

COMPASSIONATE CARE SERVICE


MOORINGS PARK®



Compassionate Care

To provide *Simply the Best*® facilities and services for successful aging with **professional** and **compassionate care** to each person we serve.



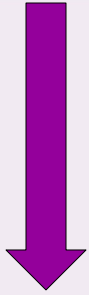
A green rectangular road sign with rounded corners and a white border of reflective dots. The word "Values" is written in large, white, sans-serif capital letters. The sign is mounted on two wooden posts. The background is a bright blue sky with scattered white clouds.

Values

What are Values?

- Beliefs that govern our decisions and what is most important to us.
- Values are the principles we live by.
- Values are about what we consider important in life.

Values



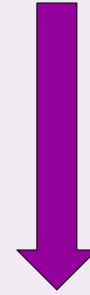
*What is
important*

Beliefs



*What is
thought to
be true*

Attitudes



*Words, thoughts
and actions
influenced by
values & beliefs*

Examples of Values



HONESTY



BOLDNESS



TRUST



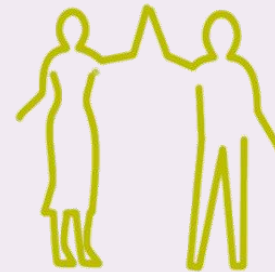
FREEDOM



TEAM SPIRIT



MODESTY



FUN

Why Are Values Important

- Influence our behavior and guide us in all situations
- Values are about what's most important to each individual
- By becoming aware of our values, we can use them to guide us in life
- Values are not only part of who *we are* and who we *want to be* but *its how we live our lives on a daily basis*

Do Values Change?

- Values build character and can be learned at any age so if you don't like a particular value you can unlearn it
- As you get older your values may change. What was important to you before might not be what is important now. Some values can be taught to you as a child and some you develop later.

Understanding Your Values

- Values build character and can be learned at any age so if you don't like a particular value you can unlearn it
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Organizational Values

Do organizations have values?



THE RITZ-CARLTON®



Publix®



Moorings Park Values

“Compassion Driven Values”

- **Respect** for each person
 - **Ethical** behavior
- **Integrity, accountability, excellence**
 - **Diversity** as strength
- **Commitment** to Non-profit model
 - **Open** to innovation

Personal Values vs. Org Values



Compassionate Care Activity

Write down:

- 3 loved ones
- 3 privileges/hobbies you can do in SWFL
- 3 possessions you can't live without



Compassionate Service vs. Customer Service

- From the heart vs. from the head
- Think about an elderly couple in a grocery store



Empathy: The Human Connection



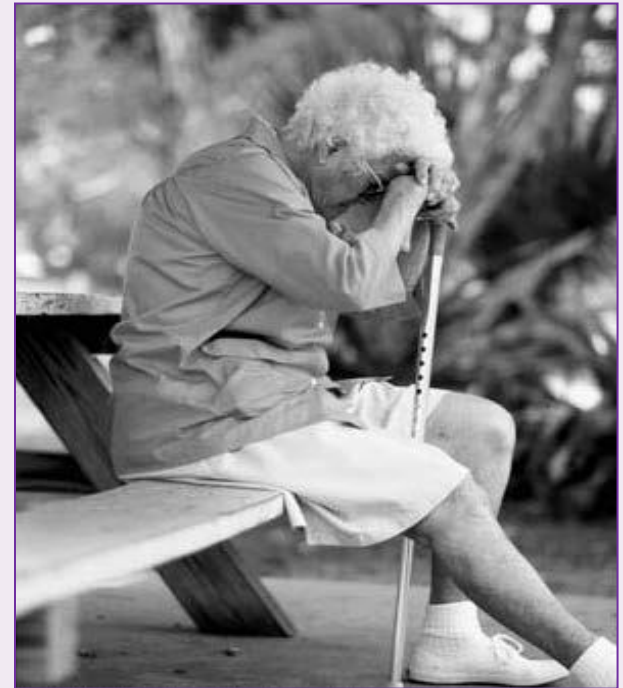
Minnie Remembers



What do you know about Minnie?

How can we show compassion?

