



Training Makes a Team

One of the key components to having a successful team is education. Not only education at the beginning of a career or job, but ongoing education and situational training that helps to ensure the successes of our residents and team members. As adults, we all learn very differently. Our leadership team and team of trainers are dedicated to ensuring that all of our team members are competent in a way that engages them and helps them to best absorb the material presented. Every bit of training and education a team member receives is a tool in their toolbox to help empower them to best care for our residents with love and compassion.

When our direct care team and recreational therapy team start working at Waterford Place Memory Care, they go through about eighty-hours of training and education. The first day on the job for all of our team is a full day of Sunset New Hire Orientation, which is led by our Executive Leadership. The Sunset New Hire Orientation is a fun and energetic time that explains our policies, ethics, mission, and helps equip our team to be part of the Sunset family. After the Sunset New Hire Orientation, our new hires take part in a Waterford Place specific orientation that helps to better explain our culture and acclimates them with our campus and emergency procedures. This is also the time that our Corporate Nurse Educator comes in and trains the team in what we call competencies. In competency training our Resident Aides, Medication Technicians, & Nurses are trained on all the core aspects of their jobs and demonstrate back to our Nurse Educator on how to complete these tasks. The Nurse Educator then signs off that the team member has been properly trained on the task as demonstrated. This is then repeated one to two times annually to ensure skills are kept at the highest functioning level.

After the orientations are completed our team members will start their "on the job training". During this time, the team member is paired with a mentor(s) that will guide and train the individual in working with our residents, ensuring that the highest level of care and quality is maintained. During this process the new team member only observes the mentor and as time and shifts go on the new team member starts performing the tasks with the watchful eye of the mentor. During this process, the mentor and new team member have communication forms that are turned into the department director, as to evaluate the process and progress. A new team member is never permitted to work without supervision of their mentor until all areas of their training have been completed and signed off on by the mentor and department director.

HOPE
for Dementia is here

WP MC Leadership Team

Executive Director
Ben Leavell

Director of Clinical Services
Melinda Haight

Director of Recreational Therapy
Angie Russo

Admissions Counselor
Kris Hartney

Director of Food Service
Chef Justin Ely

Director of Housekeeping & Laundry
Tim Vesterfelt

Maintenance
Brian Nienhuis & Dave Horjus

Front Desk Lead
Martha Kitler



February 2019

One other very important part of the Waterford Place Memory Care training program is, the full day dementia specific training. This training is led and taught by Melinda, Director of Clinical Services and Angie, Director of Recreational Therapy. This class is grounded in two specific curriculums; Teepa Snow GEMS model and Second Wind Dreams Virtual Dementia Tour. Teepa Snow is one the most renowned dementia trainers in the world and one of the things that makes her curriculum very unique is that she focuses on what residents can do versus what they cannot do. Her training is very lively and interactive. During this portion of the dementia specific training, our trainers utilize video and role-playing to ensure to get the most out of the education.

The other part of this full day of training is the virtual dementia tour. This is a training tool that is used to help instill empathy in our team members and to show them what it is like to have dementia. During the virtual dementia tour, a person places thick sewn together gloves on their hands to simulate loss of motor function in the hands. The person also places plastic spikey insert into their shoes to provide the feeling of what it is like to have neuropathy. Headphones are also placed over the participant's ears that play muffled and distorted sounds that can be alarming and make it very hard to concentrate. The last thing that is donned eyeglasses that have been partially blacked out and discolored. Once the participant is fully garbed, they are guided into a dimly lit room and asked to perform five simple tasks that would normally take on a minute or two. The team members are then observed in the room for eight minutes as they attempt to perform the tasks that are laid out for them. After the tour is over the staff members are debriefed and have an opportunity to talk about what they experienced and the emotions experienced. It is truly an amazing and eye opening event.

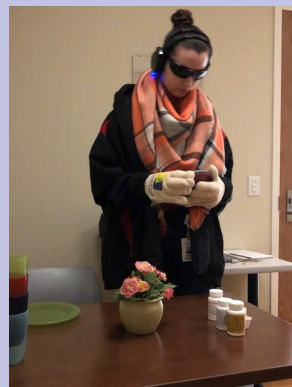
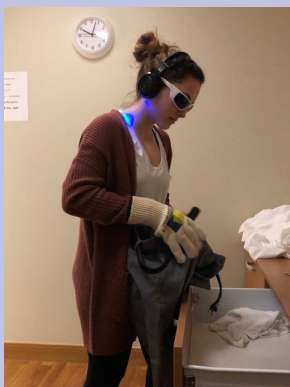
As you can tell, we do a vast amount of training with our team to ensure they are the very best at what they do. We also have an ongoing training program for our staff where they have sessions throughout the year in regards to dementia specific behaviors and concerns. These sessions directly relate to our current population and help best prepare our team.

We are currently opening our Virtual Dementia Tour up to families of our current residents and those that receive our monthly newsletter. If this is something that you would like to do, I highly encourage you to sign up for a session. The time investment is only about one hour in total and is truly worth it, as it really does assist in providing compassion and empathy to those that have dementia. Please see below for how to sign up.

Thank you & God bless you,
Ben Leavell, LNHA,
Executive Director

Virtual Dementia Tour

- *Dates/Times: Tuesday, 2/19/19 or Thursday, 2/21/19 from 9:30-11:00
- *Call 616.667.6000 (between 8:30-5) to reserve a time slot. When you call you will be give a specific time to arrive.
- *Please enter through door T and you will be instructed on where to go.
- *Light refreshments will be served
- *Please plan on staying about 1 hour



Questions? Would you like a tour?

Please contact Kris Hartney,
Admissions Counselor.
khartney@sunsetmanor.org
616.667.6000

Waterford Place
Memory Care