



## **Introduction to Activity Management in Long Term Care January 9 – 13, 2023**

### **Important Notes**

- This course offers 45 hours of training including in-person instruction, time spent on course-related projects and presentations, and self-directed study. The in-person sessions are scheduled over five days in January.
- Attendance will be monitored throughout the training.
- Credit for each session is only given if you are in attendance.
- All presentation materials will be available for download prior to each session.
- Registration fees must be paid in full to receive your certificate.

### **Tips and Reminders**

- Be prepared to interact with the content leaders and your colleagues with the least distractions possible. During the sessions, mute your phone or direct all calls to voicemail, and turn off notifications.
- Have examples you can share about activities you have led. These ideas will be shared during the training.
- Be prepared to share a special event that took place in your center 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 with the class.

## **Course Schedule**

### **Monday, January 9, 2023 (9.5 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.

#### **11:00 – 11:15 am | Break**

#### **11:15 am – 12:15 pm | Care Planning**

**Sarah L. Marks, LNHA, QCP | Director of Operations | Chiles Healthcare Consulting, LLC | Richmond  
Valeria Thomas, BSN, RN-BC, LNHA | Director of Clinical Services | 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.

**12:15 – 1:30 pm | Lunch (on your own)**

**1:30 – 4:00 pm | Care Planning continued**

Sarah L. Marks & Valeria Thomas

**4:00 – 4:15 pm | Break**

**4:15 – 6:15 pm | Departmental Policies and Procedures for Activity Departments**

Sarah L. Marks & Valeria Thomas

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.

**MDS Success for Activity Professionals**

Sarah L. Marks & Valeria Thomas

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.

**6:15 – 8:15 pm | Prepare for Presentations (on your own)**

**Tuesday, January 10, 2023 (9.25 hours)**

**8:30 – 10:30 am | Getting ROI for Activity Programming**

Lauren Friedman | Executive Director | Sancerre Atlee Station

Elaina Davis | Director of Sales | Sancerre Atlee Station

In this session, participants will learn how a strong activities department can bring value to the center. The partnership between the executive director, marketing, and activities position will be the focus during this session.

**10:30 – 10:45 am | Break**

**10:45 – 11:45 am | 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 always be prepared 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.

**11:45 am– 1:00 pm | Lunch (on your own)**

**1:00 – 2:30 pm | Regulatory Update for Assisted Living Facilities**

Laura Lunceford | Licensing Inspector Region 2 | Division of Licensing Programs, Virginia Department of Social Services

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.

**2:30 – 2:45 pm | Break**

**2:45 – 4:45 pm | 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 expand their perspective about what is the difference between a good activity calendar versus a great activity calendar! Learning techniques that will improve and stimulate the activity professional's insight into quality activity programming, even on 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 it 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.

**4:45 – 5:00 pm | Break**

**5:00 – 6:30 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.

**6:30 – 6:45 pm | Break**

## **6:45 – 8:00 pm | Handling Different Personalities**

**Kim Gunn, PMP | Business Initiatives Manager | Wells Fargo**

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

## **Wednesday, January 11, 2023 (8.5 hours)**

### **8:30 – 10:00 am | 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.

### **10:00 – 10:15 am | Break**

### **10:15 am – 12:15 pm | Providing Quality Care for End of Life and Dementia**

**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. Napper will share details about these recommendations, which inform and influence dementia care standards, training, practices, and policy from a person-centered focus.

### **12:15 – 1:30 pm | Lunch**

## **1:30 – 5:00 pm | Well-Being for Individuals and Teams**

**Edward Owen, BS, PGDip, LNHA, CASP (retired)**

### **Well-Being for Individuals**

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.

### **Well-Being for Teams Matters**

Activity professionals are critical team members caring for the whole person. Owen will share strategies to build and sustain strong teams focused on the best resident care.

## **5:00 – 6:15 pm | Dinner (on your own)**

## **6:15 – 7:45 pm | What Can I Do for You? You Are the Key**

**Jeff Ukrop | President & CEO | Threads Uniform Agency**

Finding ways to discover who your residents and clients are will provide you with greater insight into how to respond positively to their needs. In this session you will 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.

## **Thursday, January 12, 2023 (9 hours)**

### **8:30 – 8:45 am | StrongerMemory**

StrongerMemory is an evidence-based intervention that can improve cognitive function for people with mild cognitive impairment. Our goal is to improve cognitive function that may have been impacted by the isolation experienced during the pandemic. Individuals in the StrongerMemory program will spend 20 to 30 minutes a day engaged in simple reading, writing and math activities that are facilitated by a trained staff member or volunteer. HQI will provide program tools and facilitator training at no cost to facilities.

### **8:45 – 10:00 am | 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 used for residents and patients who need different levels of care.

