# *Programming Post COVID - Industry & community changes Where do we go from here?*

*Presented by:*

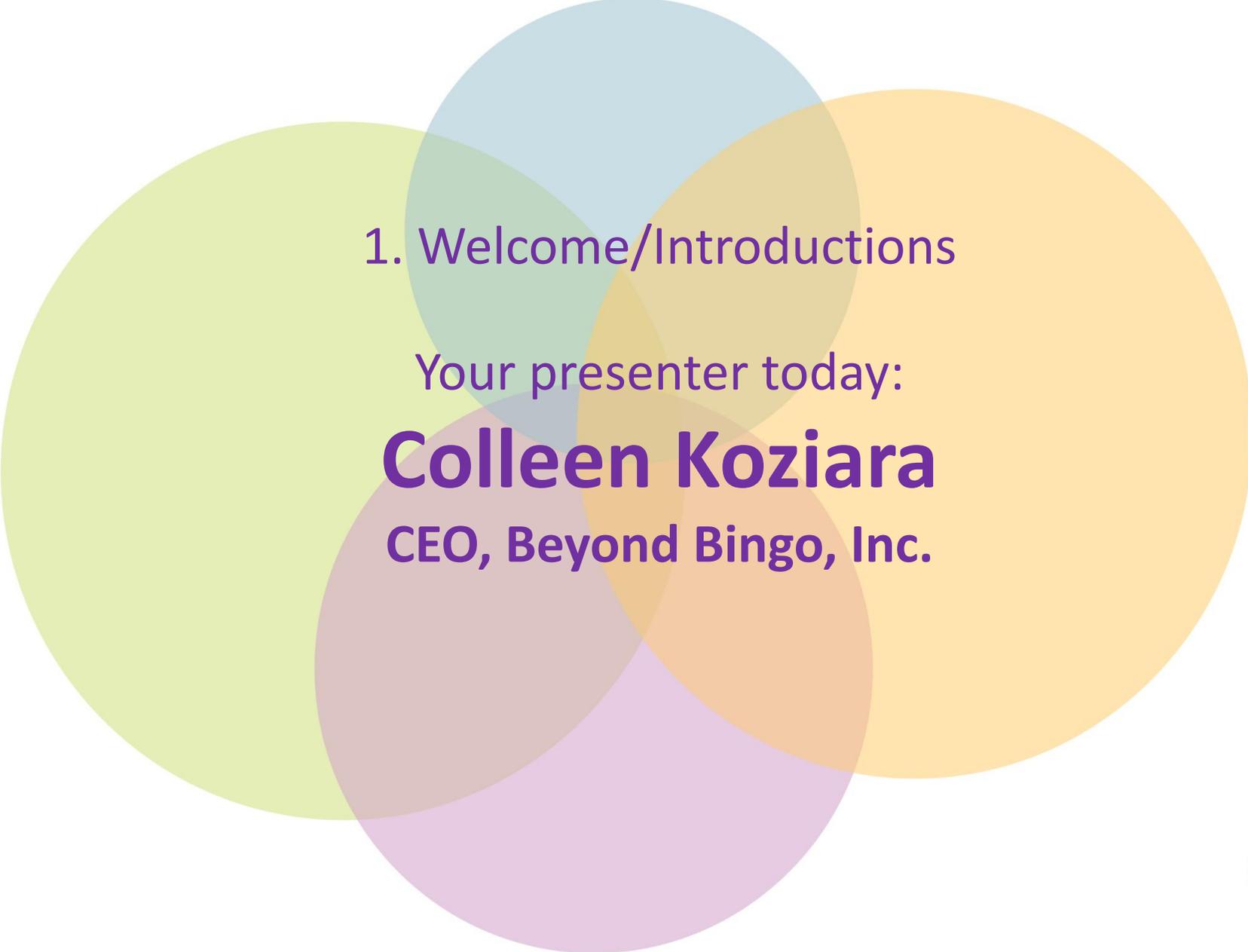

October 3, 2023
Leading Age Senior Living Conference
Northern Illinois University - Naperville Conference
Center

# 1. Welcome/Introductions

Your presenter today:
## Colleen Koziara
**CEO, Beyond Bingo, Inc.**

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# OBJECTIVES

1. Identify what has changed, how, maybe even why, and explore what is needed to move forward successfully from here.

2. Become an advocate for Change - Remake your calendar into something that is REAL, AND humanly possible to actually carry out.

3. Expand your "programming staff" to support this new reality.

4. Discussion:  Based upon our conversation to this point, what can you do by thinking WAYYY outside the box?

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# But First…

Acknowledgement, Recognition and Gratitude

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To successfully engage our residents the rule is always the same, we must meet them where they are and to do that we must understand their situation, and ours, as fully as possible.

We must understand where we all truly are emotionally and psychologically NOW with in order to successfully REengage AND stay Engaged.

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**So, here we are, and this is what we are experiencing now:**

Residents are anxious, depressed and in some cases angry. Many, unable to move in during lockdown are NOW moving in - resulting in much higher acuity across the board at all care levels

which translates into many more walkers and wheelchairs and scooters in communities which acts as a deterrent to many of marketing's potential residents

Staff and management are changing RAPIDLY AND REGULARLY

Programming Staff is exhausted, overwhelmed, and feeling unappreciated.

**And yet, based upon all our experience during and since Covid**

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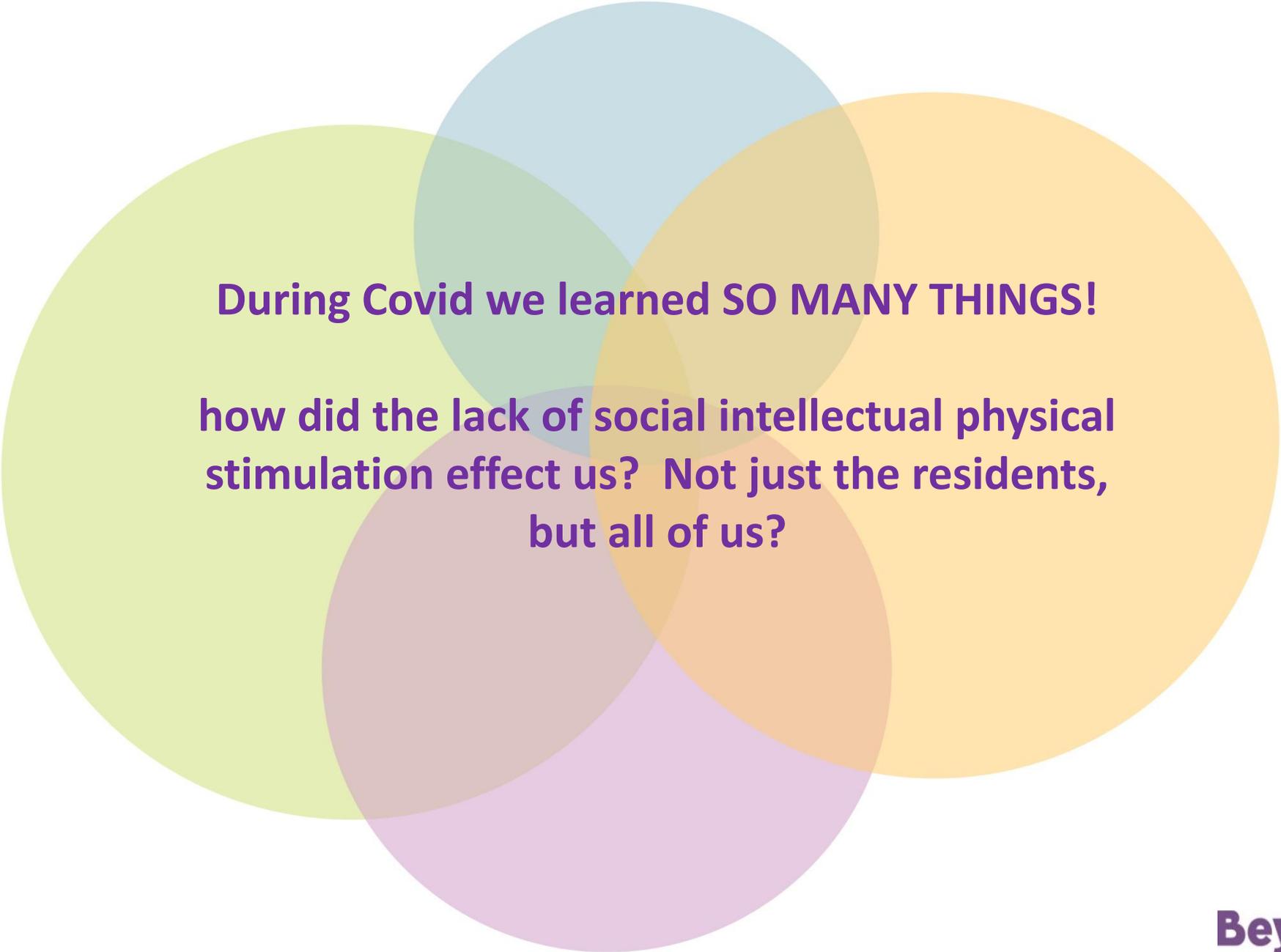
During Covid we learned SO MANY THINGS!

