



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES



VCU  
Gerontology  
College of Health Professions

## Culturally Competent Care for Diverse Populations in an Adult Day Setting

### Part I: Person-Centered Care and Social Connectivity

Developed by Jay White, EdD, CDP, Gerontologist  
for the VCU Department of Gerontology &  
Virginia Department of Social Services, Division of Licensing Programs

November 2018

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### Series Overview

An overall increase in understanding and application of person-centered care theories and practices with diverse populations

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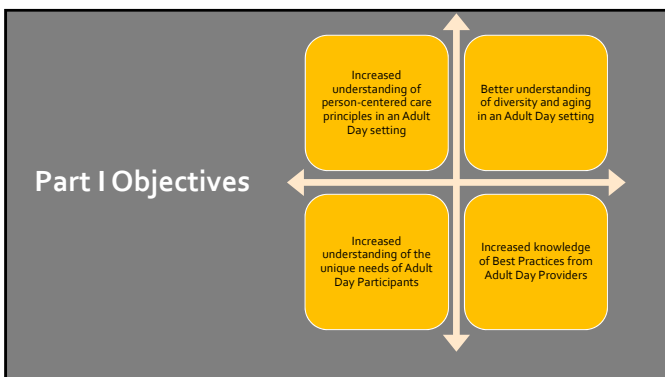
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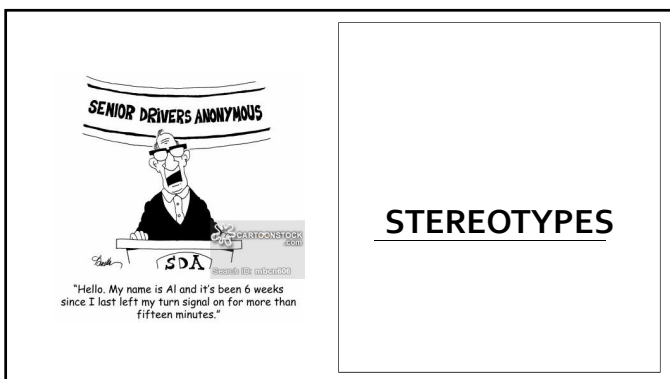
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### STEREOTYPES

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### STEREOTYPES

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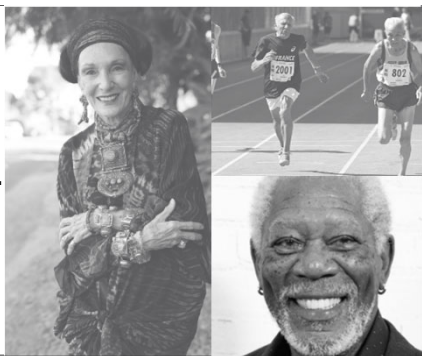
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THE TRUTH IS...




