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FREE WEBINAR
December 18, 2019
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You Are the Key: Stand Up for Yourself and Each Other

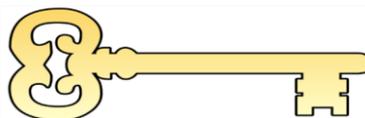
By: Jane Brink, Self-Advocacy Specialist,
Office of Ombudsman for Long-Term Care,
Minnesota Board on Aging

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“Stand UP For Yourself And Each Other”

-Resident in West Central Minnesota

Self-Advocacy training for Resident Councils and people receiving supports in nursing homes

Jane M. Brink, Self-Advocacy Specialist

Minnesota Office of Ombudsman for Long Term Care and Moving Home Minnesota

Minnesota Gerontological Society Webinar December 18, 2019

Partnership

- **Minnesota Office of Ombudsman for Long Term Care**
- **Moving Home Minnesota (Money Follows the Person Project)**

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First Year

- **Talking to stakeholders**
- **Developing the curriculum**

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Self-Advocacy Training for Resident Councils and People Who Receive Support in Nursing Homes

- [You Are The Key](#) to Resident Self-Advocacy
- [You Are the Key](#) to What Is Important to You
- [You are the Key](#) to Exercising Your Rights
- [You are the Key](#) to Person Centered Care
- [You are the Key](#) to Voicing Grievances
- [You are the Key](#) to Awareness of Abuse
- [You Are the Key](#) to Understanding Retaliation

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The First Event!



Area-Wide Resident Council Event was held on August 9, 2018 consisting of 41 individuals representing 10 nursing homes in the west central part of Minnesota.

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Next Step: bringing the training to those who receive Long Term Care Supports

- **Prioritizing groups**
- **Data**

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Module Components:

1. **Icebreaker**
2. **Education on the topic**
3. **Activity**
4. **Something to take with them**

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Module 1: You are the Key to Resident Council and Resident Self-Advocacy

1. Icebreaker: “What do you think of when you hear the word Advocacy?”
2. Education: PowerPoint on the history of resident advocacy in the state of Minnesota
3. Activity: Pictures of nursing home residents advocating at the Minnesota State Capital for better care.
4. Timeline handout

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1981

Show pictures of Residents, Family Members and Friends with signs for change at the Minnesota State Capital



2019

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What Would Your Sign Say?

- Cardstock poster to each participant to answer the above question
- Write Your Sign:



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Which of the following do you think were on signs made by Residents?

- A. Just smile**
- B. Sometimes I feel like I live in a third world Country**
- C. We need more staff**
- D. Pay staff more than McDonald pays**
- E. All of the above**

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Module: You Are the Key to What is Important to You.

- 1. Icebreaker: "What is one of your favorite things to do?"**
- 2. Education: Person Centered Tool- The One Page Description**
- 3. Activity: begin writing a One Page Description**
- 4. One Page Description**

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One Page Description

- A starting place to gather important information about you and what is important to you.
- A One Page description can be used to help people know about you and what is Important to You. This can be helpful when moving to a new place, joining a new group and when new people support you.

It is simple and the simplicity is its strength!

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There Is Always a Purpose for A One Page Description

- Moving to a new place
- Meeting new staff
- You feel people are not listening to you
- You want something that is in your own words in your plan of care
- You are joining a new group
- You are going to a new doctor or health care professional and you want them to know you better

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One Page Descriptions Always have 3 parts:

1. What people like and admire about me?
2. What is important to me?
3. How to best support me?

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What is important to Me

This section tells people, in your own words, what matters most to you.

Questions to help you:

Who are the people who mean the most to you and what do you like to do with them?

What are your favorite hobbies, interests and passions?

What would you do if you could do anything you wanted to do?

Your picture, Name and purpose of the OPD

What People Like and Admire About Me

This Section has a list of your positive Characteristics that people value & appreciate about you.

Questions to help you:

What do people thank you for?

What would people close to you say they love about you?

What do you think your best qualities are?