how did the lack of social intellectual physical
stimulation effect us?  Not just the residents,
but all of us?

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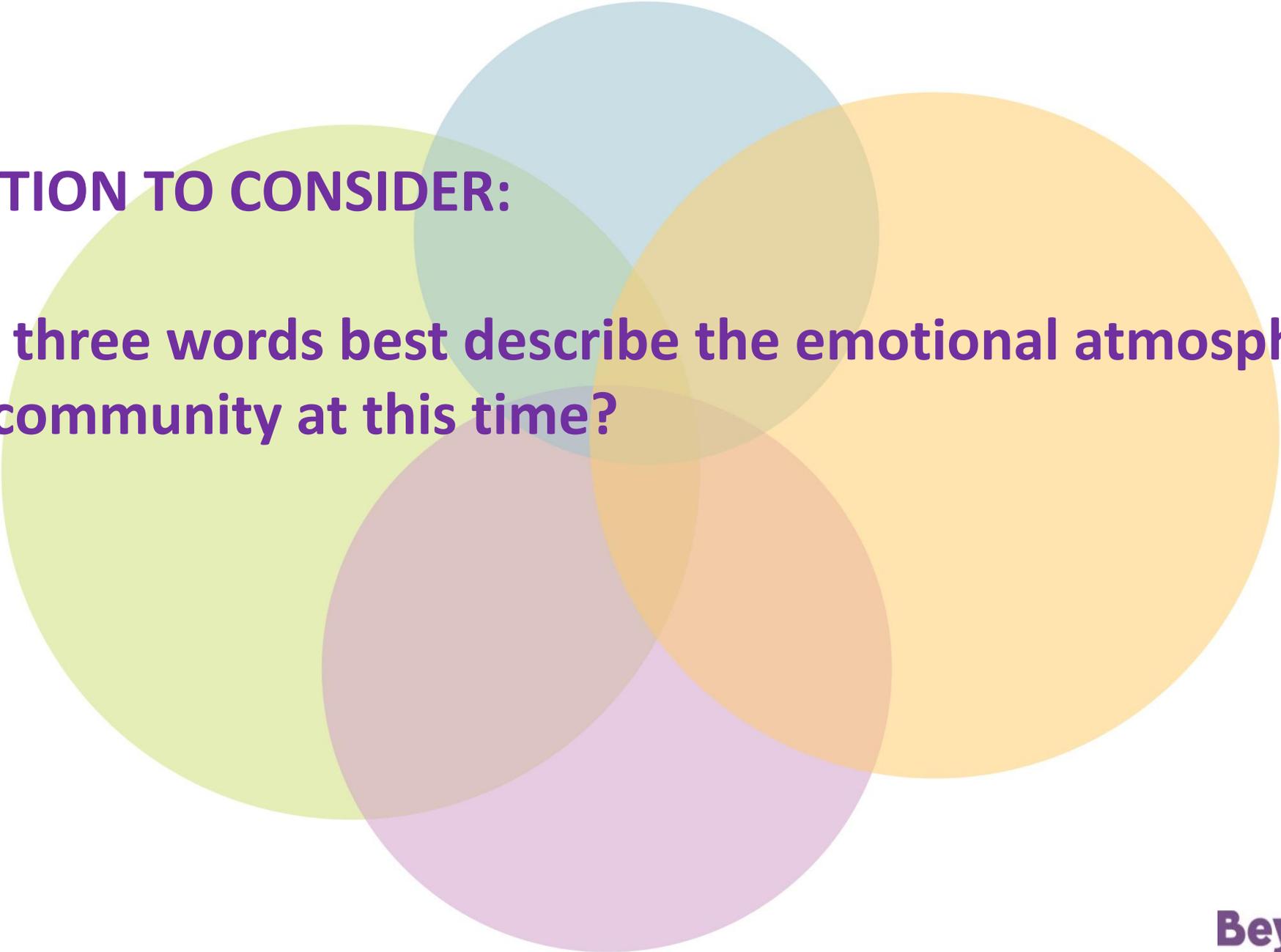Opening Doors to Wellness

**AND YET**

**Across the board - most programming departments have experienced the following:**

**STAFFING CUTS**

**BUDGET CUTS**

**NO RETURN OF BUS DRIVERS**

**ADDITION OF REQUIREMENTS/MANDATORY DUTIES**

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**QUESTION TO CONSIDER:**

**What three words best describe the emotional atmosphere in your community at this time?**

**1.**

**2.**

**3.**

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# WHAT CREATES QUALITY OF LIFE?

Health is about MORE than just meals, meds and sleep.

Remember what WE learned during lockdown?

**To successfully fulfill the promises of Congregate Senior Living, (and the marketing materials distributed) we must provide a fulfilling life experience for each and every Resident.**

It is Activities/Engagement & Programming that can truly make a Difference in Each Life!

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# Despite all the challenges –

If we truly believe that one of the major benefits of living in a senior community is socialization and engagement then we need to find a way to support our seniors health in every dimension.

