



Introduction to Activity Management in Long Term Care Virtual Training

June 2021

Important Notes

- This course is scheduled over eight days in June. The course offers 45 hours of virtual training including 42.75 hours of instructional time and additional time spent on course-related projects and presentations.
- Separate Zoom meeting links for each day of the course will be sent to registered attendees in advance.
- Attendees should have access to a high-speed internet connection, a computer equipped with video and audio, and pen and paper for notetaking.
- Your attendance and participation will be tracked for each session. Attendance will be monitored throughout the training.
- Credit for each session is only given if you are in attendance.
- If you have issues or questions during the training, please email doran.hutchinson@vhca.org.
- All PowerPoint material and handouts will be available for download prior to each session. Materials will also be available for a limited time after the course has concluded.
- Registration fees must be paid in full to receive your certificate.

Tips and Reminders

- Create an environment conducive to learning and interacting with your colleagues and content leaders with the least distractions possible.
- Before each session, check your device's power supply, internet connection, and audio quality with and without headphones.
- Mute your telephone or direct all calls to voicemail and turn off notifications.
- Have examples you can share about activities you led during the pandemic. These ideas will be shared during a June 10 session.
- Be prepared to share a special event that took place in your center before COVID or one that you would like to have in your center. Be sure to include details from start to finish. These events will be shared during the last session on June 23.

June 2, 2021 (5 hours)

9:00 – 11:00 am | Course Overview—Let's Jump Right In!

Brenda Walker, ADC, AAP-BC, CDP | Activity Director and Volunteer Coordinator | Roman Eagle Rehabilitation and Health Care Center, Inc.

As we kick off the course, you will be given opportunities to learn, network, and experience a variety of day-to-day activities. With thoughtful planning and implementation, you will learn to plan many activity programs at minimal cost, as well as how to modify activities to meet specific needs. Together we will identify programs that are meaningful and fulfilling, and fun for all. You will be given ideas, resources, and opportunities for hands-on participation to prepare you for directing the activity program in your facility.

12:30 – 1:30 pm | Surviving a Crisis: How to Manage and Protect Your Reputation

Mark Hubbard | Senior Vice President | McGuireWoods Consulting LLC

In a world of 24-hour news cycles and constant tweets, organizations must be prepared at all times for the unexpected. How quickly you respond with accurate and relevant information can define your reputation in the marketplace. Our communications expert will outline the basic components of a crisis communications plan and provide you with a crisis management checklist.

2:00 – 3:00 pm | The 3 C's of Resident's Rights

Judy Brown, RN, LNHA | Consultant | JFB Consulting, LLC

Learn about the 3 C's of residents' rights—choice, culture, and collaboration as they pertain to activities. In this session you will learn how to identify similarities and conflicts between the 3 C's.

4:00 – 5:00 pm | Regulatory Update for Assisted Living Facilities

Ivy Burnham | Licensing Administrator-Region 2 | Division of Licensing, Virginia Department of Social Services (Invited)

This session will address the standards that relate to providing activities in licensed assisted living facilities. Learn about the inspection process and how activities relate to the standards.

June 3, 2021 (4.5 hours)

9:00 – 10:00 am | The Spirit Connection

Mary Ann Johnson, BS, MA | Retired Program Director for the Alzheimer's Association

Learn to lead faith groups to build a sense of community and home within your center . We will emphasize how to enrich spiritual experiences for residents from diverse religious backgrounds.

10:30 – 12:15 am | Communication 101

Mary Ann Johnson

Communication is the key. This session will provide you with various techniques for communicating with a wide array of individuals. We will discuss various methods of communicating and learn how to best interact with your colleagues, residents, and families.

1:00 – 2:15 pm | What's Cooking?

Brenda Walker

Nothing draws the attention of your residents and staff to the activity room quicker than the smell of something cooking. Even the most reserved residents will come closer for a peek. There are numerous food items that can be prepared with minimal effort, equipment, and cost. This will be a hands-on session with tasty rewards at its conclusion.