- Ask residents about their past, their family, their childhood, their career
- Build relationships with our residents
- Ask how you can assist



Compassionate Care

In addition to giving up the people and things you love, what if...

- You have vision loss
- You have hearing loss
- You have problems with balance
- You have trouble walking
- You suffer from depression
- You have dementia



Experiencing Vision Challenges



Glaucoma



Glaucoma



Macular Degeneration



Macular Degeneration



Stroke



Stroke



Cataracts



Cataracts



Yellowing of the Lens



Yellowing of the Lens



Understanding Hearing Challenges

[Hearing Loss Simulator](#)

Hearing Challenges

- Recognize there is a loss
 - Make eye contact
 - Face the resident
- Slow your rate of speech
 - Enunciate clearly
- Get rid of background noise
- Lower the tone of your voice (not volume)
 - Keep phone receiver close to mouth
 - Teach back method

Dexterity Challenges

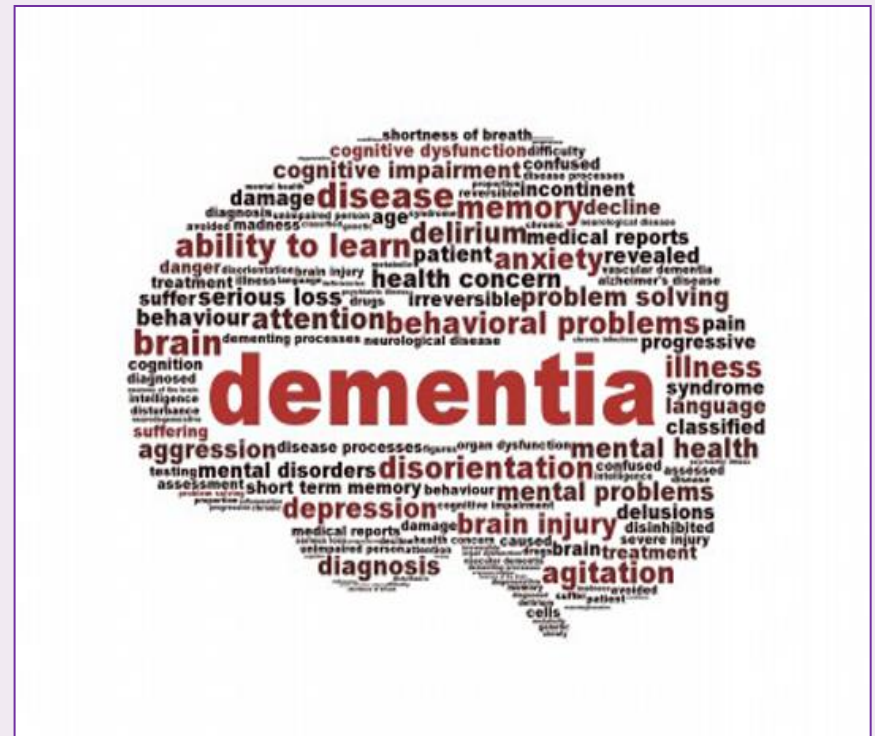


Impaired Manual Dexterity

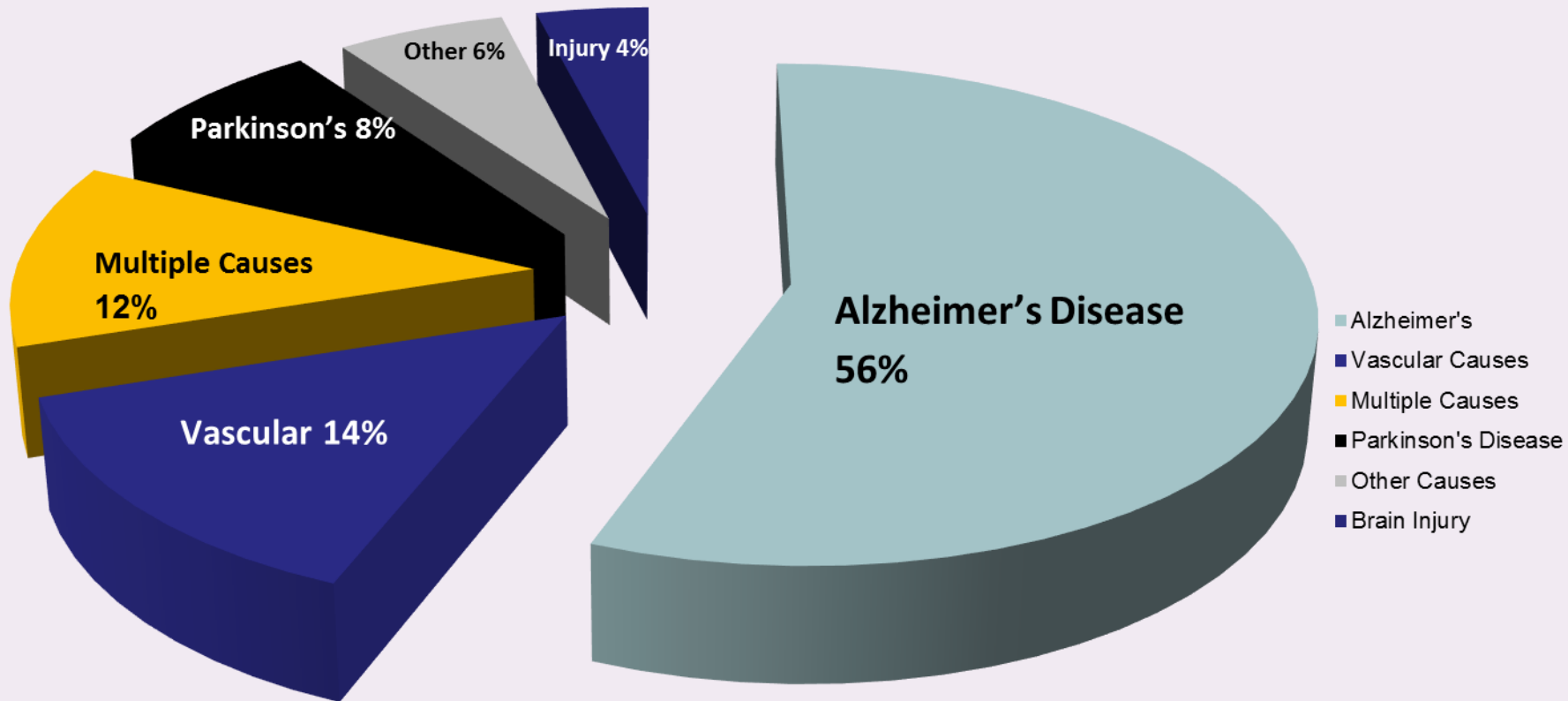
- Stiff joints
- Decrease in range of motion
- Loss of flexibility
- Decrease in strength
- Decrease in circulation in extremities
- Lifestyle changes in appearance

What is Dementia?

- Dementia is not a specific disease.
- Decline in memory or other thinking skills severe enough to reduce a person's ability to perform everyday activities.

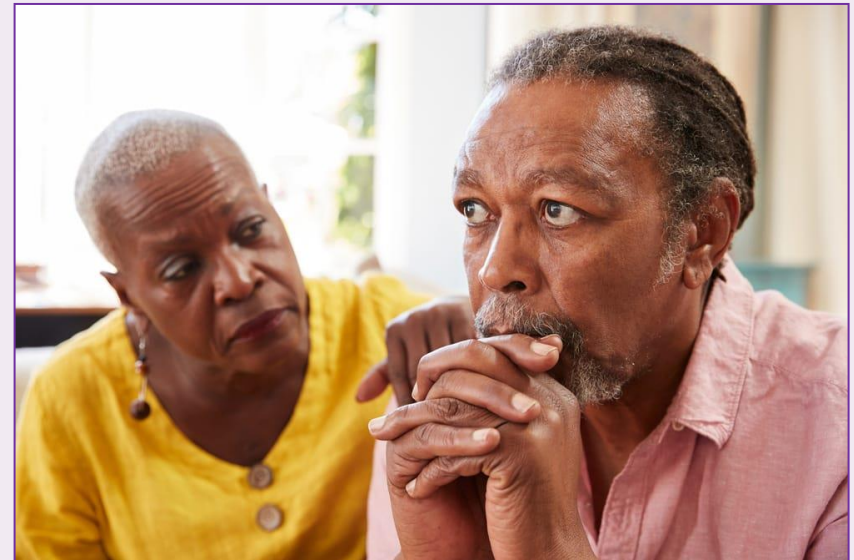


Causes of Dementia?