**SEEVIPS** — all 7 Dimensions and where we can engage each

Intellectual -
Physical -
Vocational -
Emotional -
Spiritual -
Social -
Environmental

Spiritual
Physical
Environmental
Vocational
Emotional
Intellectual
Social

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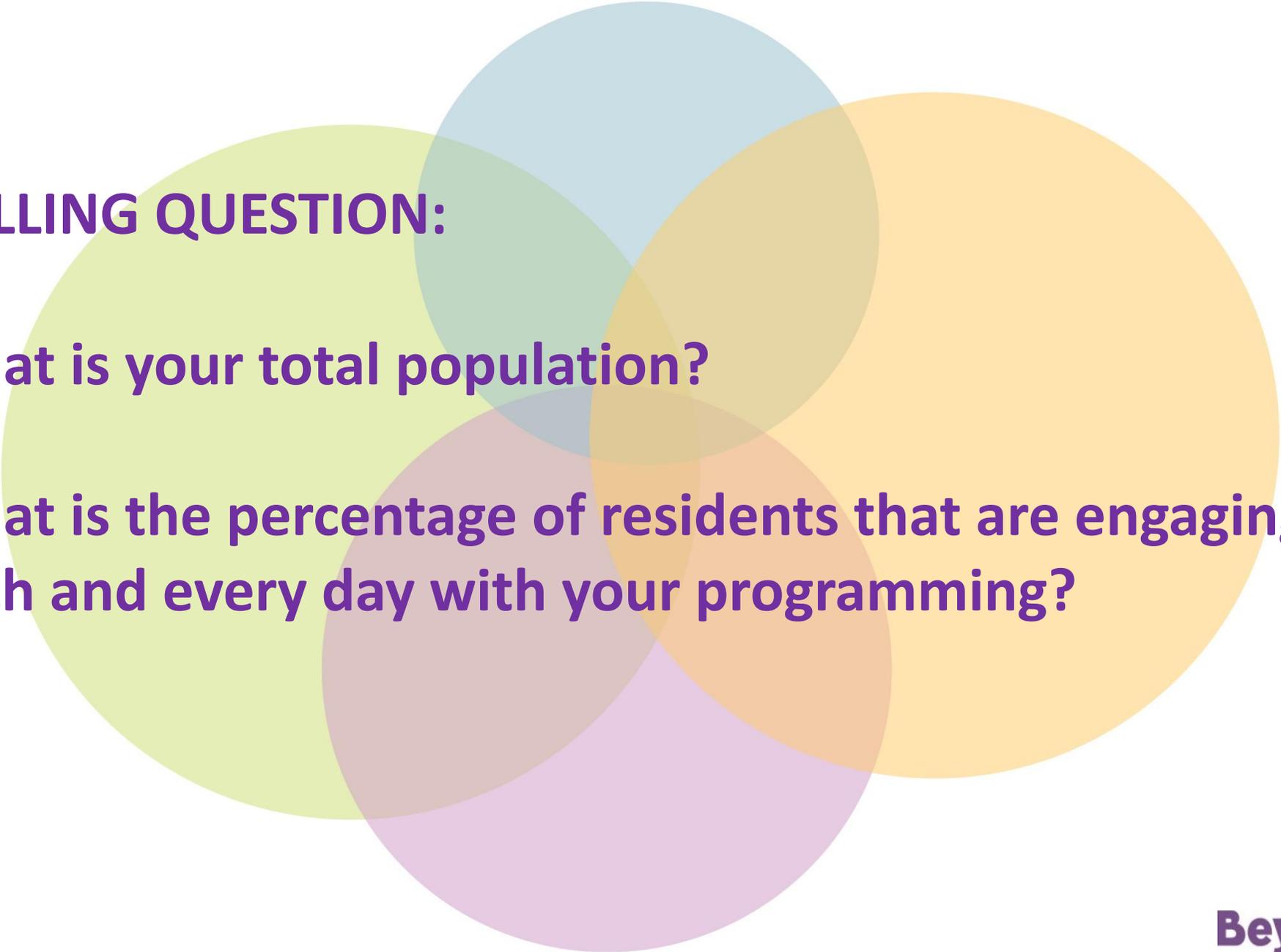
**POLLING QUESTION:**

**What is your total population?**

**What is the percentage of residents that are engaging each and every day with your programming?**

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**Programming Staff:**

Do you feel you are creating the programming you most WANT to create?

Or are you feeling like you are running all the time and just trying to keep up and meet requirements?

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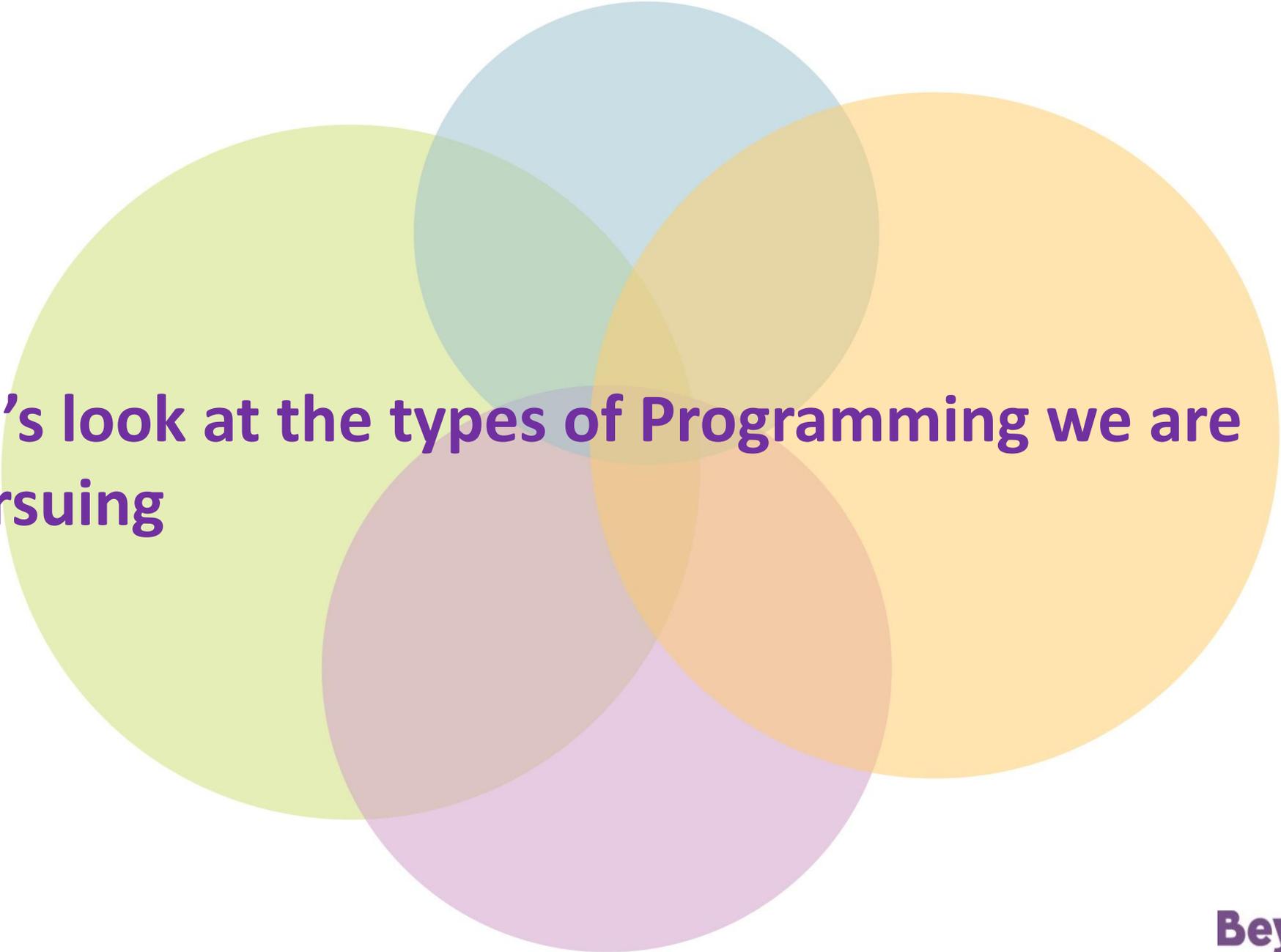
Let's look at the types of Programming we are pursuing

