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***In 100 words or less briefly describe your Best Practice.***

How do you bridge the gap between older and younger residents? How can connections be made between residents and staff? We have found that reminiscing about the past in a present format is answering these questions. MyFacebook is a memory book and bulletin board that has been inspired by the Facebook format. MyFacebook can be used during therapy or activities, but any department can utilize them. They are also effective when communicating with families. Our bulletin board keeps residents interested and families informed about upcoming activities. Don't tell our residents this isn't how it really works they may unfriend you!

***What problem does your best Practice address, and what is its primary purpose?***

- How do you keep residents interested in activities?

The MyFacebook bulletin board has been our answer. This board gives updates on what is going on in activities. It is used to show residents crafts, give menus for restaurants that residents can order from, information about upcoming resident outings, tell jokes, and encourage residents to attend through "posts" of residents who attended activities and enjoyed them. Staff uses this board to stay current on what is provided for their residents activities so that they can encourage and assist with resident participation. This board is colorful, and depending on the crafts and items posted at times it can be three dimensional grabbing everyone's attention.

- I wish I could encourage residents to explore their history and background with so that I can have answers to their behaviors.

The MyFacebook memory book does just this. Writing prompts, which can be used in an activity setting, can glean insight from your residents as you casually converse with them during in or out of room activities or they can use independently to pass time. It encourages residents to tell their story. This information can in turn be used to answer the Why's of behavior investigation or give redirection ideas to staff when their resident has a behavior.

- Families ask me all the time why their loved one says he/she hasn't been to: therapy, activities, beauty shop, etc.

Looking back in the MyFacebook you can find "Status Updates" that tell about therapy sessions, activities, beauty shop appointments, etc. This can update and reassure families and ease their worries.

- I have residents who love to talk about the old days and they get in little groups in the hall but will not come to scheduled activities. What do I do?

Using the MyFacebook to build a rapport with these residents as a small group you can over time introduce them to socials, and other activities. If they are familiar with you and others in the group they may be more receptive to new activities.

We have found that we have a few residents with Facebook accounts through laptops and cell phones. So using this format gives them a feeling that the program is more social than personal, but it is personal. As we have younger or more technologically savvy residents come in this is used for bridging the gap in ages. We enjoy the multifaceted areas of this program and believe you will too!

***What group(s) of residents and others are involved in your Best practice and how does it work? (Who and how many are helped, what are the benefits to these people, and what methods or procedures/protocols are used to get results?)***

- Residents with memory problems

We find that some residents with memory problems can be hard to relate to and they may have behaviors relating to their orientation and their knowing that they are forgetting things.

MyFacebook helps these residents as they have a memory book to remind them or for staff to use when reminding them about meals, therapy, activities, etc. It can also be used to assist staff when a resident talks about their past and people from it. This gives us insight into the resident's current reality and can assist us in caring for these residents.

- Residents in need of social encouragement

The information gathered through MyFacebook assists staff in building relationships with residents, gaining information about residents so that staff can pair them with others with similar interests and backgrounds. Starting in small group settings where a resident can feel comfortable enough to open up and get to know those in their small group with prompting of various questions from staff.

- Residents with behaviors

As you are sure to see MyFacebook places a lot of interest in the resident's background and personal history, exploring ultimately who they are. This does help with behaviors and redirecting these behaviors. MyFacebook uses prompt questions that either staff or residents can write on. These prompts ask about memories, life histories, lifestyles, and really anything we could need to know or explore.

**EXAMPLE:**

Behavior- Mr. Resident is trying to find his truck at 3:00am several nights a week. He is out of bed and looking for an exit.

MyFacebook has a prompt that states he used to leave work at 3:00am go to a truck stop, eat a ham sandwich and go home and to bed.

Behavior Redirection: Offer Mr. Resident a ham sandwich when he begins his early am wandering.

- Concerned Loving Families

MyFacebook can be used to log activities, therapy, beauty shop trips, etc. through "Status Updates" so families can see what is going on during the day. No medical information is given of course, but staff can include positive statements of encouragement and acknowledgement, such as, "Great to see Mrs. Resident in Bingo today, she even won a game! Hope to see you again soon." Families can often play times to visit their loved ones when there are extra special activities going on as these are posted on the bulletin board. Families gain opportunities to see their loved one first hand interacting with others and gain insight on how their family member is doing.

- Staff and Activities

The MyFacebook bulletin board is used by staff to stay updated on upcoming activities as well as encourage residents and assist in their participation in out of room activities. This benefits the staff, activities, and our residents, as well as eases concerned families. The MyFacebook memory book is used to provide background topics to deter behaviors, such as before like wandering. It can be used to provide encouragement for residents to attend group activities.

Through group and one to one interactions we assist residents in reminiscing so that staff can have an understanding to the resident's life. This assist's us in building relationships, encouraging appropriate activities, and possibly assisting with behaviors. MyFacebook also serves the resident as a tool to look back for recent events for memory recall.

***What has your Best Practice accomplished and how have you been able to tell this?***

Our original idea was to simply encourage residents to attend. We had a few residents through internet access on their phone used Facebook but couldn't quite navigate it, and there were residents who would watch the others using Facebook. They looked so interested and we wanted to provide a social group that they could carry out with or without staff, so we came up with the MyFacebook. Striving to provide as much independence as possible in our facility to maintain and promote a higher quality of life is a goal that we set for ourselves. Residents who wouldn't usually come out of their rooms began dining with other MyFacebook users, then they began attending group activities, now they independently plan nights of activity times. We knew when staff told us that groups of residents would hang out in the activity room watching television, playing cards, working on art projects, or just reminiscing about old times much later than normal, without staff encouragement or prompting that it served our main goal.