How Best to Support Me

This section is what others need to know to support you to be the best version of yourself.

Questions to help you:

Are there things that others need to know and do to help you have a good day?

What makes you feel better when you are stressed, unhappy or not feeling well?

If someone was supporting you for the first time, what would they need to know to get along with you?

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What is important to me

- My Children and Grandchildren, I like to visit with them daily or talk on the telephone with one of them daily.
- Eating good food. I like all foods, especially ice cream and crunchy grapes.
- Watching television, especially Dr. Phil, twins, cash cab and Golden Girls.
- Listening to music, especially singing by Susan Boyle.
- I like to talk, joke, and laugh with others

Theresa's One Page Description

Move to a new home



What People Like and Admire about Me

- Loving Mom, Grandma and Great Grandma
- Cares about everyone
- Hard Worker
- Fun to be around
- Good Cook
- Sports Fan
- Knowledgeable

How to Best Support me

- If I am scared or anxious, call one of her daughters first, then her son or granddaughter Grace. They will be able to talk to me and reassure me. I have a special telephone binder titled "Theresa's Phonebook" on the front. All of my family numbers are there.
- I love to stay up late. Please do not help me to bed until after the nightly news and one episode of Golden Girls. I also likes an ice cream snack before bedtime.
- I hate having a runny nose, please make sure I have a Kleenex box by me at all times.

Tammy's One Page Description

What People Like and Admire about Tammy (Pg 6)

- Is always smiling
- Totally accepts people
- WONDERFUL personality
- Stylish
- Accepting and forgiving
- Resilient
- Great sense of humor
- Friendly and social



What is Important to Tammy (Pg. 7-8)

- Being a part of things
- Having eye contact with everyone
- Looking stylish and having her hair and nails done
- Being comfortable and not having her tubes underneath her
- No roughness in personal care

Supports Tammy Needs to be Happy, Healthy and Safe (Pg. 10-14)

- Always have her head elevated
- To be suctioned frequently (5-6 times per shift). Gurgling noises means she needs to be suctioned
- To have people be kind, sensitive, loving and have a gentle touch
- Be gentle with brushing her hair (she doesn't like it, but wants it to always look nice)
- Always make sure her clothes match and make sure it's not sweat clothes
- Tammy needs to be repositioned every two hours
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up
- Be sure to have Tammy use her body to keep flexible

Tammy's Picture Of A Life (Pg. 19-21)

- Live in a big wheelchair accessible home with extra wide doors, close to her family
- Have a fun and social housemate
- Have a beautician she can go to regularly
- Have a social medical day program close to home
- Have specialized medical services and medical equipment (including backup generator)

Important to Sam

- At least weekly calls from each of his 3 kids (Tina, Dixie, and Bobby).
- Getting to see people he likes every day
- Feeding the hummingbirds at the complex (the water for the food MUST come from Spring Creek)
- His friends, Bill and Vince
- Staying busy

~ Sam's One Page Profile ~



What People Like and Admire about Sam

- He always wants to help others before he takes care of himself
- He tells great, funny stories...some are pretty raunchy...get used to it.
- He can fix ANYTHING and will always offer to assist
- He is a jokester. Sam loves "Pierre and Boudreaux" jokes and must know 100's of them.
- He loves his family and friends and always has time for them

Sam LOVES:

Budweiser (his daughter has figured out how to make beer slushies (recipe on freezer door)...help him have a teaspoon or so every once in a while. He will spit it out if his throat is sore, but, he loves the taste

Supports Sam needs to be Happy, Healthy and Safe

- Assistance with his feeding tube (he will tell you how much to fill it by showing you with his thumb and forefinger).
- Someone to assist him with shopping (if he's too tired to cross the street)
- Support with taking the morphine through the feeding tube. He doesn't want enough so that he is sleepy, but, he needs enough to cut the pain. He'll show you how much he wants.
- Someone must assist in filling the hummingbird feeders. He is distressed if they are empty
- Rides to his medical appointments. It helps if you can check with the discharge desk for any special instructions. Sam doesn't hear well and gets frustrated.
- Help him remember to rest throughout the day, which may include limiting visits or length of visits. He falls when he is exhausted, but will choose company over safety.

