



*Friends House Retirement Community, Inc.
2021 Grant Report
Montessori Lifestyle Program
Bronze Level Credential*

Bronze Credential Attained

Friends House is pleased to report that our community has received a Bronze Level Credential in Dementia Care from the Center of Applied Research in Dementia (CARD). This was the goal of the 2021 grant funded by Friends Foundation for the Aging. We thank you again for your support.

Friends House memory care community aspires to be person-centered, the kind of environment where residents know their neighbors, care for each other, collaborate with caregivers in sustaining their environment, connect to families and outside communities. This is a Montessori Inspired Lifestyle Credentialed Community, the pinnacle of memory care, the careful combination of evidence and empathy.

Over the past year, implementing the Montessori Inspired Lifestyle program has been challenging with COVID-19 remaining a part of our lives. Friends House staff has worked through multiple outbreaks. Our time line was re-written several times, but the work continued to the delight of our staff and residents. Montessori Care is fast becoming a part of the Friends House culture. Friends House recently welcomed a new Nursing Home Administrator, Marc Goldstein-Smith, who oversees the Healthcare Center. Marc is excited about working toward a Gold Site Credential. "The Montessori program, which is in the process of creating a home like environment for all of our residents, is focused on our residents' quality of life. There is nothing more exciting or important to me, than Friends House engaging both the staff and residents in this learning opportunity."

Highlights from the Bronze Credential Year

1. Q-12 survey involving all staff was conducted. The overall response from the staff was positive. Many staff commented on how nice it was to be asked their opinion and be able to respond freely.
2. Collaborative huddles of staff from various areas of the organizations brought input from all of our staff that impact the lives of our residents.
3. There was a creation of a Resident Committee to help resident Friends in all stages of memory. Friends House decided to begin with the 21 bed Havaland Assisted Living wing. Havaland is the key focus through the Bronze Level Credential.
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5. Committee members from independent living are paired with 1 or more assisted living friends. Participation was voluntary and very popular.
6. Working with the committee residents began to change their environment. Shadow boxes are appearing in the doorways of our assisted living residents' rooms. These boxes tell the story of each resident and welcome visitors to their rooms
7. The residents worked with CARD representatives and committee members to host a sing along event. All the Haviland residents were invited and nearly all participated.
8. Montessori Inspired Lifestyle®: Montessori Based Dementia Programming® two-day (12 contact hour) training provided by the Center for Applied Research in Dementia (CARD) was attended by a group of staff representing all departments, including nursing, culinary, activities, maintenance, housekeeping, marketing and administration.
9. All attendees passed (80% correct) an online quiz or a paper version of the quiz demonstrating knowledge of key principles put into place and documented within six months of the initial two-day training.
10. A minimum of 2 Montessori champions per 20 residents who have achieved the Montessori Inspired Lifestyle® (MIL) Trainer Credential.
11. This trainer credential involves a demonstration of the ability to apply knowledge and principles presented in Montessori Inspired Lifestyle.
12. To qualify for a trainer credential, applicants completed a written case study exam describing successful MIL interventions developed for residents. These exams were evaluated and scored by CARD staff.
13. Name tags in use – staff and residents, with a system in place to ensure that these are available and used daily.
14. A residents' volunteer opportunities bulletin board is in place, with residents choosing community service activities daily.
15. Signage – Montessori Principles / Principle of the Week and Montessori Pledge displayed and seen by Staff and Visitors.
16. Internal Training on MIL has been created and is used for staff orientation.
17. Resident committees operating on an ongoing basis. Montessori Huddles held at least on a weekly basis, with plans for making this a daily occurrence.
18. Multidiscipline meetings are held on a regular basis to discuss Responsive Behaviors, along with follow-up to determine effects of interventions discussed and implemented. Staff members who deliver personal care as well as staff from a variety of departments such as housekeeping and dining are included in these teams.
19. Residents are being given choice in dining, activities, and daily schedules.
20. An Action Plan for moving forward to achieve Silver Level status has been developed, which has been approved by CARD staff.

Friends House would like to thank Friends Foundation for the Aging for its continued support. Please consider supporting our efforts as we seek Silver level credentials.