Signs of Dementia?

- “Empty” speech
- Trouble finishing sentences
- Losing train of thought
- Difficulty finding the right words
- Difficulty understanding conversations
- Cannot understand humor in language
- Poor ability to stay on topic
- Sometimes vision issues



1 in 10 over age 65 have Alzheimer's; 1 in 2 over age 85 have Alzheimer's

Alzheimer Visualization



Normal

Alzheimer

What is Alzheimer's Disease

The Best Friends Approach



Key Elements of Best Friends

- **The Best Friends Dementia Bill of Rights:** The universal touchstone for dementia care reflects the underlying core principles of the Best Friends philosophy, stressing compassion, empathy, and respect in the face of a devastating disease.
- **Life Story:** Good dementia care begins with the acknowledgement of a person's life story. The more a care partner knows about a person, the more he or she can use the Life Story to improve interactions and care.

Best Friends

- Listen and ask questions
- Warmly greet each other
- Smiles
- Gives compliments
- Asks for advice or opinions
- Laughs often
- Is an equal
- Builds trust
- Shows affection

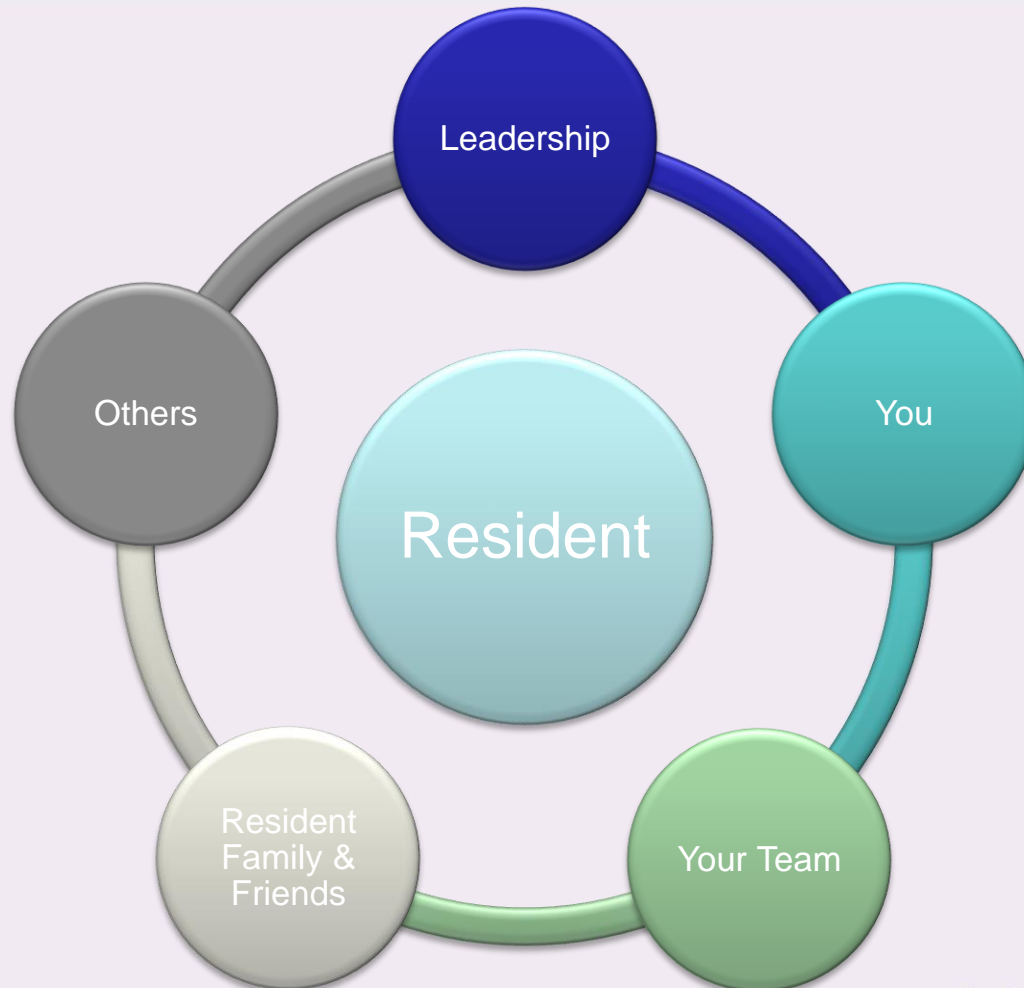


To provide *Simply the Best*® facilities and services for successful aging with **professional** and **compassionate care** to each person we serve.



As Moorings Park
Partners,
who are your
customers?

Our Customers



Activity!

Treat others the way you think they should be treated based on the card they are holding





Rethink the Question

1

How should we behave towards our customers?

2

How can we make our customers feel *special*?

3

How can we make our customer's day *memorable*?

Service-Minded Leadership



What is Service Etiquette?

- Rules of good behavior, manners, polite communication
 - Holding the door open for residents and other partners
 - Pulling the chair out for women in the dining room
 - Maintaining eye contact when someone is speaking
 - Providing a friendly greeting
