**May 1-15**

1. The Moorings Park mission is “To provide simply the best® facilities and services for successful aging with professional and compassionate care to each person we serve.”
2. How does the mission help guide you every day at work?

* What is your personal mission and does it align with the Moorings Park mission?

1. How does the mission help you work with other partners more effectively?

* A common mission can energize and inspire teamwork.

1. How does the mission directly impact the way that you serve and empower residents?

* Our mission is created to enable successful aging and compassionate care.

1. “Values are like lighthouses, they are signals giving us direction, meaning, and purpose.”

The Moorings Park Core Values:

* Respect for each person
* Ethical behavior
* Integrity
* Accountability
* Excellence
* Diversity as strength
* Commitment to non-profit model
* Open to innovation

How do our core values help guide you as an individual partner?

* Values give us direction
* Values help us make decisions

1. Together, a mission (which is another word for purpose) and values create culture. How would you describe our culture here?

* A Culture is how we do things around here
* Our culture honors partners residents and their families.
* Our culture values respect, integrity, ethics, accountability, and excellence, as well as appreciation for diversity commitment to a non-profit model and being open to innovation.

**May 16-31**

An insider’s guide to understanding the aging process. “Kindness can transform someone’s dark moment with a blaze of light, you will never know how much your caring matters.”

1. Have you noticed that we have a diverse range of residents experiencing their own unique aging journeys?

* It is important for you to be able to provide the right support and care to meet the wants and needs of each resident.
* Some of our residents have little or no age-related impairments.
* Others have impairments that need specialized support.

1. Think about using empathy to understand the needs of each unique resident. How can you use your own natural empathy to understand the needs of each resident?

* Empathy is your ability to understand and share the feelings of another
* We call the use of empathy here your empathy antenna, what does that mean to you?
* It is important to use your empathy across the Moorings Park family including: partners, vendors, residents, and their families

1. Did you know that using empathy can help you understand both expressed and unexpressed needs and wants of residents?

* Once you use your empathy to understand resident’s needs, you can provide unexpected opportunities to surprise and delight them.
* Think of a time when you received something unexpected that surprised and delighted you and share it!
* Think about meeting the expressed and unexpressed needs of fellow partners, vendors and others in the Moorings Park family.

**June 1-15**

“They may forget what you said, but they will never forget how you made them feel.”

1. Have you observed some of our residents experiencing vision challenges?

* Some residents experience a decrease in their ability to see objects clearly.
* Some have a need for more lighting in order to function.
* Others experience a decreased in their ability to perceive depth or decreased ability to tell a difference between colors in the blue violent range.

1. What are some ways you can support our vision challenged residents?

* Support them by reassuring them that it is okay to ask for help.
* Approach them carefully to avoid startling them.
* Encourage them to take on challenges without becoming overwhelmed.

1. Have you noticed that some residents have experienced challenges with dexterity or arthritis?

* Some have difficulty grasping items or opening containers.
* Support them by asking if they would like help.
* Vision challenges can cause falls to occur be ready to support a resident in need of immediate support.

**June 16-30**

1. Have you experienced residents having these additional aging challenges, hearing loss, dementia, or depression?

* It is important to help hearing challenge residents without causing them embarrassment.
* Avoid Speaking too loudly to residents who have a hearing loss.
* It’s okay to ask if a resident can hear you.
* Some residents like you to face them when speaking so they can read your lips

1. Did you know that we have a program at Moorings Park for residents with dementia called Best FriendsTM?

* Best friends is a specific approach that suggests that you treat others as your best friend.
* The program is not just for residents living with dementia but for is a concept to use in your daily work.
* The essential elements of the best friend’s approach are friendship, respect, empathy, support, trust, humor

1. Depression is not an easy topic, but it affects many of us, have you experienced working with a resident who lives with depression?

* Depression has many different characteristics such as sadness, anger, restlessness, and lethargy.
* Depression is treatable often through counseling or medication when needed.
* You can help others with depression by changing their environment, engaging them in positive activities, or helping them find additional support.