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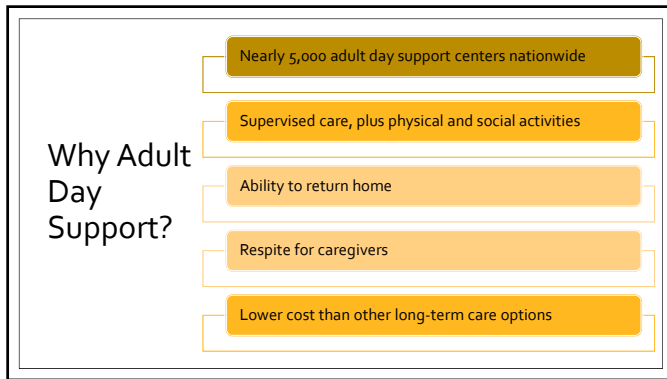
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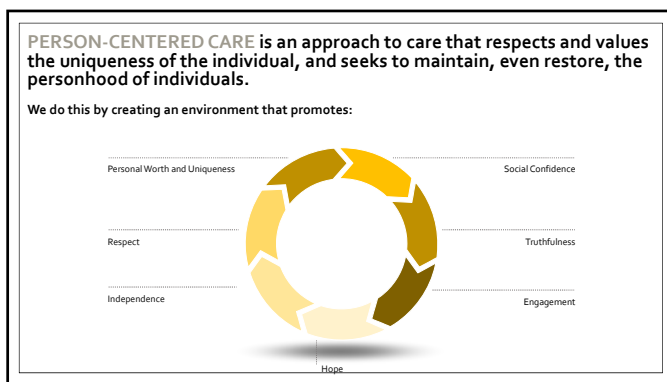
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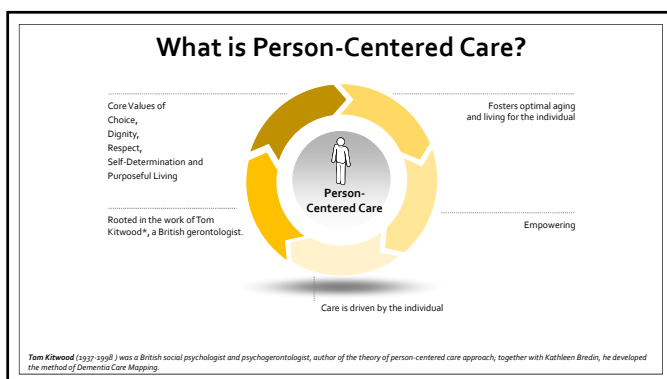
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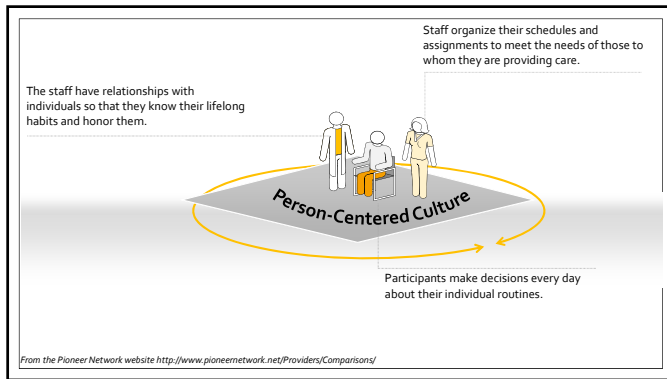
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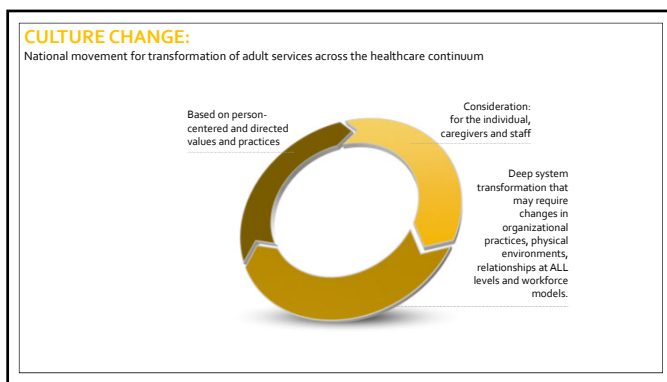
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**Institution-Directed vs. Person-Directed Care:**