While working with the MyFacebooks we began exploring the residents pasts. We discovered things about our residents that we would have never known had we not got involved and began to dig a little deeper than normal. We are allowed to discover past routines that can assist in investigating behaviors. When we know more about our resident's reality we can assist with activities that relate to those reality situations too.

We have also incorporated Status Update Sheets, if a resident is forgetful of new information utilizing these pages can assist in memory recall of daily events.

**Example:** Do you have had residents who forgot that they had been to a meal and were telling everyone that they have not been fed? We do, so we assist the resident to the dining room or wherever they wish to dine and sometime during their meal we jot down on their Status Update: "I ate in the Fine Dining for lunch and had a wonderfully cooked chicken breast, with my favorite sweet potatoes. I ate with my neighbor Mrs. Resident." So later after lunch has been cleaned up and our residents stated, "Help me, I haven't been fed all day." We can stop pull out that MyFacebook and remind the resident of their meal and then offer a snack, because there still a need there to be met.

This can work for therapy and beauty shop visits, as well as looking at activities attended. The same idea and principal that assists in memory recall can calm the fears of a worried family member.

We know the MyFacebook Bulletin Board works because we have residents come in and ask about events, crafts, and outings posted on it. We see staff using the board to encourage resident's attendance, and wandering residents stop to see the colorful art on the boards.

***What problems, obstacles, or challenges might other facilities face in replicating part or all of your innovation? Were there any adverse effects or any ways that things turned out differently than you had planned? Do you know of any other facilities which have tried this or a similar best practice idea?***

We expected that there would be residents who would misplace their MyFacebook memory books but we were expecting this so it posed no real problems. There really weren't any problems, it can be a little timely setting up the MyFacebook memory books, but it was well worth it.

It did take some encouraging and explaining, and re-explaining to residents and staff what the MyFacebook memory book was. Once the residents caught on they have appeared to enjoy it very much as they show others on the hall, use it during afterhours for discussions. It has really brought some of our residents together.

We know that memory books can be used in many different ways, but we do not believe there is anyone doing them in a Facebook format such as ours or used in correlation with a bulletin board.

***What was the cost to implement your best practice (include dollars, staff, supplies, equipment, etc.)? How did you pay for it/.***

We did not find much cost. We used binders that no one wanted, printed our own materials in facility, used Activity Scrapbooking supplies, resident's photographs or left over pictures from Scrapbooking activities, out dated magazines. Though if you wanted to use new materials you could and it may break down as the following:

Binder: Walmart.com Avery Economy Reference View Binder \$ 3.53

Copy Paper: Walmart.com Hammermill Copy Plus Copy Paper, White 500 Sheets/Ream \$7.56

Scrapbooking Materials: These can come at any cost, from many different stores. The Dollar Tree has some papers, stickers, glue sticks, scissors, etc. You can go to Hobby Lobby and purchase almost anything you heart desires when it comes to scrapbooking. We really didn't consider this as a cost as we used left over materials from other activities.

Magazines: We only used left over magazines, no reason to purchase a brand new one just to cut up!

Bulletin Board: We had several in the facility ready to use, you can purchase a new one at uline.com 4'x3' for \$70.00. You can create an attention grabbing piece any number of ways though, just be creative!

Bulletin Board materials: Again, no cost to us as we used the scrapbooking materials.

Things to hang on the board: That all depends on what you have going on at your facility. We posted future crafts (no cost to MyFacebook), outings, special events, fun information, facts, and jokes, and uplifting materials found in magazines or printed materials. We wanted it to look like a Facebook wall.

As there were no costs for us to start and maintain this program it was easy, cost at any rate should be low enough to cover by an activity budget or small fund raiser monthly.

***What are the reasons you consider this Best Practice to be excellent and innovative?***

We feel that it is of utmost importance to promote and maintain as much of the residents' independence as possible. To create environments where they feel at home, and like they are

known for who they are. Their past is part of who they are and it is needed to relate and answer many questions about our residents. Socialization is crucial to residents as we fight depression and isolation. MyFacebook prompts residents to engage in social activities one to one or in group activities. This also makes residents feel that staff is interested in who they are as a person, it builds relationships, and a level of trust from staff to resident, which can be a vital component to providing necessary care. We feel that MyFacebook does this well. It is cost effective and can be done in many different activity situations, with anyone on staff or volunteer status. It also bridges a gap between the new and the old. No one wants to be left behind, so we felt incorporating the idea of applications used in today's time to bring yesterday's memories forward would give our residents the sense of being "up to date". We truly hope you enjoy MyFacebook as much as we do!





**Bulletin Boards with bright colors, inspirational quotes, and information about upcoming events draw attention in!**



## About Me



Name: \_\_\_\_\_

Birthday: \_\_\_\_\_

Employment: \_\_\_\_\_

School: \_\_\_\_\_

Relationship Status: \_\_\_\_\_

Children: \_\_\_\_\_

Likes: \_\_\_\_\_

Dislikes: \_\_\_\_\_

My

facebook

Time line-

Events of my life

Get started quick &  
easy with  
printed forms

My

facebook

Status Update

Page \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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My

facebook

Friends List





First Date  
Memories



My First Car



**Writing prompts can  
give residents topics  
to explore. Our  
residents have exciting  
stories to share!**



New Baby  
Memories



Farming