 - Walking with a resident rather than pointing directions
 - Introduce yourself
 - Always say “Please” and “Thank you”
 - Always say “You’re Welcome” or “My Pleasure”
 - Ask if you can assist in any way
 - Look professional
 - Respond with a sense of urgency when addressing a request



who are
you ???



Professional Brand



Professional Brand

Write 5 attributes you want associated with your name and professional brand?

First Impressions

Now that you have established your professional brand, are first impressions important?

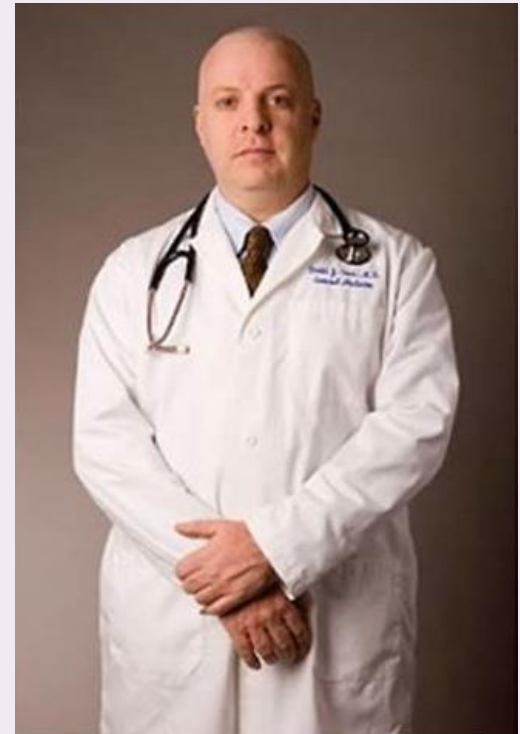
Making a Great Impression

Show up on time!



Making a Great Impression

Professional Appearance



Making a Great Impression



**Make
Eye Contact**

Making a Great Impression

Smile



Making a Great Impression



Positive
attitude

Making a Great Impression

**Friendly
greeting**



Making a Great Impression

No cell
phone



Polished Behaviors

Never

- Greet a Resident with hey how are you ?
How's it going?
- Come to work in a bad mood
- Allow a resident to do something for themselves if you can possibly assist them
- Talk in a different language other than English in front of internal and external guests
- Chew gum, smoke, eat in front of Residents
- Stand in groups and talk in front of residents
- Slouch, lounge or lean in public areas

Always

- Wear a smile - it's the most important part of your uniform
- Greet your residents and each other with a warm friendly greeting , Good Morning Good Afternoon etc..
- Walk the Resident to his or her destination, rather than point
- Stop what your doing to assist a partner or resident in need
- Speak English and proper phrases
- Take care of personal matters on your break or lunch break
- Have a sense of urgency when asked to do something

Difficult Conversations

- Are they paying you enough money?
- Do you like the management?
- Do you have anything to do with the schedule?
- Can you accept tips? I won't tell if you take it!
- Can you watch my house/animals while I'm gone? I'll pay you.