**What is the difference?**

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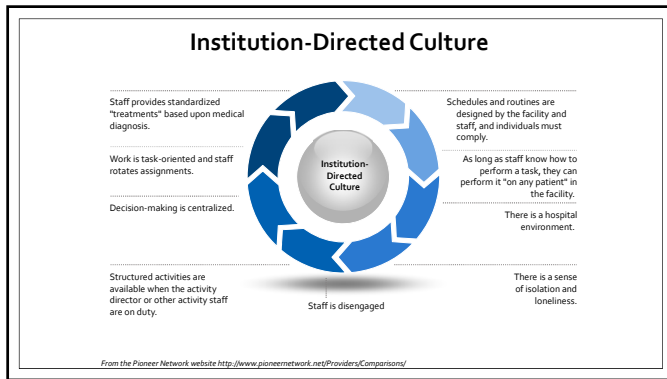
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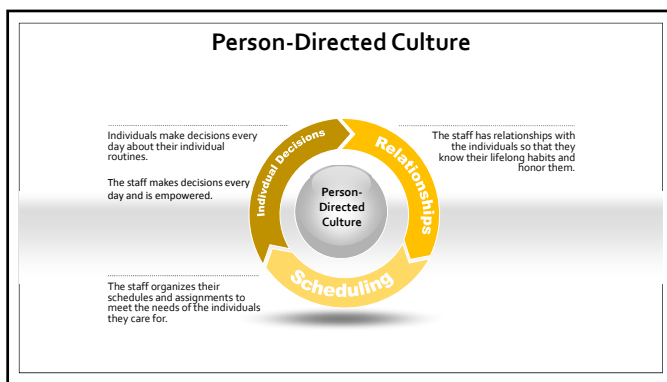
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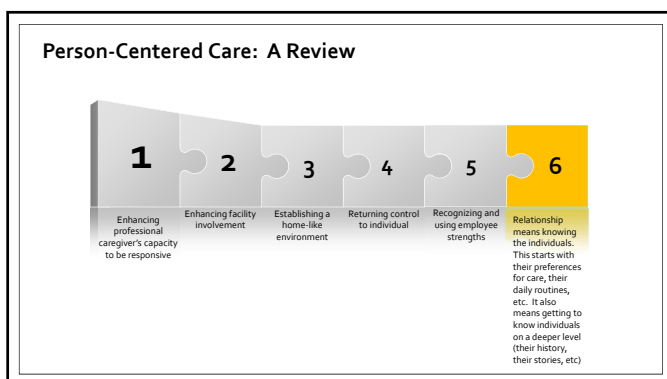
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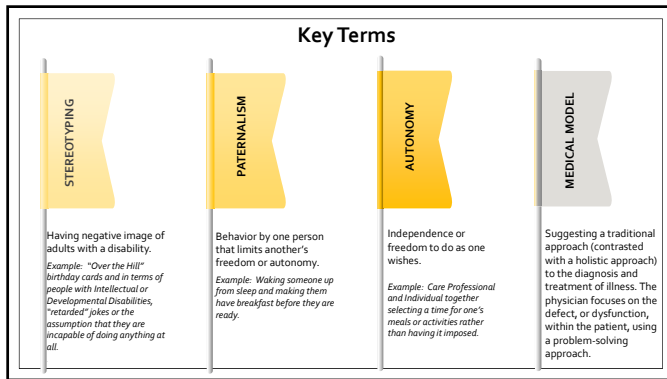
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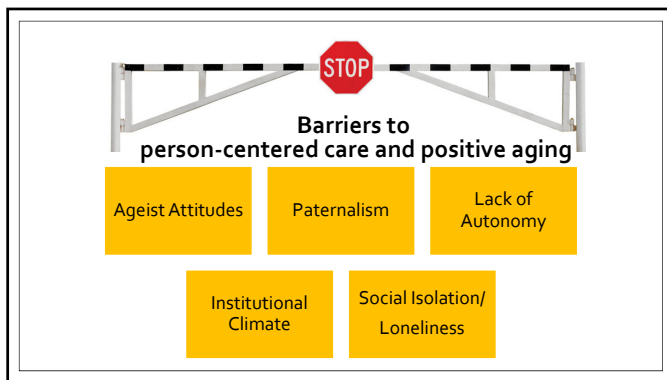
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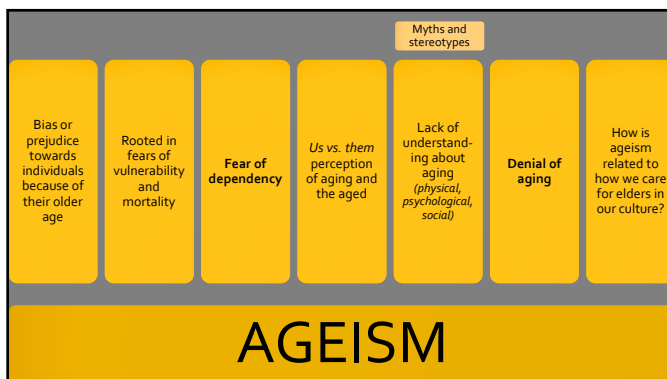
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## What is Paternalism?

- A lack of respect for one's autonomy
- Valuing our way rather than their way
- Interfering with one's own decision making

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## Autonomy vs. Risk



\*Rooted in the teachings of Dr. Bill Thomas and the Eden Alternative as well as Dr. Judah Ronch's.

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What happens when we create  
an environment that is  
"too" safe, where individuals  
have no autonomy?

