

Q.E. NOMINATION FORM

CATEGORY: Innovation in Practice

Name of Individual or Home/Residence/Office Nominated:

The Residents of Lakeview Care Centre for Calendar Planning

Submitted By: Sandy Croley, Recreation Manager, Lakeview Care Centre

Purpose	Value
<p>The many reasons for implementing the Calendar Planning Program:</p> <p>1. "I feel like I have no voice," was written on the Resident Satisfaction Survey for Recreation Programs, by one of our Lakeview Residents. It saddened me to think that people were feeling this way and how would I feel if I felt I had no voice.</p> <p>2. Each month, I would take a deep breath and then sigh...another calendar to create for the Residents. I would feel the pressure mount as I tried to remember that one Resident voiced "bowling was scheduled too early last month" and the next Resident voice "bowling is too late". Pressure to create that perfect balanced calendar to meet everyone's needs was overwhelming. It was a lose/lose situation and now with our scheduled program of Calendar Planning, it is a win/win situation for the Residents and me. I am proud that the Residents of Lakeview Care Centre have shown an openness, creativity and compassion for this program which has developed far beyond any expectation I could ever have imagined. This is why I nominate the Residents for the Innovation in Practice for Calendar Planning. Without the support and drive of the Residents this program never would have succeeded.</p> <p>4. Most Recreation Managers complete the calendar based on suggestions from feedback surveys or during Resident Council Meetings. I found this to be limiting and not as detailed; you can only obtain a minimal amount of information on programs through both processes. I wanted it to be a group effort where all Residents had to come</p>	20

<p>to the same decision on activities. I wanted to give the Residents ample time to choose every single program for the month. At the Recreation Conference in May, I shared my idea of the Calendar Planning with other Recreation Managers and realized no one I talked to was doing this program.</p> <p>My anticipated outcomes were to give every Resident a voice in the choice of activities offered at Lakeview Care Centre and to eliminate the three plagues of loneliness, helplessness and boredom that the majority of Elders suffer as stated in the Eden Alternative Philosophy.</p>	
Process	
<p>The first step was getting over pre-conceived barriers: What if it takes hours, even days for the Residents to complete the calendar, what if the calendar is not balanced between the 5 universal needs of programming, what if no consensus can be arrived at, and worst of all what if they want bingo every day!</p> <p>It was decided to move forward and deal with the barriers as they arise.</p> <p>A program plan was developed and introduced to the Recreation Team.</p> <p>THE PLAN: all Residents who attend the program must be in agreement with all programs and times. If one Resident disagrees then the group stops and discusses alternatives or solutions until everyone is in agreement. The leader of the group must obtain a nod of the head or a verbal yes in order to move forward with the next activity to be scheduled in the calendar.</p> <p>Residents start with Sunday mornings and work through until Saturday afternoon planning each and every one of the programs on the calendar for the entire month.</p> <p>Residents decide what to do daily, including: outings, entertainment, in-house lunches and dinners as well as the themes for special events. The program always ends with “would you like to do this again?” and every Resident is thanked individually for their</p>	45

<p>input. This is an open group activity and all Residents, of all abilities, are invited and actively participate in the program.</p> <p>The Recreation Team talked about the new program with all the Residents to get them excited about ownership of the Activity Calendar. It was posted in our newsletter, on the elevators and placed in the Activity Calendar as a scheduled program.</p> <p>Coloured dry erase markers were purchased as well as a giant roll up 30 Day Planner for minimal cost for the start up of a new program.</p> <p>The first meeting was April 2009 with 2 Residents. Together we created May's calendar. Word spread and the group numbers increased monthly. We now have 14 Residents participating and we expect more to come.</p>	
Audit & Outcomes	
<p><u>Several outcomes that cannot be measured by an audit are:</u></p> <ol style="list-style-type: none"> 1. The presumed barriers never came to light! The Residents spontaneously built a balanced calendar and limited the bingos. Time was minimal; it only takes 1 to 1 ½ hours to complete the monthly calendar. 2. Compassion for others: The Residents are showing each other compassion by programming for others such as the special care unit "the people on the 5th floor need to have something to do" or "You have to put in Mahjong and Chinese Tea Social for the Chinese people, don't take that out of the calendar." 3. Empowerment: Eden philosophy states that "an Elder-centred community honours its Elders by de-emphasizing top-down bureaucratic authority, seeking instead to place the maximum decision making authority into the hands of the Elders", which of course we have done with Calendar Planning. The Residents generate their own meaningful programs. 4. Creativity, humour and fun: The Residents are showing creativity in naming 	35

programs. This July we will be having 'Sunny Sunday Sundaes' and 'Sunday Smooth Smoothies'.

5. Ownership of the Community: Meaningless activities corrode the human spirit just as disease does to the human body. Having this opportunity to create and own their calendar, empowers the human spirit.

6. Decision making: The Residents have resurrected old programs that have not been implemented in a while and have requested new games that they have never played such as bocce ball.

7. The Residents have decreased their 3 plagues of loneliness, helplessness and Boredom, by using their voices and deciding on the meaningful activities they would like to participate in.

8. Responsibility for Personal Choice: I can invite those people who have issues with the Calendar to come and join us at next months meeting. Most often, they welcome the opportunity.

Measurable Outcomes:

Outcomes are qualitatively measured only at this time.

1. Increase in participation levels and the levels of engagement – I am still in the process of data collection. E.g. The Residents initiated a new program and 25 Residents joined in this first time program.

2. The calendar group started with 2 Residents and now after only 3 months has jumped to 14. Word is getting out and Residents are excited.

3. Before this group began Calendar Planning took me approx 1 ½ days to develop the activity calendar on my own with minimal input from Residents. Now it takes 1 – 1 ½ hours to sit with the Residents and create the monthly calendar and 1 hour to work on final draft via the computer. My workload for calendars each month has decreased by 1

<p>day.</p> <p>4. Decreased complaints from Residents about the activities being provided.</p> <p><u>Future Plans:</u></p> <p>Eden philosophy states that “creating an Elder-centered community is a never ending process” and that is why we will continue with Calendar Planning monthly. We will also take the same approach to Lakeview’s monthly newsletter which currently is done by our Recreation Staff. The Residents will be able to decide what should go in the newsletter, what it should look like, and what components to add or delete.</p> <p>The biggest and most important outcome for me is that the Resident who felt they didn’t have a voice now states “I have a voice!”</p>	
Total Achievable Score	100
<p><u>Additional Comments:</u></p> <p style="text-align: center;"><u>What people have to say about our exciting new program:</u></p> <p>“Calendar Planning is a good idea as it gives Residents the choice of programs and activities we like to participate in and we have a voice.” Resident of LCC</p> <p>“The calendar development program has fostered a heart-warming sense of community, and of belonging for the residents. In choosing programs, they consider the needs of others and have compassion for the bed-bound, those in the special-care unit, the non-English speakers, the gardeners, the singers and the diverse spiritual groups. And they are coming in droves to the programs!” Liz Monrad, Executive Director, LCC</p> <p>“Calendar Planning allows Residents to create the atmosphere in their own home.” Lindsay Taylor, Restorative Care Assistant LCC</p>	