Slide 1  
Strengthening Resident and Family Councils  
**Maximizing Resident Engagement  
Part II - Accommodations and Adaptation**  
  
Slide 2

**Introduction**

Goals

* Engage residents and families
* Partner with nursing homes on improvement
* Improve quality of life for residents

Slide 3

**Maximizing Engagement through Accommodations and Adaptation**  
  
Kate Waldo, CTRS, ACC  
National Director of Recreation and   
Guest Services

Slide 4

**Objectives**

Discuss cognitive, visual, auditory, physical/mobility and group design accommodations and adaptations for engagement.

Slide 5

**The Story of Madame President**

Resident Council Presidential Inauguration image

Slide 6

**Skills of Active Listening Defined**

What is body language?

* The way people communicate through facial expressions, postures, and gestures.

What is tone of voice?

* The way people speak to each other including pitch, volume and intonations.

What is paraphrase?

* Repeating back in one’s own words what the speaker has said to ensure understanding of the facts, feelings or both.

What is inquiry?

* Using open or closed questions to clarify or gather additional information.

Slide 7

Image of quote: “Listening builds stronger relationships…creates a desire to cooperate among people because they feel accepted and acknowledged.”

Listening Deeply to Understand  
How might using the skills of Active Listening as an accommodation for cognitive or hearing impairments?

Slide 8

**Active Listening as an Accommodation**

Body Language

* As people lose other senses and abilities the capacity to read body language often increases.

Tone of Voice

* A person may not understand the words you are saying but they can often grasp emotion through tone of voice.

Paraphrasing

* Allows for validation and understanding of a person who is having a hard time expressing herself.
* Allows for others to hear the ideas of someone who speaks at a low volume.

Inquiry

* You can gage the level and complexity of your question to match a person’s cognitive abilities.

Slide 9

**Engaging Others in Improvement**

Strength and ability based accommodations and adaptations

Universal Design image

Slide 10

**Cognitive Accommodations and Adaptations**

* What do you need?
* What have you tried?
* Suggestions:
  + Active Listening
  + Representative objects
  + Small groups
  + Flip charts

Slide 11

Visual Accommodations and Adaptations

* What do you need?
* What have you tried?
* Suggestions:
  + White boards
  + Written and distributed agendas (Large Print)
  + Reading test for universal font size
  + Flip charts
  + Pass items around the group

Slide 12

**Auditory Accommodations and Adaptations**

* What do you need?
* What have you tried?
* Suggestions:
  + Use of microphones
  + Use of pocket talkers
  + A quiet location with no distractions
  + Karaoke machines
  + Seating arrangements

Slide 13

**Physical/Mobility Accommodations and Adaptations**

* What do you need?
* What have you tried?
* Suggestions:
  + On unit/neighborhood meetings
  + Small gatherings in a resident’s room
  + Use larger spaces
  + Wide doorways
  + Card holders

Slide 14

**Group Design Accommodations and Adaptations**

* What do you need?
* What have you tried?
* Suggestions:
  + Use of committees
    - Recreation Planning, Social, Welcome Wagon, Food Advisory, Fundraising, Charity and Community Outreach, Education, etc.
  + Use of individual meetings
  + Neighborhood meetings
  + Parallel programs
  + Variety of frequency and duration

Slide 15

**Part I – Maximizing Engagement through Appreciation**

**Part II – Maximizing Engagement through Accommodations and Adaptation**

**Kate Waldo, CTRS, ACC**

**National Director of Recreation and Guest Services**

Slide 16

**Commitments for Next Steps**

What is the positive image you are moving towards?

* Visualize the positive change.
* Choose one or two things to implement starting today.
* Include the Residents in the process and decision making; seek their input and involvement.
* Do this “with” the Residents not “to” the Residents.