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What happens when we create  
an environment where staff has  
**NO voice?**

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Help Individuals Continue to Have  
both a **CHOICE** and a **VOICE**

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### Institutional Climate

- Medical Model
- BINGO Climate
- Repetitive Activities Calendar
- Others?

**REGULATIONS**

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## SOCIAL ISOLATION/LONELINESS

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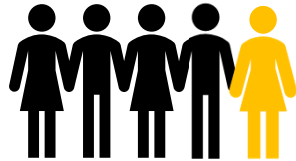
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Social Isolation  
affects nearly 1 in 5  
older adults

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## LONELINESS

### Social Isolation/ Loneliness



Over 1 million older  
people say they are  
always or often feel  
lonely

People with a high degree of  
loneliness are twice as likely to  
develop Alzheimer's as people  
with a low degree of loneliness



Loneliness can be  
as harmful for our  
health as smoking  
15 cigarettes a day



Nearly half (49%)  
of all people aged  
75 and over live  
alone



9% of older people feel trapped  
in their own home

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**"DO THE BEST YOU CAN  
UNTIL YOU KNOW BETTER.  
THEN WHEN YOU KNOW  
BETTER, DO BETTER."**

**- MAYA ANGELOU.**

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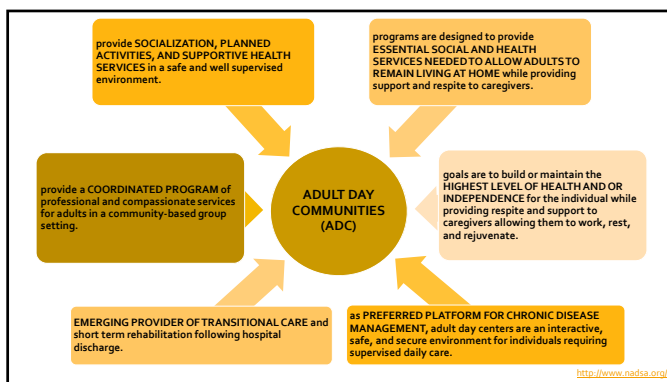
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### Leaders must lead\*

- Create an atmosphere that celebrates the vision and mission
- Solicit input from all stakeholders, caregivers, staff, volunteers, individuals, donors, regulators
- Build a high energy work force
- Model expectations
- Provide support to Professional Caregivers
- Serve as the Cheerleader for all
- Be a visionary

\*David Pitonyak, *Issue Action Planning: Promoting Responsive Human Services*

### Practical Strategies

- Ask work force, in small groups, to develop a set of values that describe the work culture, ask each person to bring in an object that best represents their belief system and then ask them to explain it. Use this to formulate the values for their agency.
- Maintain an "open door policy"
- Roll up your sleeves, help staff do their work, work with individuals
- Build ownership
- Keep staff informed, have lots of meetings and talk about "Our Business"
- Know everyone's name
- Develop wellness teams for staff and let them decide what strategies they want to work on for their health
- Make coming to work fun, something to look forward to

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**Leaders must empower staff**

- Create a culture that values every voice, every opinion
- Listen, Listen, Listen! *especially when it is hard to hear!*
- Encourage "dreams" and wishes
- Build trust, build teamwork
- Drive out fear
- Focus on the sincere belief that all employees are capable, honest, trustworthy and very capable.
- Manage by consensus and build decision making from the "bottom up". The people closest to the individuals know the situation best and can with support and confidence from the manager, make best decisions
- Reinforce identification with mission

**Practical Strategies**

- Frequently ask for suggestions and be sure to act on some
- Form self-directed work teams to carry out important work i.e. Wellness program, customer satisfaction team
- Compliment staff on good work
- Empower staff to explain program services to guests
- Encourage staff to decide furnishings, colors, equipment they need
- Ask for input and involvement on policies/procedures before you issue a "regulation"

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**Leaders must create celebrations**

- Reinforce accomplishments
- Highlight acts of kindness
- Create reflections
- Create fun

**Practical Strategies**

- Develop contests such as mission moments where staff are divided into teams to create a visual depiction of the Mission Statement/Values (Quilt, sculpture, DVD)
- Give kudos at staff meetings
- Write personal handwritten notes from CEO
- Celebrate everyone's birthday
- Know your employee's family, who is graduating, who has grandchildren
- Have "All Hands on Deck" meetings quarterly and celebrate staff's family's milestones, "shout out" on graduations, births, etc.

