



Culture Change in Affordable Senior Housing

www.culturechangegea.org

Culture Change is the movement to **transform** older adult services from an institutional model to a focus on person-centered values and practices, where the voices of elders and those working with them are honored and respected. Culture Change is a transformation anchored in values and beliefs that returns *control to elders and those who work closest with them.*

Affordable Housing is often referred to as “INDEPENDENT” living (even though there are supportive services). But even “independent” living can be “institutional” if the PERSON does not come first. If the needs of the “facility,” the building, the staff and the organization come before the needs of the people living there, it is institutional and the culture can be changed.

Culture Change Can...

...transform a ‘facility’ into a ‘HOME,’
a ‘resident’ into a ‘PERSON,’
and a ‘schedule’ into a ‘CHOICE.’

~ The Pioneer Network

Culture Change Is Ending the 3 Plagues of Old Age...

LONELINESS
BOREDOM
HELPLESSNESS

~ Dr. Bill Thomas, The Eden Alternative

OLD WAY versus NEW WAY

OLD WAY

Facility belongs to staff

Structured activities only

Staff knows residents by room # or diagnosis

The organization defines the “culture”

NEW WAY

Community is elder’s *own home*
(you work in their HOME)

Opportunities for spontaneous activities
(even 24 hours a day)

Staff knows elders as individuals
there are *relationships...*

The elders define the culture
because there is **community**

Values & Principles

- * Know each person
- * Each person can and does make a difference
- * Relationship is the fundamental building block of a transformed culture
- * Respond to spirit, as well as mind and body
- * Risk taking is a normal part of life
- * Put person before task
- * All elders are entitled to self-determination wherever they live
- * Do unto others as you would have them do unto you
- * Promote the growth and development of all
- * Shape and use the potential of the environment in all its aspects: physical, organizational, psycho/social/spiritual
- * Practice self-examination, searching for new creativity and opportunities for doing better
- * Recognize that culture change and transformation are not destinations but a journey, always a work in progress

~ The Pioneer Network, www.pioneernetwork.net

One Way To Start...

Always ask yourself:

- * What does the *elder* want?
- * How did the elder do it at *their* (previous) home?
- * How do *you* do it at home?
- * How should we do it *here*?

This is **BUMP'S LAW**

Linda Bump, MPH, RD, LD, LNHA

Action Pact, Inc., www.culturechangenow.com

Always Ask Yourself:

Are the values of
CHOICE,
RESPECT,
& SELF-DETERMINATION practiced here?

“Culture Change is creating the kind of “care” that each of us wants for our loved ones and ourselves...”

~ Bonnie Kantor, Pioneer Network

How can YOU apply Culture Change to Affordable Housing?

YOU Can Be A HUD COMMUNITY BUILDER

HUD

- H Helping Others (not doing for them)
- U Understanding Them (walking a mile in their shoes)
- D Dignity (putting the person before the task)

COMMUNITY

- C Caring (a community that cares about each other)
- O Opportunities for learning, growth, purposeful activities
- M My Home
- M My Decisions
- U Unify/Unity/Unite (opportunities for community-building, finding like interests)
- N Normal (how they did it at their previous home)
- I Individuality (knowing life history, likes, dislikes, preferences)
- T Ties (with the community, services...)
- Y YOU (YOU can make the difference!)

BUILDER

- B By Myself (self determination)
- U Urban (even though it's in a "city" it doesn't have to be big & cold)
- I Independence (Elder has control over their life and their decisions)
- L Language (Elder versus Elderly/Client)
- D Do Unto Others (Do WITH not TO)
- E Enabling people to do and be all that they can for themselves
- R Relationships are the heart of a transformed culture

Creating HOME & de-institutionalizing "the way things have always been done" involves:

- * Consistent staffing
- * Creating home-like environments
- * Promoting meaningful and challenging activities and recreation
- * Consumer-directed councils
- * Giving the elders a *reason* to get up in the morning!
- * Making the families feel like welcomed and involved *participants...*
- * Putting the elders in *control* of their own home, wherever that may be...
- * A focus on quality care that provides *quality of life...*
- * Not just "home-like" ~ but HOME!
- * About **RELATIONSHIPS** and **COMMUNITY**
 - * Where the *PERSON COMES FIRST...*