



# Ten Ways to Change Culture in Long-Term Care

## Embracing principles of person-centered care

- put person before task (this helps the task go easier)
- celebrate the uniqueness, value, and strengths of each person
- allow as much self-determination as possible for each person
- respond to spirit as well as mind and body

## Developing an inclusive activities philosophy

- invite staff to share interests and hobbies with residents
- stress that all encounters can be activities, life is an activity
- note that activities are everywhere
- encourage all staff to play a role in activities

## Innovative staff training

- teach the right content in the right way
- involve staff who are not in direct care
- involve follow-through and modeling
- teach life skills

## Team building

- talk about community versus institution
- celebrate the uniqueness, value, and strengths of each staff member
- emphasize the benefits of working together, relationships
- paint picture of a healthy team where everyone is heard

## Working with resident and staff life stories

- ways to put together life stories
- ways to make the life story known, bullet cards
- commonalities in life stories of residents and staff

## **Enhanced family interactions**

- demonstrate a commitment to quality, communication, & promise keeping.
- create an educational center for families
- give staff members training about working with challenging families
- encourage families to participate in activities

## **Linking staff members to needed social services**

- make available social services to your staff as needed
- encourage life skills
- support creative child care
- encourage career and/job planning

## **Mentoring programs**

- mentoring makes a new staff member feel welcome
- mentoring helps an existing staff member feel valued
- mentoring builds self-esteem in staff
- peer to peer relationships is good for team building

## **Respecting multiculturalism**

- provide difficult training material in primary language
- respect and celebrate traditions (religious and secular) of other cultures
- promote the growth and development of all
- celebrate your multicultural community of staff and families

## **Develop a personal action plan**

- small steps begin a journey
- risk is acceptable; it's easier to get forgiveness than permission
- change makes life worth living
- begin with one-to-one relationships.