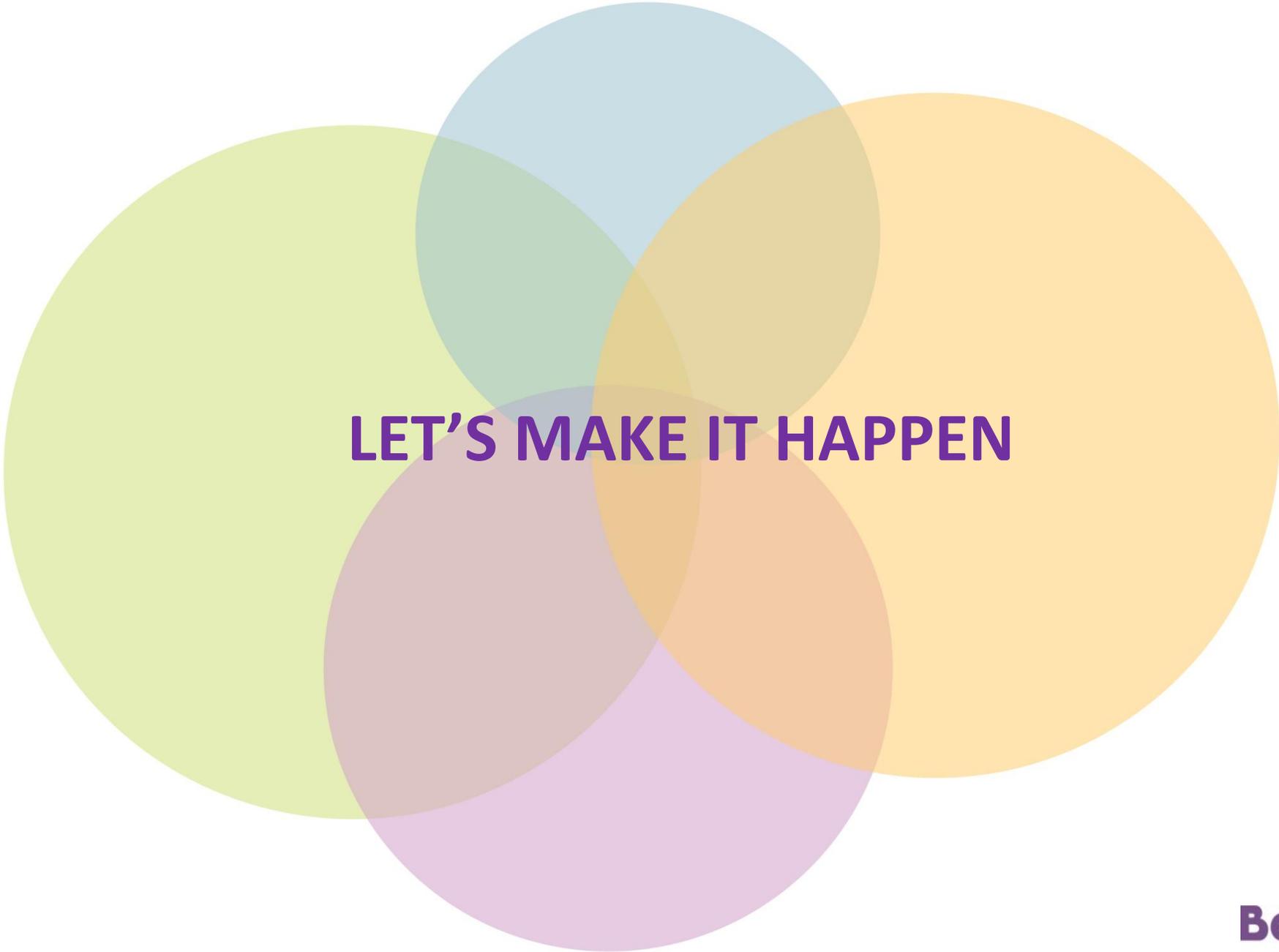Beyond Bingo
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# FOUR KINDS OF PROGRAMS

**MANDATED PROGRAMMING:**
Programming required by Management at Community or Corporate Level

**PROGRAMMING REQUIRED BY STATE AND FEDERAL REGULATIONS**

**PROGRAMMING YOUR RESIDENTS WANT!  (i.e., Bingo 8 days a week!)**

**PROGRAMMING YOU FEEL, WITH YOUR KNOWLEDGE AND EXPERTISE, THAT YOUR RESIDENTS, STAFF, COMMUNITY, CENSUS, ETC.. WOULD BENEFIT FROM**

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# LET'S MAKE IT HAPPEN

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# SEEK SUPPORT - 1

Your Executive Director,
Regional Programming Director,
Marketing Director

Present ACTUAL costs and work to modify/expand budget/staff

CREATE - A division of Duties form AKA EVENT FORM
(if you have one already, make sure it is being used)
- Includes everything from setup to food for each event, and the department/staff that is responsible for each thing.

Work with IT to see that each and every community TV is able to get zoom/gotomeetings so that you can expand your programming electronically if possible

Discuss/Review  - Morning Meeting Time

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# SEEK SUPPORT - 2

CO-WORKERS
Request a Programming Session at next All Staff
Invite ALL staff to help or volunteer
their time expertise interests and services

Explain the situation,
invite the TEAM to work together to address the challenge

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# SEEK SUPPORT - 3

Providers

Hospice can/will provide Chaplain for Religious Services/Memorials also! occasionally music & art therapists
PT can/will provide someone to do exercise classes, stretching and/or meditation sessions
Beautician/Barber - Request one bonus cut/style each month and make it a special drawing, simply a name in a hat at reception!

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# SEEK SUPPORT - 4

**Volunteers - Yes, it is time again**

Scouts
Service Organizations
Area Churches, Synagogues, Temples and Mosques
Senior Helpers
College Students

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# OFFER SUPPORT - 5

Local Schools/Theatres/Classes
Offer practice area, rehearsal space
invite to do readings and practice

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# CALENDAR

## TIME FOR A CHANGE

**CALENDAR BLOCKS -** Break each day into blocks - especially successful in Memorycare and Asst Living

**MULTIPLE LOCATIONS -** if you are only one person, is this possible?

**SUPPLY CARTS -** Can you prep ahead of time so that you are ready for the next day? or the next session?

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**CALENDAR BLOCKS -** Break each day into blocks - especially successful in Memorycare and Asst Living

Morning - Active, Afternoon - Intellectual, Evening (yes, evening) - Social

Keep this as a working standard to simplify calendar creation. Fill in for the year in one session, then change as needed each month.  This will reduce calendar creation time dramatically.