2:45 – 3:45 pm | Arts and Crafts from A-Z

Brenda Walker

This presentation will allow you to discover your creativity, and how to generate positive interactions through arts and crafts with your residents. You will discover that you can create simple, fun, and inexpensive arts and crafts that are meaningful to your residents. This presentation will permit you to try innovative ways to connect your residents to their inner selves to promote their total well-being.

June 9, 2021 (4.75 hours)

9:00 – 10:00 am | Toxic to Transparent: A Culture Shift in Communication

Bree Becker, MSN, FNP-C, RNC-MNN | Director of Clinical Quality | Matchwell

This session will help you distinguish between toxic versus transparent communication. Knowing how to identify signs and symptoms of toxic communication and the associated risks to the person, patient, and organization can help you foster a culture of transparent communication. You will also learn how to identify your personal style of communication.

10:30 – 11:30 pm | Providing an Effective Staff Development Workshop

Brenda Walker

You will be shown useful resources to assist in planning and presenting effective trainings to engage your center's interdisciplinary team in understanding the importance of activities to residents' quality of life.

1:00 – 2:00 pm | The Power of Positive Aging

Mary Ann Johnson

This session will define positive aging and help you recognize the signs and physical symptoms that may occur as we add years to our lives. You will learn more about how to identify activities that create positive experiences for groups of older adults according to their abilities and develop an activity that promotes "positive aging." We will discuss how the activities can be adapted for those who present different signs of aging abilities.

2:30 – 4:15 pm | Easy as P-I-E

Mary Ann Johnson

Your residents represent a broad range of interests and abilities. We will discuss strategies for encouraging participation, interaction, and engagement in your activity programming.

June 10, 2021 (5.5 hours)

9:00 – 11:00 am | Providing Quality Care for End of Life and Dementia

Tina Thomas | Director of Programs and Services | Alzheimer's Association-Greater Richmond Chapter
Sharon Napper | Certified Dementia Practitioner and Professional Trainer | Alzheimer's Association-Greater Richmond Chapter

Activities for People Nearing End of Life

We will explore the end-of-life process, themes of spiritual engagement, and various ways to engage people who are critically ill. This presentation will provide practical tips and strategies on how to create a comfort kit that can be used by staff and families for those nearing end of life.

Dementia Care Best Practices Recommendations

The Alzheimer's Association's 2018 Dementia Care Practice Recommendations were developed to better define quality care across all care settings and throughout the disease course. They are intended for professional care providers who work with individuals living with dementia and their families in residential and community-based care settings. The recommendations outline quality care practices based on a comprehensive review of current evidence, best practices, and expert opinions. Thomas and Napper will share details about these recommendations, which inform and influence dementia care standards, training, practices, and policy from a person-centered focus.

2:30 – 3:15 pm | Activities from Start to Finish During COVID

Doran Hutchinson | Vice President of Member Services and Education | VHCA-VCAL

Each participant will share an activity that has taken place during COVID-19. This discussion will center around lessons learned during the pandemic and what can be done differently in the future.

On your own – To be completed by June 18

Making Spirits Bright: Celebrating Holidays during the Pandemic

Barbara Speedling | Quality of Life Specialist | Innovations for Quality Living

The COVID-19 pandemic has challenged everyone to find new ways to celebrate. Join Barbara Speedling in exploring the variety of ways in which your facility can maintain the warmth and good cheer of the holidays while keeping everyone safe and healthy. Inspiring your residents and staff to come together as a community to create new holiday traditions can be the most effective way to ease the pain of separation. This session offers practical approaches to satisfying the psychosocial needs of your facility family at special times of the year.

On your own – To be completed by June 18

Creative Movement for The Young at Heart

Sara Pascale | The Dance Studio

Discover various exercises and creative movement techniques that can be adapted to the needs and desires of your residents.

