



## **2008 Residents' Rights Week**

### **Culture Change in Action**

**Training Topic:** Residents' Rights and Culture Change

**Intended Audience:** Residents, Family members, LTC Staff

**Course Level:** This training has several steps and involves resident Empowerment, Family/Resident/Staff education about Resident Rights and Culture Change, and educates Families and residents on the process of making Changes in facility policy.

**Supplies:**

- ❖ Residents Rights Sheets
- ❖ Facts about Culture Change
- ❖ Flip Charts
- ❖ Markers

**Training Suggestions:**

Part One: Meet with the Resident Council and talk with them about what home means to them. List those items on the flip chart. Next ask them to tell you what the staff is currently doing that makes the facility feel like home. Ask the Residents to review the lists and help come up with a numbered list of what they would like the facility to do to make the facility more of a home.

Part Two: Meet with the Family Council to find out their thoughts on how the facility could be more like home. Share the information gathered from the Residents and ask that the families support the residents as they try to get this information.

It is also important to share information about Residents Rights and Culture Change with this group. Be prepared for them to doubt that things can change, have examples ready.



Part Three: Arrange a time to talk with the Administrator to talk about the information gathered from the Residents and families. Share the positive things the Residents listed with him/her and ask that this information be posted in the employee lounge for all the staff to see. Ask the Administrator if he/she would set up a town hall meeting so the residents could personally share their requests from him. Ask that staff and families also attend this meeting.



Be prepared to encourage discussion or moderate this town hall session.

