

Facilitator's Guide

COMMUNITY CONVERSATIONS – Resident Councils

January, 2018

REIMAGINING THE FUTURE OF AGING The Minnesota Board on Aging, in partnership with the Minnesota Department of Human Services, is looking ahead to 2030. Today marks the midpoint between our original vision for the long-term services and supports system, and the year that baby boomers start turning 85. It is truly a transformative time in our communities. To that end, we're revisiting our multi-year commitment to prepare for a permanently older society. We all have tremendous value to offer to develop our solutions as we look forward to 2030. This document provides a guide for facilitators to help design an effective community conversation.

WHAT IS A COMMUNITY CONVERSATION?

The purpose of this document is to guide an interactive discussion that invites and engages participants to help set the stage for older adults who will need services and supports in 2030.

HOW TO PREPARE FOR A COMMUNITY CONVERSATION

Invite Participants: Target Audience: Participants should be selected from the following backgrounds:

- Current residents of a nursing facility or an assisted living

Suggested Session Materials: Prepare the following materials

- Printed agenda
- Post-it type easel paper for each small group
- Tape
- Markers
- Name tags
- Laptop
- Small post-its or colored dots
- Microphone

PREPARING THE DAY

Room Arrangement: If possible arrange the room in a round to create an inviting atmosphere. 15-30 minutes before the session starts, greet everyone and get them settled.

Prepare 4 easel sheets, one for each topic or if you prefer take notes during the discussion (see detailed instructions on page 3).

BEGINNING THE SESSION

I. Welcome – 10 minutes

- Welcome everyone to the session
- Have each individual share their name, why they are participating in today's conversation.
- Review the agenda and why we invited them to participate

Setting the Stage

Facilitator: The Ombudsman for Long-Term Care is assisting the Minnesota Board on Aging, and the Minnesota Department of Human Services, to seek input as we strive to create the necessary momentum for all Minnesotans to grow and age well.

Today's goal is to reimagine what you would like your home feel like and what services you need to help you age.

Before we get started, to prepare us for our conversation, we are interested to hear from residents how we can inform future generations to age successfully. Our focus today is to help others learn from you, what safe and supportive setting looks like.

We will begin by discussing 4 specific topics. For each topic we will gather your input and record responses. The 4 topics we will cover together are; a conversation about the setting you live in, the supportive services you receive, health-related services and what are important

rights to you as you live here [name of facility]. The questions to be discussed are on the lower half of the agenda.

As a person that lives in [name of facility], start to think about considerations that are important to you in your home? These considerations could be what does your apartment or unit looks like, the cost to live in you setting, monthly rent? What is the physical nature of the setting? Will you live with a roommate? Can you have visitors at any time?

Other considerations may be the types of services you need to live. How are you going to receive your medicine? Where will you receive physical therapy? Who will take you to the doctor? Will someone from the setting check on you daily?

Other considerations may be the types of supportive services you need. Supportive services are things like laundry, housekeeping or social activities.

Before we start are there any questions or clarifications?

II. Group discussion – 45 minutes

The discussion questions are below. As you introduce each topic, give examples and describe each topic. Please record and take notes during the conversation.

Discussion Questions (About 10 minutes for topic)

Topic #1 Setting and Rights

1. What advice would you give someone before moving into [name of setting]? What should that person consider?
2. When thinking about your rights as a resident, what are the most important rights to you?
For example;
 - you have the right to participate in planning your care,
 - the right to know how much your care costs,
 - the right to refuse medication

Topic #2 Services performed by staff at the setting [ask one at a time] (Review examples with the group first)

1. When staff help you, what kind of services are working well for you?
2. What kind of services are not working well for you?
3. What help or services do you wish you could receive?
For example;
 - Bathing
 - dressing, hair care,
 - laundry
 - housekeeping
 - assistance with your medications,
 - help you move in-and-out of bed or a chair.

Topic #3

1. What do you wish your room/setting would look like?

Topic #4

1. What type of resources do we need to effectively activate the ideas proposed today? (An example of resources can be money, personnel, policy, community assets or technology.)

Facilitator: Before we wrap-up, are there any questions or clarifications?

III. Wrap-up (5 minutes)

Facilitator: Are there any final thoughts or comments you would like to make?

Tell the attendees, the next step is that your responses will be shared with the MN2030 team to help them plan for the year 2030. The group discussion will be listed on the MN2030 website and added to MN2030 Partners and Communities.

Thank you for your good work today.

Note: As the facilitator please report the results of the group discussion on the MN2030 questionnaire. Reference the responses on the easel paper. Please e-mail Mike Saindon (Michael.saindon@state.mn.us) for the link to record the results of your conversation.