June 16, 2021 (5.75 hours)

9:00 – 10:30 am | Filling the Days with Meaning

Brenda Walker

Activity Calendar-Planning for a Day, Week, Month, and Year

This educational session will prepare activity professionals on how to achieve great time-management skills in activity calendar-planning. Activity professionals will also learn how to enlarge their perspective of what is actually the difference between a good activity calendar verses a great activity calendar! Learning techniques that will improve and stimulate the activity professionals' insight into quality activity programming on even a tight budget will be enhanced through this session.

A Day in the Life of a Resident

Have you ever really noticed that completing caregiving tasks may not equate well with the behaviors of dementia residents? This session will offer you advice and practical how-tos on working with individuals in long term care. What can you do with just five minutes to provide engaging activity programming to dementia residents? You will learn how much you can take advantage of every moment, even if is only a few minutes at a time, to provide meaningful enrichment for all.

Hooray! It's a Themed Week of Events

Are you an activity professional that wants to try something entirely new and different? This session will help you to think outside of the box. Themed weeks of events are weeks that bring about unlimited creativity for the activity professional. These themed weeks also engage every member of a facility family as well as give you a chance to grow your volunteer ranks, and market your facility bed census.

11:00 – 12:00 pm | Therapeutic Recreation: Meeting the Challenges of a New Generation

Barbara Speedling | Quality of Life Specialist

This interactive program is designed to provide caregivers, particularly those involved in designing and facilitating behavioral interventions, with ideas and strategies for satisfying the needs of a rapidly changing population. Discussion is focused on developing a team approach to the provision of meaningful activity and the benefits of a well-coordinated, interdisciplinary program of activity designed to engage and divert, particularly in cases where challenging behaviors are being addressed. Examples of current deficiency citations impacting activities and review of the revised federal regulations for activities will be offered for consideration.

1:00 – 2:00 pm | Programming for Therapeutic Outcomes

Ed Owen, LNHA

This presentation will describe how therapeutic activity interventions can be used to meet the physical, social, emotional, and cognitive needs of older adults. It will identify the different phases of therapeutic intervention programming as well as categories of activities to be utilized and barriers to participation.

2:30 – 3:45 pm | The Transformation of the Activity Professional's Role from an Administrator's Perspective

Jessica Walters, MHA, LNHA | Administrator | South Boston Health and Rehab

This presentation will focus on the ongoing changes that centers are facing. The presenter will discuss the many needs of the resident during a pandemic and will also focus on baby boomer residents as they enter centers and engage in activities.

4:00 – 5:00 pm | It Takes a Village: Geriatric Syndromes, Medication Management,

and the Activity Professional

William Vaughan, RN, BSN | Consultant - Long Term Care

Apart from improving a resident's quality of life, the staff of the activities department is pivotal in the clinical management of their care. From delirium and falls to incontinence and adverse drug reactions, activity professionals are in a unique position to help improve resident outcomes. Using case studies and attendee polling, this presentation will focus on common geriatric syndromes, high risk medications and the role of the activities staff as resident advocates. Changes in condition, effective communication and person-centered care will be highlighted.

June 17, 2021 (5.5 hours)

9:00 – 11:00 am | Care Planning

Mary Chiles, RN, RAC-CT | President | Chiles Healthcare Consulting, LLC

Documentation and Care Plans for Activity Departments

In this session you will review elements required to build an effective care plan. Discussion will include an overview of activities' assessment and an in-depth look at care plan development and implementation. Time has been reserved to address specific care plan challenges and opportunities as experienced in your current practice settings.

Person-Centered Care Plans

Participants will explore the intent, commonalities, and differences of state regulations for completing the Individual Service Plan (ISP) for assisted living residents and the federal requirements for a comprehensive care plan for nursing center residents. The session will focus on developing and maintaining resident-centered care plans that include participation by the resident and the resident's representative.

11:30– 12:30 pm | Departmental Policies and Procedures for Activity Departments

Mary Chiles

You will learn a vast array of activities and original service delivery concepts during this session. Participants will assist with problem solving as you write individual plans of action for your department.