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**Servant Leadership**

Servant-leaders support the growth and well-being of people and the communities to which they belong. While traditional leadership commonly involves the accumulation and exercise of power by the person at the "top of the pyramid," servant leadership is different.

The servant-leader shares power, places the needs of others first, and helps people develop and perform as highly as possible.

-Check your ego at the door

(Rooted in Robert K Greenleaf's work in the Center for Servant Leadership)

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## #1 Requirement of Servant Leaders

HANDS-ON  
*Leadership*

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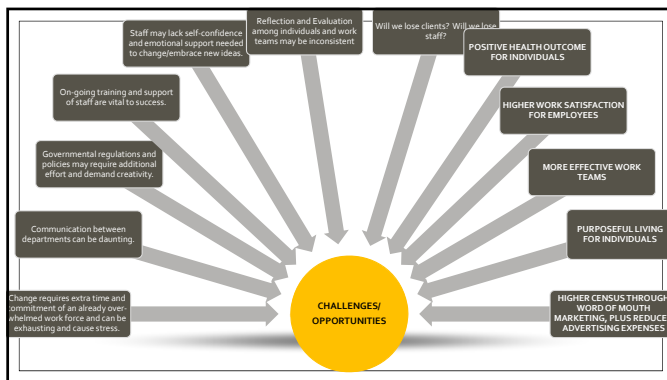
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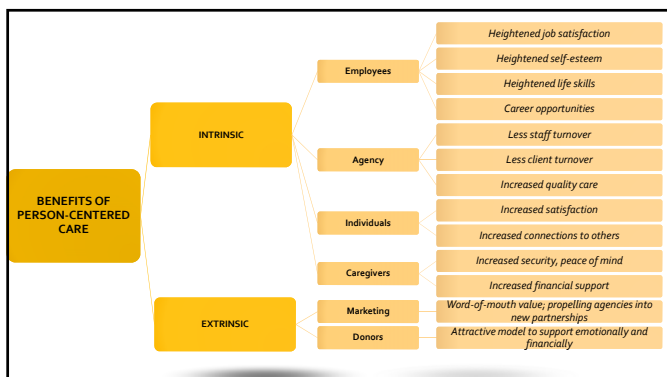
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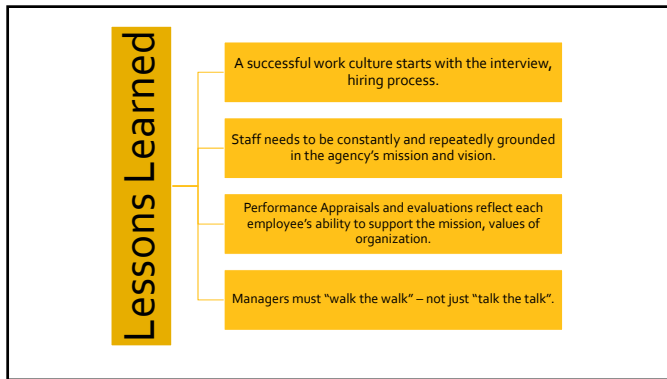
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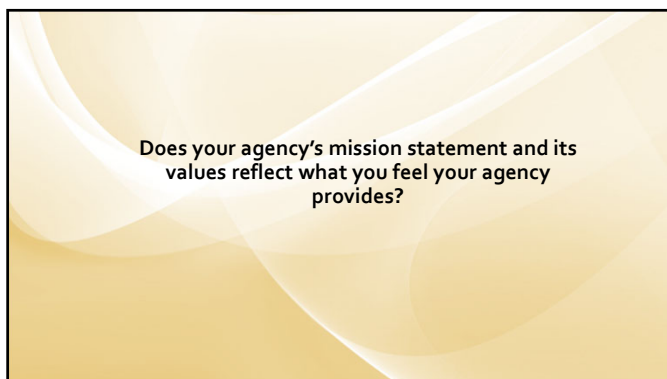
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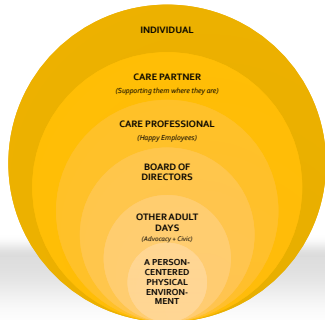
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## The Person-Centered Team