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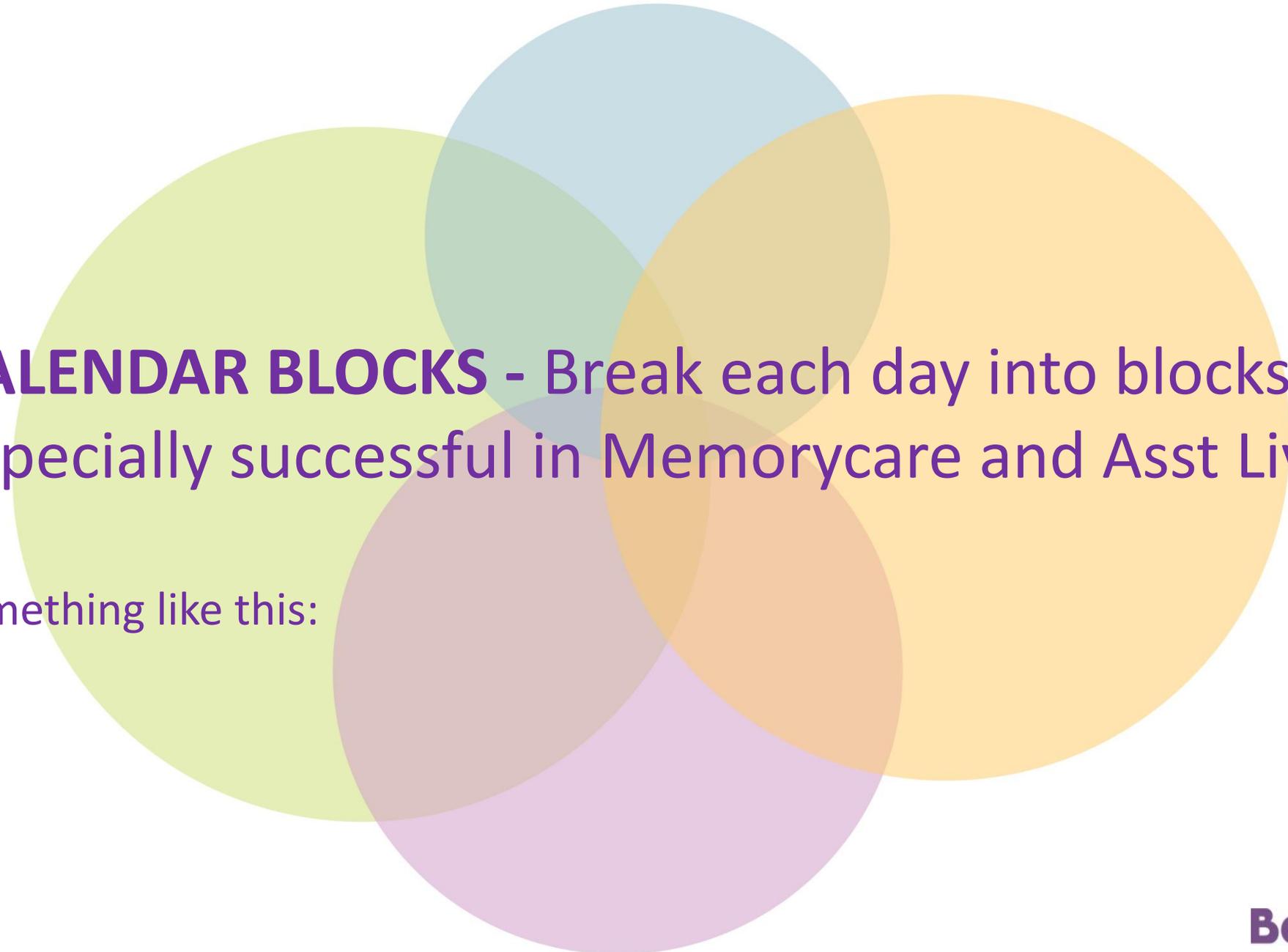Opening Doors to Wellness

**CALENDAR BLOCKS -**

**PRINTING**

Full month for Marketing and residents that request
Two weeks at a time for all others
Request that reception print daily version & post at desk
Review calendar every two weeks at managers meeting

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**CALENDAR BLOCKS -** Break each day into blocks - especially successful in Memorycare and Asst Living

something like this:

**CALENDAR BLOCKS -**

Monday
8-930 BREAKFAST
**9:30-11:30 - Active Sessions**
Chair Yoga - Community Room
On TV - Sit and Be Fit - 2nd floor Lounge
Walk with Joan (Resident) - Outside Patio
Active Table Games - Lobby Sitting Area
11:30-1:30 - LUNCH

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**CALENDAR BLOCKS -**

Monday

**1:30-4:30 - Creative Sessions**
Painting with Colleen - Community Room - 2-4
On TV - Art Journal Creation - 2nd floor Lounge
Stitchery with Barbara (Resident) - Living Room
Watercolor Pencil Art Group - Lobby Sitting Area
4:30-6:30 - DINNER

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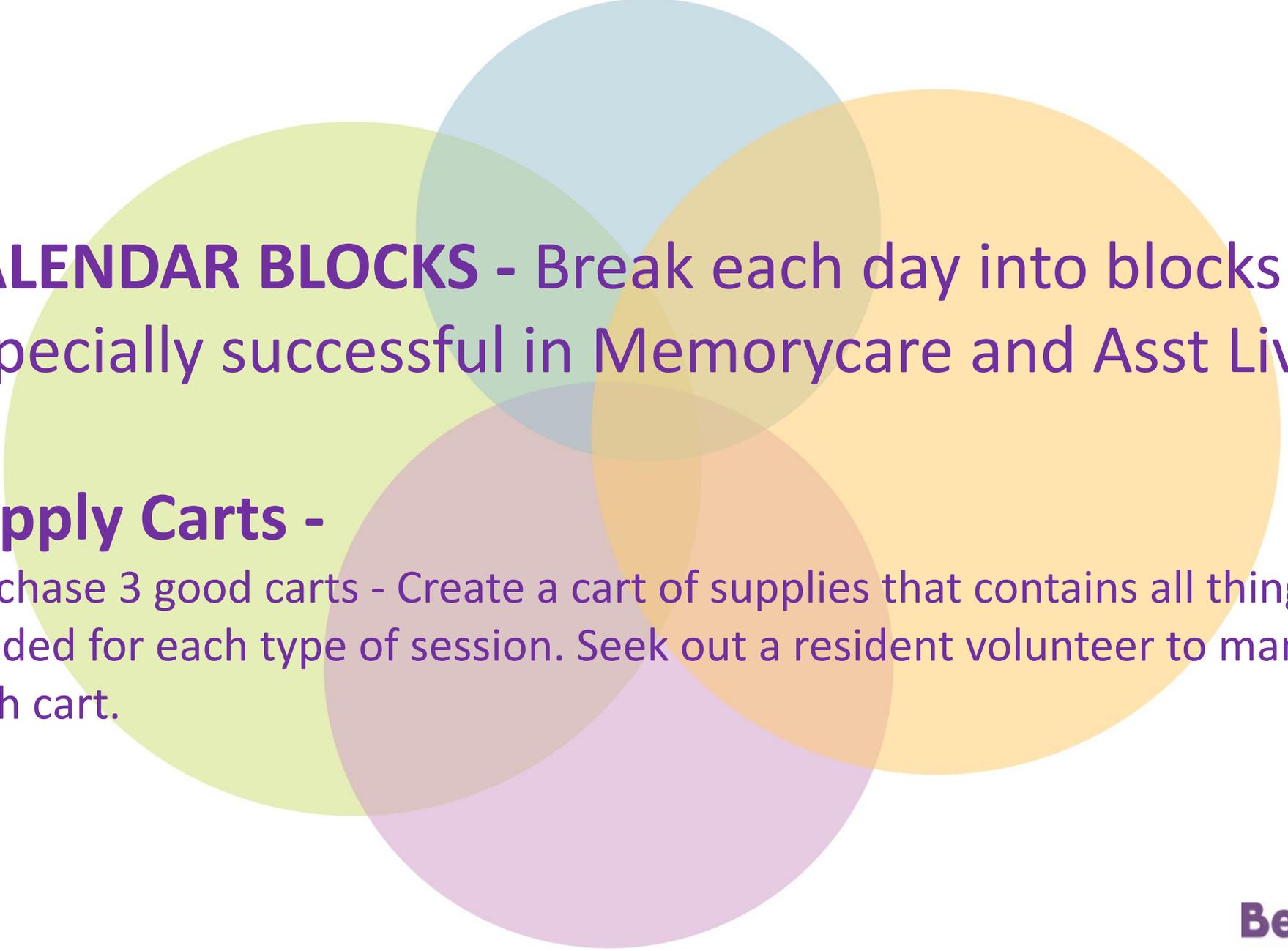Opening Doors to Wellness