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~ Ruth's One Page Description (at home) ~

What People Like and Admire about Ruth

- Such a "grandmother"
- A true lady
- Has the gift of gab ~ can hold a conversation with anyone!
- Always dressed so nice ~ everything always matches, right down to socks and earrings
- Very liberal thinker for her age



What is Important to Ruth

- Living with granddaughter and grandson-in-law
- Being warm and feeling safe with caregivers
- Having "a little pour" before bed (rum and tea)
- Being a part of whatever is going on at home ~ being in the middle of it!
- Sweets during the day!

Supports Ruth Needs to be Happy, Healthy and Safe

- Needs people to ask frequently if she is warm enough and help her put on sweater/sweatshirt if she is not (she'll be cold when you're not)
- Must have assistance with her medications ~ knows them by color but you need to dole them out and keep track of times
- Needs assistance with bathing and dressing ~ will tell you what clothes she wants to wear for the day/event
- When bathing, no water on face ~ she will wash with cloth
- Must talk with daughter 2-3 times a week on the phone ~ will need you to dial for her
- Must see her doctor right away if she has cough, fever or is "off balance" ~ indications of systemic infection that will grow quickly!

People Who Support her Best

- Like to chit chat
- Are timely and stay busy
- Polite and mannerly
- Have a witty and dry sense of humor
- Can be reassuring and help Ruth feel safe

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Example Pg # 8

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Polling Question:

Where do you think One Page Descriptions can be used?

1. With people who receive support in nursing homes so new or temporary staff can have a “snap shot” of who they are.
2. With school children so that their new teacher knows them better.
3. With a new supervisor so that they can better help support you.
4. When you have a new health care provider and you want them to know you better.
5. All of the above

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Module 3: You Are the Key to Exercising Your Rights

- 1. Icebreaker: “What is the most important Right to you?”**
- 2. Education: Discussion of Resident Rights**
- 3. Activity: *You Are the Judge***
- 4. Bookmark of Minnesota Resident Rights**

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Module 4: You are the Key to Person Centered Care

- 1. Icebreaker: “What is the most important thing those who work here do for you?”**
- 2. Education: Discussion of Care Plan Rights.**
- 3. Activity: Completing handouts**
 - Care Conference Planning Worksheet**
 - Care Planning Form**
- 4. Copy of the worksheets**

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Module 5: You are the Key to Voicing your Concerns

- 1. Icebreaker: “What do you think of when you hear the word concern?”**
- 2. Education: The Rights to Voice Grievances**
- 3. Activity: roleplay grievances**
- 4. Facility specific grievance information**

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Module 6: You Are The Key to Awareness of Maltreatment and Retaliation

- 1. Icebreaker: Think of a time when you had to “stick up” for someone else.**
- 2. Education: Discussion on awareness of maltreatment and the Laws that protect**
- 3. Activity: is a learning circle discussion on situations that they may encounter and how to report them**
- 4. Handout on Minnesota specific Adult Protection and Reporting Laws**

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Module 7: You are the Key to getting help when you need it and Celebration

- 1. Icebreaker: What is your biggest takeaway from this Self-Advocacy training?**
- 2. Education: Discussion on who to go to in the facility for help**
- 3. Activity: Video and education of the Ombudsman Program**
- 4. Certificate presentation and possible gift – keychain**

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The information from this PowerPoint and exercises were developed from concepts, principles and materials from the Learning Community for Person Centered Practices

For more information on the learning community: <http://tlcpcp.com>

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Questions or Comments:

contact info@mngero.org

Next Webinar: January 14, 2020, Noon - 1:00 pm

Sing Me a Memory: Music Therapy in Eldercare

By: Michelle Sieben Doree, MT-BC, Past President of the
Music Therapy Association of Minnesota