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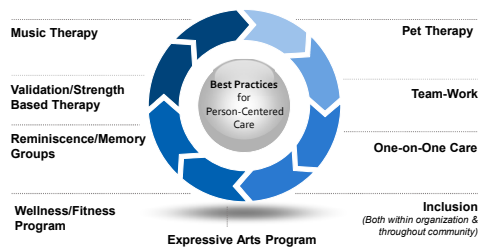
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## Best Practices Based on Person-Centered Care




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What does Community Inclusion mean?  
How can we promote it?

How do we build a world where no one's left out?

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Inclusion means...




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## KNOWING THE INDIVIDUAL

Caregiver:  
"You would like to be called Betty and not 'honey' and 'sweetheart'. Ok, I can do that, Betty!"

Client:  
"Thank you. This makes me feel like you see ME!"



Get to know their back-stories. Who they were, who they are, and who they would like to be. They are more than diagnoses.

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## EMPOWER



A hallmark of PCC is empowering the individual. It may take more effort initially, but will reap rewards in the long run.

Honor their individual experiences. Listen to who they are. Understand who they were, who they are and who they want to be. Learn to listen.

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## SUPPORT PERSONHOOD



Honor who they were, their rituals, their occupations, their roles. Role transition is one of the most difficult parts of aging or change in cognitive status. Our roles are engrained into our essence. Into our being. Supporting the maintenance of these roles supports PCC and positive health outcomes.

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## ONE ON ONE CARE



A little more time and effort on the front end can have greater positive health outcomes in the long run.