**CALENDAR BLOCKS -**

Monday

**6:30-8 or 10 (or when reception closes)- Social Sessions**
Book/Movie Discussion Group - Community Room - 6:30-?
On TV - News/Sitcoms of Choice - 2nd floor Lounge
Movie with Bob (Resident) - Living Room
Chat and Tea - Lobby Sitting Area

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**CALENDAR BLOCKS -** Break each day into blocks - especially successful in Memorycare and Asst Living

**Supply Carts -**

Purchase 3 good carts - Create a cart of supplies that contains all things needed for each type of session. Seek out a resident volunteer to manage each cart.

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**CALENDAR BLOCKS -** Break each day into blocks - (especially successful in Memorycare and Asst Living)

**Multiple Locations? -** with carts of supplies, and possibly multiple locations you can have more than one program going on simultaneously.

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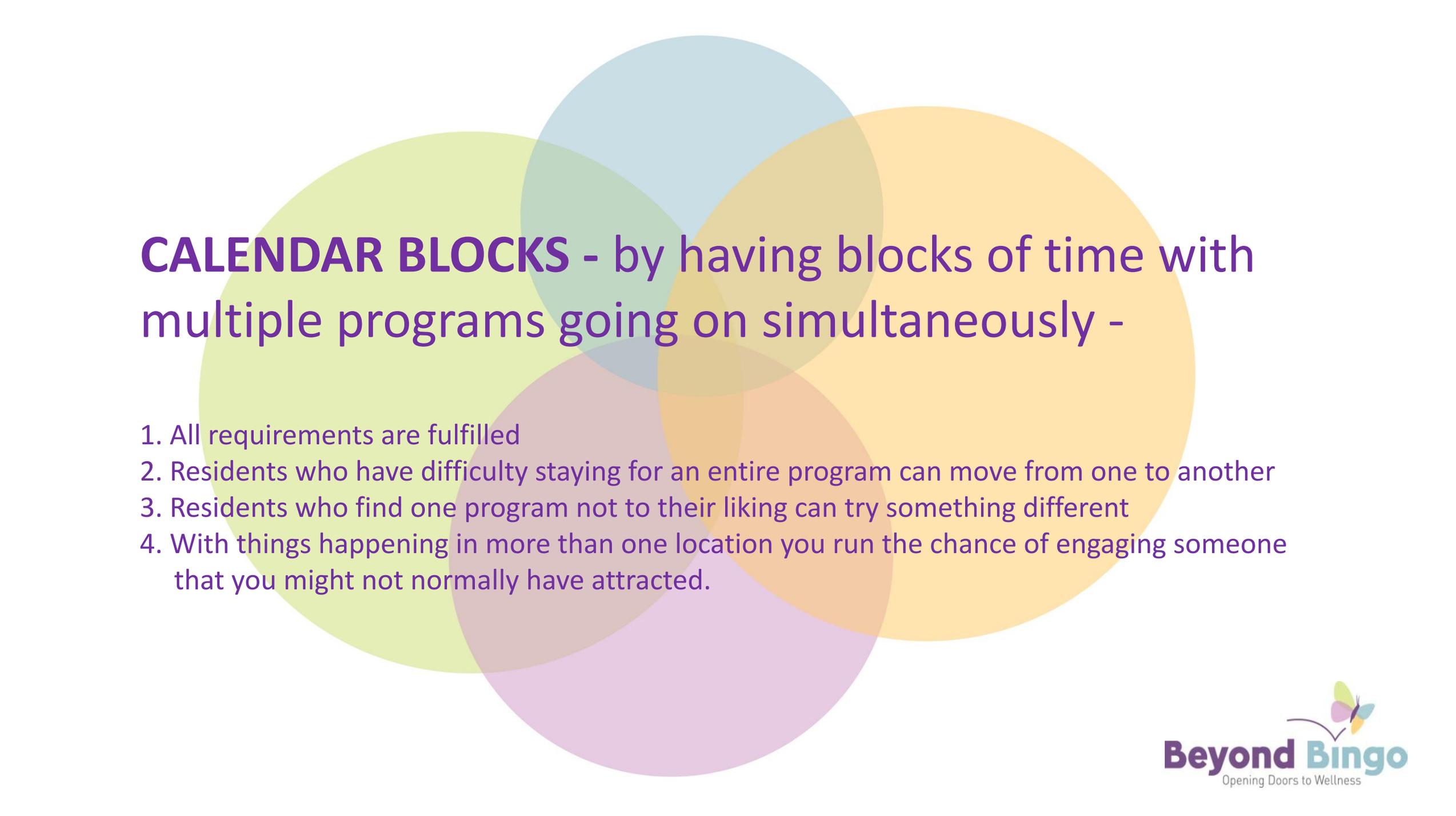
**CALENDAR BLOCKS -** by having blocks of time with multiple programs going on simultaneously -

1. All requirements are fulfilled
2. Residents who have difficulty staying for an entire program can move from one to another
3. Residents who find one program not to their liking can try something different
4. With things happening in more than one location you run the chance of engaging someone that you might not normally have attracted.

