



## **Introduction to Activity Management in Long Term Care June 19 - 23, 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 June.
- Attendance will be monitored throughout the training.
- Credit for each session is only given if you are in attendance.
- Registration fees must be paid in full to receive your certificate.

### **Tips and Reminders**

- Be prepared to interact with the 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, June 19, 2023 (7.5 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 – 12:15 pm | Care Planning**

**Mary Chiles, RN, RAC-CT, QCP | President | Chiles Healthcare Consulting, LLC**  
**Sarah L. Marks, LNHA, QCP | Director of Operations | Chiles Healthcare Consulting, LLC**  
**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**

Mary Chiles, Sarah Marks, & Valeria Thomas

**4:00 – 4:15 pm | Break**

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

Mary Chiles, Sarah 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**

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

## **Tuesday, June 20, 2023 (7 hours)**

**8:30 – 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 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.

**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 – 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 – 4:00 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.

**4:00 – 4:15 pm | Break**

**4:15 – 5:30 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, June 21, 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 – 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, June 22, 2023 (9 hours)**

### **8:30 – 9:00 am | StrongerMemory**

**Theresa Mandela, BSN RN QCP CDP | StrongerMemory Outreach Coordinator | Goodwin Living**  
**Erin Webber, BS | Consultant | Health Quality Innovators**

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.

### **9:00 – 9:15 Break**

### **9:15 – 12:00 pm | 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**

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.

### **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 | Dementia Care and Healthy Aging**

Sharon Napper

### **Music & Dementia**

Music can enrich the lives of people with Alzheimer's disease, allowing for self-expression and engagement, even after dementia has progressed. Music can be powerful. Studies have shown music may reduce agitation and improve behavioral issues that are common in the middle-stages of the disease. Even in the late stages of Alzheimer's, a person may be able to tap a beat or sing lyrics to a song from childhood. Music provides a way to connect, even after verbal communication has become difficult. Join us for an engaging lecture on Dementia and Music.

### **Dementia Best Care Practices for Leaders**

Join us to learn about the newly released Alzheimer's Association Dementia Care Practice Recommendations, which outline quality care practices based on a comprehensive review of current evidence, best practices, and expert opinions. Find out how professional care providers and leaders can use these recommendations to impact person-centered care in their communities.

### **Healthy Living for Your Brain & Body**

For centuries, we've known that the health of the brain and the body are connected. But now, science is able to provide insights into how to optimize our physical and cognitive health as we age. Join us to learn about research in the areas of diet and nutrition, exercise, cognitive activity and social engagement, and use hands-on tools to help you incorporate these recommendations into a plan for healthy aging.

## **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, June 23, 2023 (3.5 hours)**

### **8:30 – 9:30 am | The Transformation of the Activity Professional’s Role from an Administrator’s Perspective**

Pam Doshier, LNHA, Retired

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.

### **9:30 – 9:45 am | Break**

### **9:45 – 10:45 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.

### **10:45 – 11:00 am | Break**

### **11:00 am – 12:15 pm | Planning Special Events**

Doran Hutchinson

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.

### **12:15 – 12:30 pm | Course Wrap-Up**

Doran Hutchinson

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**See the following pages for details on the self-directed study requirements to complete the course.**

## 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 July 14, 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.

### **Behavioral Health: Care Process for Residents with Dementia (6 hours)**

**Barbara Speedling | Quality of Life Specialist**

**This four-part webinar series** led by Barbara Speedling is designed to assist both nursing facilities and assisted living communities in the development of systems and program to optimize the quality of life and function of residents in long term care (LTC) settings. You'll learn about improving approaches to meeting the health, psychosocial and behavioral health needs of all residents, especially those with dementia.

**You will gain the information and resources** needed to create systems to facilitate rapid and focused recognition and response to psychosocial and behavioral health needs in the following ways:

- Communicating behavioral management or mental/psychosocial interventions that should be carried out between disciplines and to direct care staff timely and consistently;
- Reviewing behavior and/or mental/psychosocial symptoms and the roles various disciplines play in the management of behavioral and/or mental/psychosocial symptoms on an ongoing basis;
- Communicating what, when, and to whom to report indications of behavioral, mental and/or emotional status changes to all caregivers; and
- Monitoring implementation of the care plan, effectiveness of interventions, and any changes in symptoms that have occurred over time on an ongoing basis.

## **Session Descriptions**

### **Session One**

The intent and objectives of this course are reviewed in tandem with the revised federal regulations for trauma-informed care and behavioral health. The numbers of LTC residents with dementia grows every day, resulting in new challenges to achieving quality of life and psychosocial wellbeing. This conversation offers a fresh perspective on developing a person-centered assessment and care plan process.

### **Session Two**

Dementia affects every individual differently. This conversation explores the most effective methods to capture a truly person-centered view of the individual. Addressing the needs of each resident requires a holistic approach to understanding the pre-dementia personality and lifestyle. Co-morbid conditions, such as depression or anxiety, require careful consideration in the development of the care plan. This session revisits some of the tools introduced during the dementia focused survey project and their value in today's assessment process.

### **Session Three**

How do you measure the quality of life of an individual? How do you describe the culture of your LTC community? In this session, we will explore the elements and circumstances that resulted in an environment that is truly livable. The COVID-19 pandemic has had a devastating effect on LTC as an industry and as individual communities. This session offers a blueprint for rebuilding your community and achieving the cultural confidence and trauma informed perspective required to promote healing and recovery.



## **Session Four**

The revised regulations for residents' rights require that we establish clear criteria for establishing capacity, particularly as it relates to the admission to and discharge from a secure memory care unit. In this final conversation, we will review the elements required for a compliant memory care environment. Additionally, we will review the intent and value of utilizing the Quality Assurance Performance Improvement process to ensure that your hard work is sustained over time.

### **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.