### **10:00 – 10:15 am | Break**

### **10:15 – 12:00 pm | Special Events Continued**

### **12:00 – 1:15 pm | Lunch**

## **1:15 – 2:15 pm | Create an Environment of Joy and Success: A Practical Approach to Person-Centered Care**

**Kari Brizendine | Education Specialist | Select Rehabilitation, Inc.**

With the understanding that every person is an individual with a life story and residual memory and skills, we can predict and prevent outbursts and difficulties to create an environment where the care is person-centered, and the person is able to function at their highest level while enjoying their life. Knowing the characteristics common to individuals with neurocognitive disorders will allow an anticipation of needs. This translates to success with incontinence and fall prevention, improvement of skin integrity, and participation in self-care, and activity and leisure time that stimulates and engages. Care plans will be developed around individual needs, activities will be meaningful, family and staff interactions will bring joy both to the person as well as those participating in their care. The approach discussed will take into consideration that the person continues to be an individual who has a life that matters by utilizing strategies that allow for success, dignity, and joy.

## **2:15 – 2:30 pm | Break**

## **2:30 – 4:30 pm | A Montessori-Based Approach for Aging and Dementia**

**Kathleen Weissberg, OTD, OTR/L, CMDCP, CDP | National Director of Education | Select Rehabilitation**

Developed in the early 20th century, the Montessori method of teaching holds that when you are working with individuals, you must consider their needs and capabilities in concert. What do they like to do? What are they able to do? The focus is not on challenging the individual, but instead taking the task a little beyond the comfort zone so individuals have the opportunity to learn and improve. The Montessori method of caregiving has a very similar goal: engaging the senses to help Alzheimer's and dementia patients and loved ones rediscover the world around them. In this session, participants will learn from a Montessori specialist about the Montessori principles of independence according to one's ability and the benefits of the prepared environment. Participants will learn about the typical symptoms that can be expected as dementia progresses, the fundamental principles of the Montessori method, how to conduct a Montessori-based session, steps to engagement that reduce unwanted behaviors, and the issues that may arise with this approach. Additionally, participants will learn about using case studies and video examples, and how to set up activities/tasks for individuals with dementia using a Montessori Approach.

## **Sheltered and Secure: Strategies for In-Room Resident Engagement**

**Kathleen Weissberg**

Social distancing and "sheltering in place" were necessary during the past two years. Beyond the pandemic, we may continue to have reasons for our residents to remain in their living spaces for prolonged periods. Because we have access to our residents during this difficult time, staff in long term care communities play an important role in the success of those who are isolated or unable to leave their living spaces. We have the opportunity to work with residents in their living spaces to offer tools and strategies to enable them to achieve their highest quality of life. This session provides an in-depth review of activity ideas, safety strategies to integrate into resident care, and ways to integrate technology into activities.

## **4:30 – 4:45 pm | Break**

## **4:45 – 6:15 pm | Delivering More with Less!**

**Kim Gunn**

Are you stressed out? Is your work piling up more each day? Do you even know where to start? Then come prepared to learn some project management practices to ease your stress. You can apply these practices starting today!

**6:15 – 7:30 pm | Dinner (on your own)**

**7:30 – 8:45 pm | Making the Magic Come Alive**

Kim Gunn

This session will focus on getting to know your residents through planning, developing, and executing an event based on their preferences. Imagine traveling with your residents to their favorite vacation spot. Gunn will conclude this session by sharing tools and a checklist to bring the magic to your residents.

**Friday, January 13, 2023 (4.5 hours)**

**8:30 – 9:45 am | Mindfulness and Emotional Intelligence for the Healthcare Practitioner:  
Leading with a Sense of Calm Amidst the Storm**

Ingrid M. Provident EdD, OTR/L, FAOTA

Mindfulness is not just hours of meditation. During this session participants will learn effective, short mindfulness practices that can be used in personal and work settings. These practices allow a re-centering of body and mind from anxiety and stress into calm, so best decisions and appropriate actions are made. This session will reinforce that stress is inevitable and in fast-paced, high-demand workplaces, feelings of anxiety, burnout, and fatigue are present. These feelings are a natural part of human nature but need not be permanent. Mindfulness and emotional intelligence actions can be taken to soften, alleviate and allow calm by using brief (5 minute) techniques. These mindfulness practices are easy to learn and can be built into the workday without reducing productivity. They will leave you with a focused, productive response to situations beyond one's control.

**9:45 – 10:00 am | Break**

**10:00 – 11:15 am | Activity Department Empowerment**

Chad Isabelle, LNHA | Regional Vice President of Operations | Saber Healthcare Group, LLC  
Ashley Jackson, LNHA, MBA | Regional Vice President of Operations | Saber Healthcare Group, LLC

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

**11:15 – 11:30 am | Break**

**11:30 am– 1:15 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!

**1:15 – 1:30 pm | Course Wrap-Up**

Doran Hutchinson

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## Self-Directed Study

To complete the 45-hours of training, you will be required to listen to the pre-recorded webinars listed below and pass a test afterwards. You may listen to these webinars on your own time; however, you must complete this work **no later than January 31, 2023** to receive credit.

### **Creative Movement for The Young at Heart (1.5 hrs)**

**Sara Pascale | The Dance Studio**

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

### **Therapeutic Recreation: Meeting the Challenges of a New Generation (1 hr)**

**Barbara Speedling | Quality of Life Specialist**

This session provides 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.

### **Toxic to Transparent: A Culture Shift in Communication (1 hr)**

**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.