout of the area to accommodate the garden beds.

Revised total project/activity budget:	\$50,000
Personnel:	\$37,200
• Horticulture Therapist activities with residents accounts for this projected amount	\$34,000
• Horticulture Therapist activities with staff/community accounts for this projected amount	\$3,200
Misc. Supplies for resident beds in Preston as well as The kitchen herb garden	\$1,000
Garden Beds Purchased for Employees and Community/Tools and Storage Bin :	\$3,740
Prep of Garden Areas for New Garden Beds for Employee Gardens & Community Program:	\$8,060

2. What is for the resident gardens and what for employees?
Residents

In the budget, the majority of expenses are for Cheryl's time spent working with residents. The needs of the residents are the priority. There is also a small projected amount for supplies related to needs for resident beds. **A total of \$35,000 is budgeted to residents.**

Employees/Community Gardeners

Cheryl will spend a portion of her time with the employees, with 10 garden beds reserved for employees to garden. Cheryl has developed protocols to ensure that employees understand their responsibilities in enjoying and maintaining the garden spaces this year. She also will maintain contact with the West Chester Green Team to help facilitate their enjoyment of gardening in the garden beds. **A total of \$15,000 is budgeted to the costs of renewing garden spaces for employees and for the community gardens as well as for Cheryl's time in overseeing this aspect of the program.**

3. What is the positive impact on residents of staff and neighbor gardens?

The positive impact for residents include the following:

- 1) *Living the motto. For Barclay Friends to be a great place to live, it must be a great place for employees to work.* We hope to inspire our employees to enjoy gardening much like residents do. It will hopefully help increase morale and instill comradery between employees and residents to share stories around gardening. Employees will have the opportunity to gain new skills in gardening and enjoy fresh produce.

While residents may not be able to be outside at the employee gardens, they can still watch from their rooms or on the patio. We think they will enjoy seeing more activity as the program begins to flourish.

- 2) *Fresh herbs for resident dining program.* West Chester Green Team will help to grow fresh herbs and provide instruction about use of the fresh herbs for residents' enjoyment. We look forward to being able to increase the use of fresh herbs for the enjoyment of residents.
- 3) *Summer concert for residents* put on by volunteers from the West Chester Green Team. Volunteers from the Green Team are already beginning to plan an outdoors summer concert to entertain residents.

RISE will need a budget. Would the food boxes be seasonal? One year? Do they expect to find long-term funding? Relationship with MFS and Nutrition? See expanded proposal. Yes, longstanding relationship with Mercer St Friends, State and County nutrition programs. Will run all year, with more fresh foods during growing season. Commodity and MSF programs are canned, often with high sodium and sugar content.

Am I understanding correctly that you have 86 aging adults signed up but are only providing 27 boxes, so this grant will fill the gap? Do you anticipate future expanding demand? The monthly CSFP boxes are limited to seniors over 60 and under 130% FPL (extremely low-income) but we are targeting over 65 and under 200% (which is still low-income). The CSFP boxes contain mostly canned items and sometimes cheese. We believe they would benefit from the AFUN program and do foresee that there will be some overlap between the CSFP and the AFUN participants but we also plan to recruit additional clients. We are currently in contact with St. James Village to determine how many additional seniors could benefit from Rise services including our food pantry.

CSFP= Commodity Supplemental Food Program (USDA).

Lutheran Homes what is their cost share? How much support do you get from Lutheran congregations?

How are current gardens funded?

Hello Susan, We do have support from various congregations for a multitude of programs and projects. However, there is not a specific fund that is dedicated to the gardens. Generally, the congregations support programs that are a more immediate need – like food insecurity and homelessness prevention. However, as I may have said previously, LSMNJ wants to provide housing, but more importantly, we want to provide a home. Some may say these gardens are not life supporting, but they are certainly life enhancing.

Our landscapers prep the beds at the beginning of the season, then residents take over. They provide their own seeds / plants and care for them throughout the growing season. We were hoping, with your help, that we can expand the program and engage more individuals.