

BE DEVOTED TO ONE ANOTHER IN LOVE. HONOR ONE ANOTHER ABOVE YOURSELVES.

ROMANS 12: 10

WELCOME NEW RESIDENT!

WAYS TO VALUE NEW RESIDENTS



INTRODUCTION:

Elderly people are extremely cognizant of the changes that take place as their body ages; thus, the remark, "I used to be able to do that, but now I can't."

In addition, do you recall the song that began, "Beautiful girls, walk a little slower when you walk by me"; graphic lyrics that strike right at the issue of the aging process?

As a result of these physical changes, even though many older people try to put forth a stiff upper lip by showing a sense of humor when they recognize what is occurring in their bodies, down deep inside, they not only possess an acute awareness of these physical limitations, but exert great daily effort toward maintaining their independence as long as possible.

Thus, as Activity Director Tim Trafford stated at the beginning of this collection that tremendous sacrifices are required from those in need of assistance with their daily care, he equated it directly to their dignity and quality of life literally being at stake. In other words, the life style they had worked



to achieve as productive citizens operating in the outside community that is fading as quickly as a beautiful sunset, now rapidly brings on the potential for tremendous stress, anxiety and depression to set in.

Although society can do nothing to prevent the aging process from occurring, much can be done in offering value to these wonderful people that God loves so dearly. Thus, the following true stories should not only serve as a motivation for taking action, but touch the heart to the very core.



Number 1: John C Maxwell, leadership expert, bestselling author and coach, recently spoke at the Global Leadership Summit on ways to value the very essence of people by offering the following touching story about his father:

Upon facing the reality that he needed to move into an assisted living facility, he approached his own son, John, requesting that he support him in being the first resident in a complex that was under construction in his local area. Wondering why his father was so insistent that he be the first to move into the facility, John was surprised by the reply that came from his loved one's lips. His father indicated that it was absolutely critical that he get quickly situated so that upon arrival of each individual moving into the facility that he be there to greet them with the following words: "I am _____ Maxwell. I live here. And...you are going to like living here, too." Ladies and gentlemen, can you imagine how touched each person was upon hearing these words of comfort? After all, they were coming from an individual that was wearing their moccasins. This kind man was looking outside himself and adding value to the life of another. Maxwell concluded his presentation by stating, "You can make a difference for the ages."

Hello
my name is

Number 2: A sweet lady described her 90 year old mother-in-law's health as having declined to the point of requiring the expertise from a different facility. Realizing the ramifications the change could have on her frame of mind, the family members found themselves in a state of worry, thus, bracing for the worst possible scenario. However upon approaching the facility, relief from their anxious thoughts was immediately extended due to the behavior of employees there. As the elderly person was wheeled into her new place that was to be called "home," the entire staff was waiting to meet her and holding a bouquet of balloons as a greeting. Do you think this resident and her family members felt valued? Let's hear a resounding, "YES"!

APPLICATION LEVEL:

Let us now put the principles described above into action by going even deeper into additional ways healthcare facilities can add value to the lives of new residents.

SUPPLIES NEEDED:

****BOUQUET OF BALLOONS READILY AVAILABLE FOR EACH NEW RESIDENT**

****STAFF MEMBERS DESIGNATED TO BE A PART OF THE GREETING PARTY**

**** GREETING COMMITTEE MADE UP OF RESIDENTS**

Directions:

The Activity Director, Administrator, and Head of Nursing meet to decide which staff members should be present upon the arrival of each new resident to the facility. (Day and Night) In the event that a resident arrives in late evening, the greeting committee must be present at the front door.



Additionally, the Activity Director will select a committee of four residents to represent those already living at the facility. Once the four people have been selected, training must take place in order for things to go smoothly. During the training, first make sure a willingness to serve on the greeting committee is obvious. Then, discuss appropriate pleasant remarks the residents can make to the new arrivals as a warm welcome. It would be great if a member of the resident greeting committee could be the one holding the balloons, as well as the first to speak. There is no individual that can make a greater impact than the one wearing the moccasins of the person arriving that is in need of assistance with daily care. No one knows better the pain and agony of giving up independence brought on by the aging body.

After the new arrival gets settled into his/her room, it would be a wonderful gesture for a member of the resident welcome committee to walk along beside the person for a while. In order to make certain this is well organized, a notebook containing the new arrivals' names and room numbers can be kept in a drawer readily available for the members of the welcome committee. (This will accommodate their need for being reminded of the names and room numbers.)

****Important to have short meetings with the welcoming committee for the purpose of making sure everything is going smoothly.**

REASONS FOR WELCOME COMMITTEE

It adds value to:

- 1) The new arrival's life by letting the individual know, not only that he/she is expected, but welcome.
- 2) If resident's family members accompany their loved one, it offers assurance that excellent care will be extended. There is nothing worse than leaving the loved one alone in the facility upon departure.
- 3) A clear message is sent to all staff members that each resident is of equal importance. Our facility loves and greets them all; no matter the hour or time of day.
- 4) The resident welcome committee members feel tremendous purpose by adding value to another's life. It supports the habit of looking after others, rather than concentrating on self.
- 5) It promotes a sense of community. We are all here to support one another.

