

## Friends House Retirement Community Conversation 2.16.22

Present: Phil Burkholder CEO, Gary Johnson (Monarch Pathways), Ann Derby, John Cooley, Susan Hoskins

Problem: Need for new models of care in senior living

Program: Transition of FHRC to the Montessori community model

Gary is the consultant working with FHRC and Rountree Gardens in California. The plan is to achieve Bronze, Silver then Gold certification followed by becoming a demonstration site. This year has been focused on preparing for implementation. The first step was using the Gallup Q12 with staff to gauge engagement, then staff interpreting results (giving ownership) One surprise outcome was the maintenance staff identifying that they could care for each other, not just wait for administration. Another hidden gem was the realization that all employees are responsible for training new staff.

Initial training focused on Assisted Living and Skilled Nursing Staff. 8 champions have been identified. The Director of Nursing and SNF Administrator positions have been refilled with enthusiastic leaders. A surprise (in the pandemic) was the spirit and high energy for this project among nursing assistants. In fact, this gave them respite from daily routines and something positive to engage in.

The Independent Living residents are eager to get involved, have had some training (eg how to help without doing for) and are volunteering in Assisted Living. Their first project will be updating shadow boxes. Now some AL residents also want to help. They are working on creating a song which will debut this Spring at the Mennonite Health Assembly when this program is presented.

The Homes on Quaker Lane managed by Homes For America are now well integrated into the Independent Living community as well. At first, many of the 80 units were filled by former FHRC residents, but there has been sufficient turn-over that new residents do not carry this history.

It is important to understand that this approach is not a “free for all” and that the principles are not optional. They are on track for evaluation in March, with most markers accomplished: resident committee, event planned by residents, all-inclusive multi-disciplinary meetings, responsive behaviors, name tags (residents and staff), volunteer opportunity board, evidence of Montessori principles in daily life.

Some elements have been challenging to implement due to the pandemic. Zoom training sessions were difficult and required flexibility. Everyone looks forward to returning to in-person programs.

The FFA grant made this work possible, and was the right amount for the first year. A budget will be developed for Year 2. Have applied for 4 FSA interns, will be a big help.

“What you do for me, you take away from me”

swh