**Always bring the conversation back to
the client and what they need**

Service Etiquette Quiz

- Name 2 service etiquette behaviors you will use to greet a resident?
- How can we recognize each other for great service etiquette?
- What are 2 things you can do to make a resident feel important?
- What are 2 behaviors you should NOT do?

What is Service Recovery?



The action a service provider gives
in response to a service mistake

*When a resident or partner is upset, it may not be your fault but
it is your problem*

Everyone Makes Mistakes



Service Recovery Method

- **L**isten
- **A**pologize
- **S**olutions Offered
- **S**olutions Determined
- **I**nitiate Action
- **E**nsure Satisfaction



LISTEN



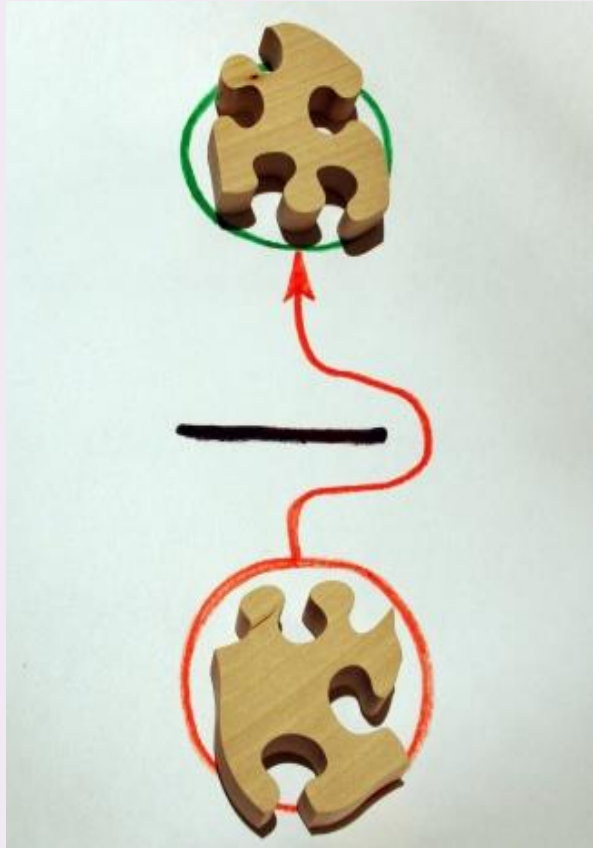
- Listen to what is being said
- No interruptions
- Body language
- Don't get defensive

APOLOGIZE



- Does not mean it is your fault
- Empathize with their situation
- “I’m so sorry that you have to deal with that.”

SOLUTIONS DETERMINED



- Let the resident choose
- Reiterate

SOLUTIONS OFFERED



- Offer different options
- Be realistic

INITIATE ACTION



- Take the necessary measures to follow through with the solution that was determined
- In a timely manner
- Don't be afraid to ask for help

ENSURE SATISFACTION



- After action has been initiated follow up to see if the issue has been rectified.
- If it has not, offer different solutions and follow through with those.
- Continue until resident satisfaction is reached.

Role-Playing Scenarios

- 1) There was a food delivery delay during a mealtime rush and the resident is very annoyed.
- 2) While cleaning a resident's apartment, the housekeeper accidentally breaks a plate.

Service Recovery Method

- **L**isten
- **A**pologize
- **S**olutions Offered
- **S**olutions Determined
- **I**nitiate Action
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Service Recovery Quiz

- What parts of LASSIE were the easiest to apply?
- What parts of LASSIE were the hardest to apply?
 - Learn from other partners who have mastered LASSIE.
- How will the LASSIE process assist you in identifying residents' true needs and in resolving them?

Questions