1:30 – 2:30 pm | MDS Success for Activity Professionals

Mary Chiles

This session is specifically designed for those attendees that are currently employed in nursing facilities who want a more in-depth and hands-on training regarding documentation.

3:00 – 4:30 pm | **What Can I Do for You? You Are the Key**

Jeff Ukrop | CEO | Ukrop's Threads

Finding ways to discover who your residents and clients are will provide you with greater insight on how to respond positively to their needs. In this session you'll learn from a customer service expert about how to create a

culture focused on providing extraordinary customer service and how to treat people the right way. Jeff Ukrop, who honed his skills creating associate, customer, and vendor experiences in the Ukrop's grocery business, will share his insights on developing an environment that helps individuals and teams realize their potential in a tangible and fun way.

June 23, 2021 (6 hours)

9:00 – 10:30 am & 11:00 – 12:30 pm | Well Being and Dementia

Ed Owen

This presentation will demonstrate ways to incorporate spirituality, storytelling, and music as strategies to improve communication, enhance memory, encourage social interaction, and decrease agitation and anxiety for persons with dementia.

1:30 – 2:30 pm | Bring It All Together: The Starring Role of Activities in Dementia Care, Antipsychotic Reduction and QAPI

Allison Spangler, RN, BSN, RAC-CT, QCP | Quality Improvement Advisor | HQI - Health Quality Innovators

Participants will understand the link between activities and the related Quality Assurance/Performance Improvement (QAPI), dementia care, antipsychotic medications, and care planning regulations.

3:00 – 4:00 pm | "I'm Still Here": Meeting the Needs of an Individual from Their Perspective

Kari Brizendine | Education Specialist | Select Rehabilitation, Inc.

We often talk about person-centered care, but do we really live it? How often do we "speak for" rather than "listen to" a person in our care? This has especially come to light during our covid pandemic. Isolation, depression, and a feeling of lack of control have impacted both our clients and our staff. This presentation gives some practical approaches to enhancing the communication, reducing depression and giving control during the challenge of our lifetime.

4:15 – 5:15 pm | Planning Special Events

Doran Hutchinson | Vice President of Member Services and Education | VHCA-VCAL

Use your creativity, knowledge, and skills to plan a special event using a variety of tools that can be utilized for different levels of care.

June 24, 2021 (5.75 hours)

9:00 – 10:30 am | Ethics, Values, Principles, and Decision Making

E. Ayn Welleford, MSG, PhD, AGHEF | Associate Professor and Gerontologist for Community Voice | VCU College of Health Professions, Department of Gerontology

Alexa van Aartrijk, MS, LALFA | Manager of Community Education, Evaluation and Strategy | VCU College of Health Professions, Department of Gerontology | Director of Engagement and Education | Longevity Project for a Greater Richmond.

This program will help you identify the values and beliefs that define what you as a professional stand for. This session will explore how values affect behavior and conduct in making decisions reflecting your morals and principles in everyday work.

11:00 – 12:15 pm | Handling Different Personalities

Kim Gunn, PMP | Business Initiatives Manager | Wells Fargo

In every center no matter the size, various personalities exist. Ms. Gunn will identify and discuss various personalities and how to tackle different scenarios that may arise with each personality trait.

1:30 – 3:00 pm | Activity Department Empowerment

Chad Isabelle | Regional Vice President of Operations | Saber Healthcare Group, LLC
Ashley Jackson, LNHA, MBA | Chief Operating Officer | Lucy Corr

Learn specific ways to present yourself, improve inter-departmental cooperation, and get buy-in, to achieve total quality care.

3:15 – 4:45 pm | What's in Your Toolkit? Connecting with Your Residents

Doran Hutchinson

Each participant will share a craft, game, event or project using and demonstrating items that you may already have at home or at work. Get advice on how to use what you may already have in your center to develop an interactive activity program. You will learn ways to get the biggest bang for your buck!

4:45 pm | Course Wrap-Up

Doran Hutchinson