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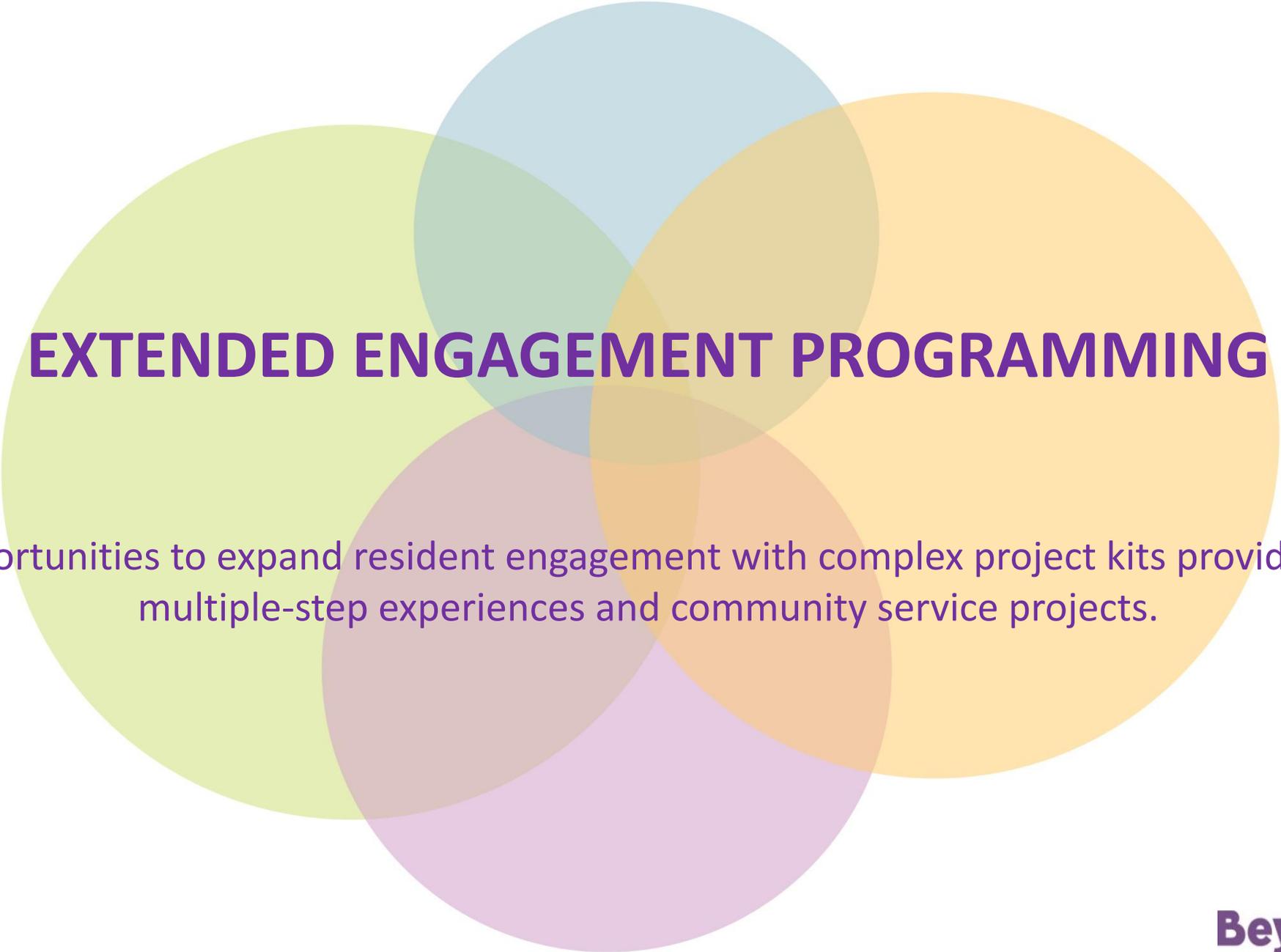
# EXTENDED ENGAGEMENT PROGRAMMING

Opportunities to expand resident engagement with complex project kits provided or multiple-step experiences and community service projects.

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# 1. Simple Project Kits w/and w/o YouTube instructions

These projects have no more than 3-5 steps and can be completed
while following printed instructions, or, are preassembled kits. Examples are:

**Collage**
**Abstract Art**
**Clay Coil-Construction Bowls**
**Clay Slab-Construction Containers**
**Birdhouses**
**Model Cars, Boats, Planes, etc.**
**Paint-by-Number Kits**
**Jewelry Making**
**Glass Painting**

all the above listed projects will take a minimum of 2 hours and likely more to complete.
YouTube Instructions can be accessed for additional insight, but are  not necessary.
**These projects are excellent options for Seniors who prefer not to engage socially.**

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## 2. Advanced project kits with Zoom Instructor sessions

These projects require a minimum of participation in one or more instructor led educational sessions,
and then require additional self-directed time to complete.
Contact instructors and request Zoom class listings and cost for supply kits
– many have these created already!
Use your ingenuity and create your own based upon your resident interests and talents –
**www.domestika.com**; **wwwthegreatcourses.com**;

**Painting sessions – Oil, Watercolor, Acrylics**
**Art Experiences – (utilizing a variety of mediums and subjects)**
**Macramé and Origami**
**Mobile Construction from Found Items**
**Doll making – Mop Doll, Sock Doll, Rag Doll**
**Quilting, Embroidery, Crewelwork**
**Knitting and Crochet**
**Woodwork/Carving – Toy Making**
**Leatherwork – Bookbinding – Card Making**
**Cooking/Baking – for Microwave if appropriate for community**

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**2. Advanced project kits/activities with Online Instructor sessions**

The benefits of Zoom Programming-

# COST!!

**Example:  Painting with Beyond Bingo
Senior Exercise Videos Subscription - Yoga Vista**

**EASE of COMPLETION! -** Time is not rushed but relaxed and at the resident's individual pace.

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# 3. Self-Directed Projects

These are projects of individual interest that can be pursued independently.  To ensure follow-through, create a group of those working on like projects so that they can come together and compare progress and experiences.  This group can be in person or online, whatever works best for each individual interest.

**Genealogy**
**Memoirs – Recording /Transcribing - Life Story**
**Life Review**
**Scrapbooking**
**Life Journal**
**Book Clubs**
**Coloring Clubs**

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**How to Manage Kits & Projects**

**SCHEDULE:** Have a schedule for check-ins and/or expected completion
Get everyone working on a specific project together via phone, Zoom or in person to check on progress and answer questions
Have a Final Gathering to Celebrate!
Share pictures of completed projects!
AND
Plan the Next Project!

**Engagement is a challenging thing to maintain, once you have it, don't lose it!**

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# GIVE BACK TO FEED YOUR OWN SOUL!

**4. Community Service Experiences – Complete and Pass along**

Projects available from organizations looking for assistance.
**https://www.volunteermatch.org/covid19**
**Letters to service members**
**Letters to other seniors**
**Political Action Projects**
**Phone Calling**
**Adult Literacy Tutors**
**and More!**

*at last visit – 556,000+ virtual volunteers were needed!!!*

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# GIVE BACK SOME MORE!

## 5. Community Service Experiences - Ongoing  w/ Group Coordination

**https://www.aarp.org/experience-corps/**  - Experience Corps connects students with caring adult volunteers age 50 and older who provide an essential combination of training, life experience and commitment.

**https://www.nationalservice.gov/programs/senior-corps**  - Each year, Senior Corps engages more than 200,000 older adults in volunteer service through its Foster Grandparent, Senior Companion, and RSVP programs, enriching the lives of the volunteers and benefiting their communities.

**https://www.jaworldwide.org/**  - One of the World's Most-Impactful Youth-Serving NGOs.  Supported by nearly half a million volunteers, and reaching more than 12 million students each year, JA is one of few organizations with the scale, experience, and passion to build a brighter future for the next generation of global innovators, entrepreneurs, makers, and managers.

**https://sweeps.aarp.org/volunteerwizard/** - The Wizard will ask a series of questions about how you like to volunteer and give back in your community. It will then attempt to match your preferences with AARP volunteer opportunities.

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**EVEN FARTHER OFF THE BEATEN PATH**
(and still very affordable!)

Fishing with the neighbors
(special license available!)