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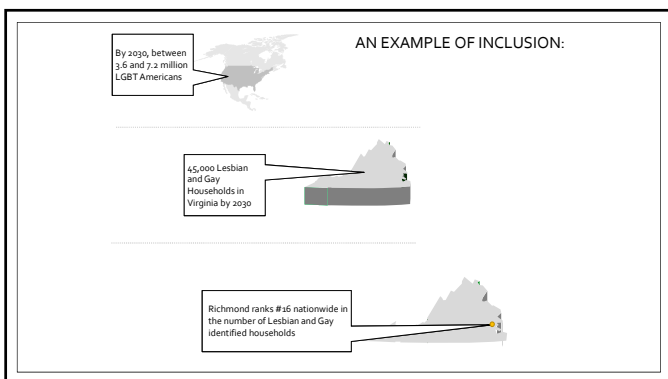
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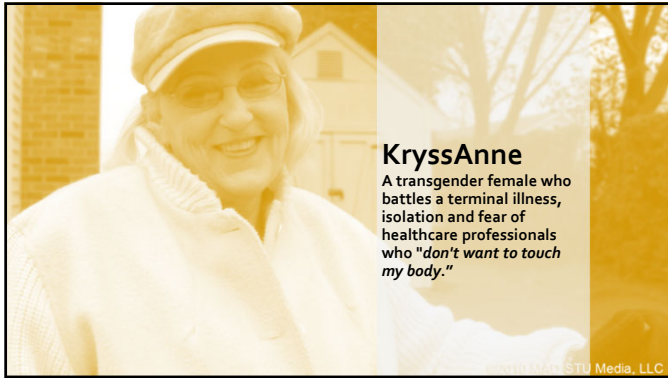
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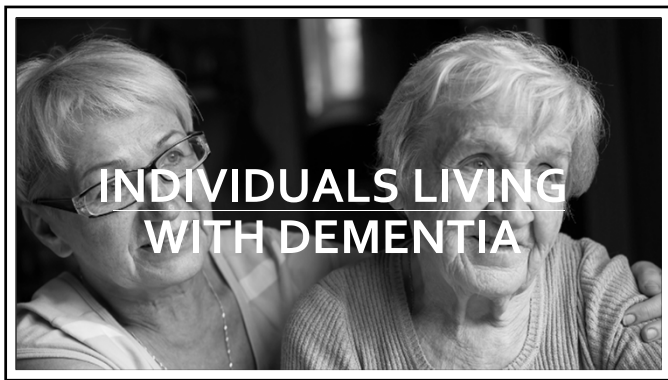
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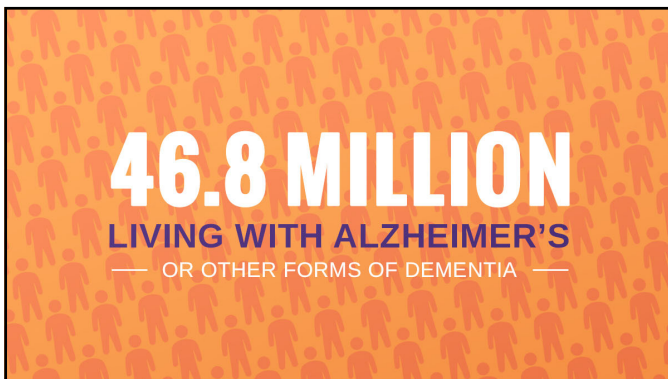
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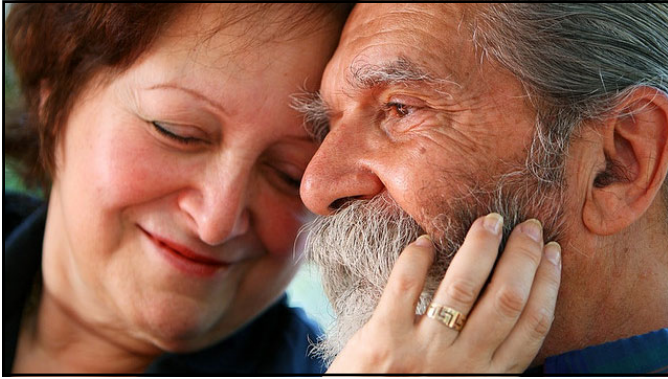
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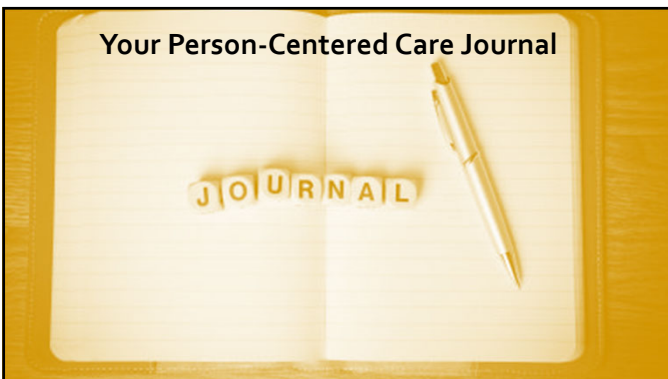
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EDEN ALTERNATIVE PRINCIPLES

The three plagues of **Boredom, Loneliness, and Helplessness** account for the bulk of suffering among our clients. \*The words create an acronym **B L and H → BLaH**

A Person-centered community commits to creating a Human Habitat where life revolves around close and continuous contact with plants, animals, and children. It is these relationships that provide the young and old alike with a pathway towards a life worth living.

A Person-centered community imbues daily life with variety and spontaneity by creating an environment in which unexpected and unpredictable interactions and happenings can take place. This is the antidote to **boredom**.

Clients deserve easy access to human and animal companionship. Loving companionship is the antidote to **loneliness**.

A Person-centered community creates opportunity to give as well as receive care. This is the antidote to **helplessness**.

Meaningless activity corrodes the human spirit. The opportunity to do things we find meaningful is essential to human health.

Medical treatment should be the servant of genuine care, never its master.

A Person-centered community honors its individuals by de-emphasizing top down bureaucratic authority, seeking instead to place the maximum decision making authority into the hands of the Clients to care professionals.

Creating a Person-Centered community is a never ending process.

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The Values and Principles of the Pioneer Network

- Know each person and employee
- 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 adults are entitled to self-determination wherever they live
- Community is the antidote to institutionalization
- 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

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## Summary

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Increased understanding of person-centered care in an Adult Day setting

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Better understanding of diversity and aging in an Adult Day setting

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Increased understanding of the unique needs of Adult Day Participants

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Increased knowledge of Best Practices from Adult Day Providers

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## THANK YOU!

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