Horseback Riding -hippotherapy locations
(special low rate for senior communities)

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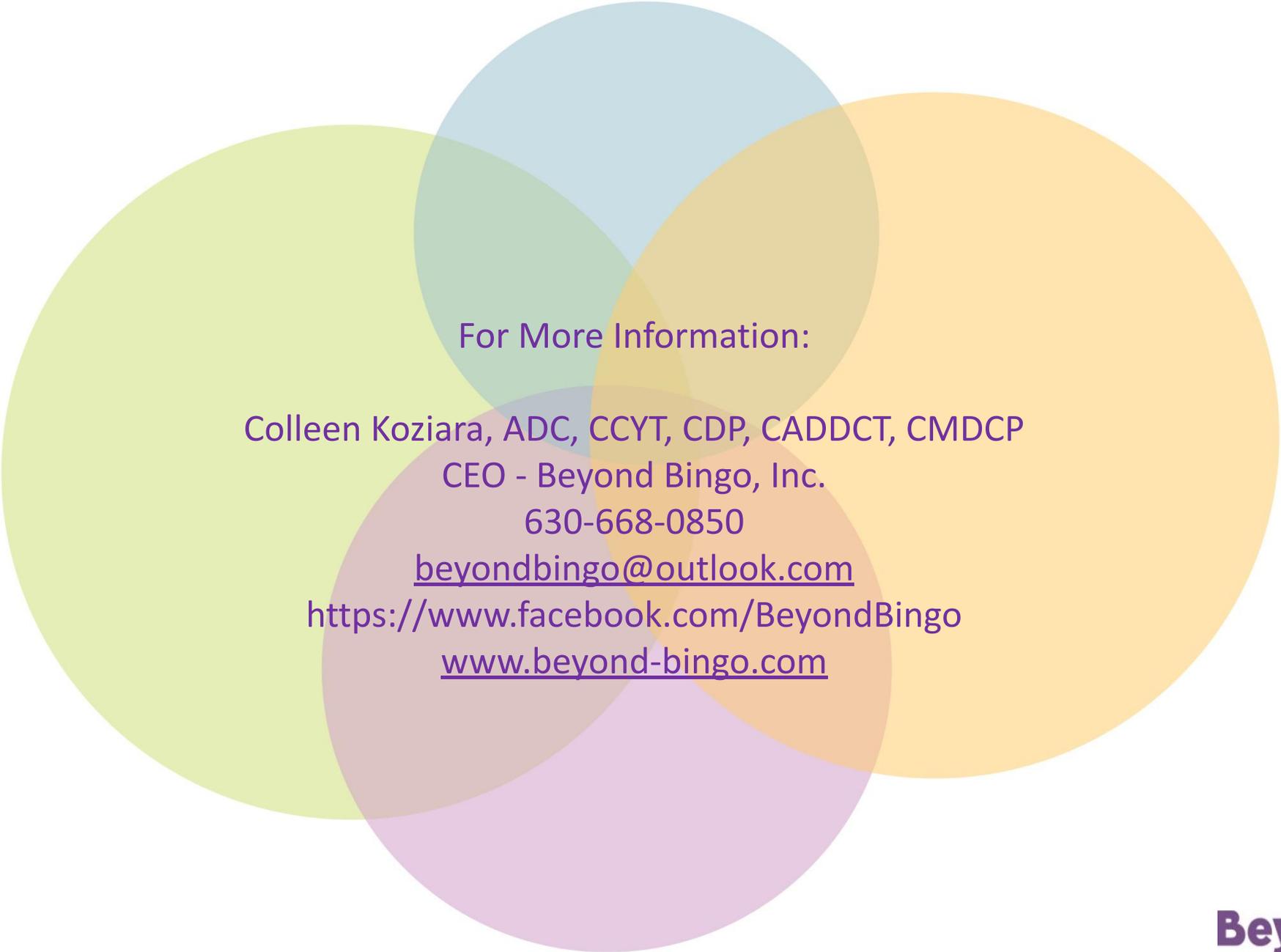Opening Doors to Wellness
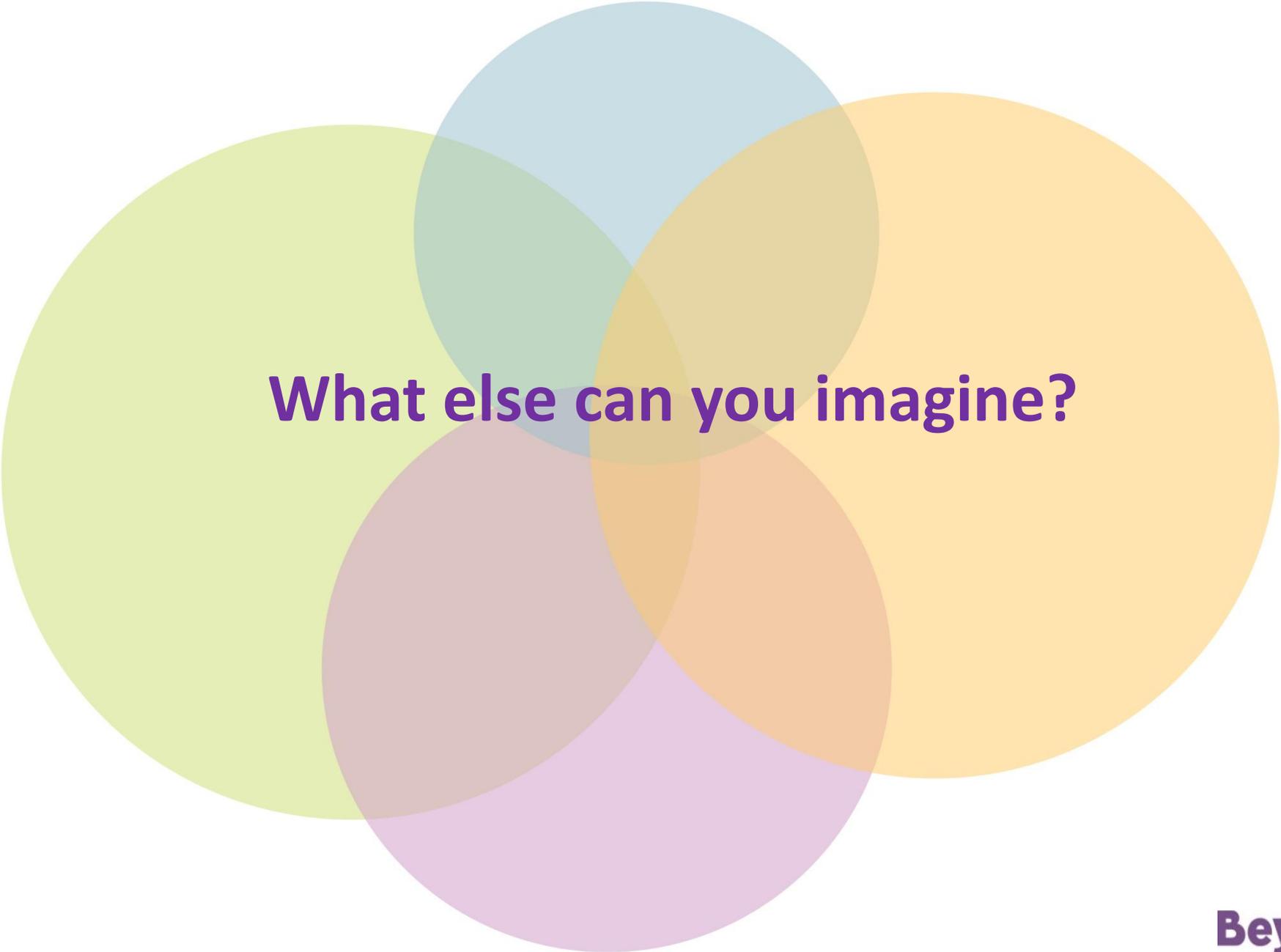
# What else can you imagine?

Final Discussion and Q&A

# Final Thoughts:

The soul's joy lies in doing. Percy Bysshe Shelley

Aging is not lost youth, but a new stage of opportunity and strength. Betty Friedan

Find a place inside where there is joy
And the joy will burn out the pain. Joseph Campbell

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