

COMPANION GUIDE

# PEOPLE WORTH CARING ABOUT OHIO



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# EPISODE 1: MANOR AT PERRYSBURG



## **RE-CAPTURING ABILITIES – DEVELOPING VIRTUES! INTEGRITY WINS!**

In today's episode, Peter visits the Manor at Perrysburg, in Perrysburg, Ohio. A long-term care facility where caregivers show what it means to bring communities together and helpfully challenge residents to recapture lost abilities.

You will meet Dischell, an inspiring nurse, who draws from her own challenges of breast cancer to inspire a resident to defy the odds and become free of a ventilator. DeAnn when a back injury, sidelined her as a nursing assistant, as she teaches the residents, she readjusted her sails and became an activity coordinator. DeAnn was able to continue reaching her goals to bring life to herself and the residents through interactive games and music.

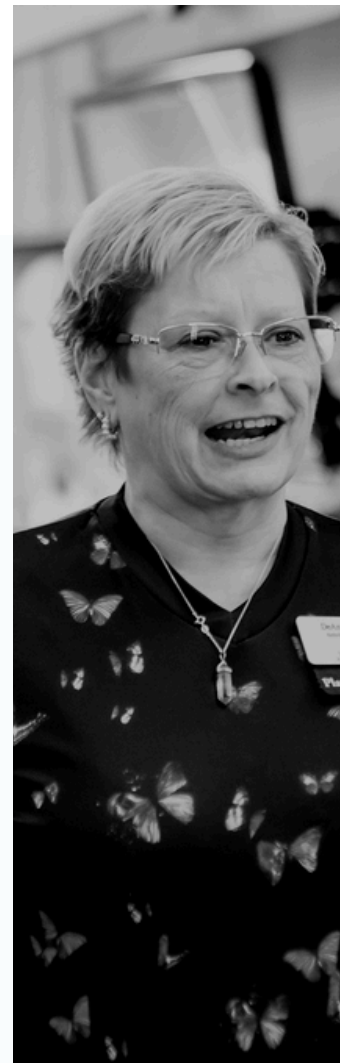
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# STUDENT WORKBOOK

Students understand 'end zones' and new starts. They bring to the table empathy and understanding for having to start over and over again. They have moved from the security of their homes to the educational system. They know life is full of relocation, and curiosity drives them forward to success.

## DISCUSSION

1. Did you know or ever think about the fact that a ventilator patient could go to a nursing facility?
2. Did you know a person confined to a vent, feeding tube and bed, can regain the ability to talk, eat and become an active member of the community?
  - a. In a nursing home, life renews, and new beginnings are born.
3. It is often said laughter is the best medicine but obviously love and attention are just as important as the treatment and medicine the residents receive.





4. Nursing Homes are not an “end zone” they are another step in development. Residents have an opportunity to participate and become part of a new experience for them, a new community of friends!

- a. Do you remember the transition from elementary school to middle school, then to high school? You developed new communities!
- b. What challenges did you face during this transition, and how did you get through them?
- c. What opportunities did you encounter, and how did you embrace them?

5. How do you think residents feel when a nurse remembers their preferences? Example- they like chocolate pudding over vanilla?

6. When you go to a local restaurant and the wait staff member remembers you like Pepsi rather than Coke. How does that make you feel?

Given the great opportunity to work in a place such as this, what do you know you would bring with you to enhance the environment of quality of life for the residents and coworkers?

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# RESIDENT WORKBOOK



**NURSING FACILITIES ARE DESIGNED TO SUPPORT AND MAINTAIN YOUR HIGHEST QUALITY OF LIFE WHILE BECOMING A PART OF A NEW COMMUNITY. THE MUTUAL SHARINGS GIVE COMMON GROUND IN WHICH RESIDENTS FIND SAFETY TO OPEN UP AND BUILD NEW FOUNDATIONS.**



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1. In the video, did you see how staff members bring out their own life experiences with their residents and encourage them to share what is going on in their life, how have some of the staff members and caregivers you work with done this and how has it impacted you?

2. Were you able to see how the caregivers demonstrated care, respect and attentiveness? In what ways do your caregivers show these things to you?

3. As you watched, did you sense a strong bond of community among all the different interactions in the facility? Do you believe this can impact your quality of life in a facility?

a. How has the bond with your community here improved your quality of life?

4. What other experiences and exposures to Long-Term Care have you had prior to this facility? Did those experiences help you understand how different facilities can be from one to another?

What is an important event that you would want to share with someone new moving into a facility?

Reflections encourage discussion and build connection, purpose, and belonging.



# HUMAN RESOURCES

**HR SPECIALISTS/PROFESSIONAL WRAP THEIR MINDS AROUND WORKPLACE CULTURE, STAFF ENGAGEMENT, RECRUITMENT, RETENTION, QUALITY OF CARE, AND HOW LEADERSHIP SUPPORTS GROWTH. HR IS HEAVILY FOCUSED ON PEOPLE MANAGEMENT, AND THE IMPACT HR PROFESSIONALS HAVE OFTEN EXTENDS BEYOND JUST HIRING AND TERMINATING.**



## BEFORE YOU WATCH

1.What caused you to join the long-term care industry? What keeps you in the industry?

2.Prior to viewing the series, how do you think HR professionals impact the day-to-day care as well as the staff morale? What current practices do you have for boosting employee morale, and engaging team members , not only with leadership, but with one another.

3.Emphasize the work staff do isn't just a task, it's a relationship: When caregivers feel seen and celebrated for the heart they bring to the job, they stay. Not just for the paycheck, but for the people. Make love and attention part of the daily conversation, not just the mission statement.

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## Train beyond checklists:

Hook new caregivers to team other team members, who bring warmth through small, thoughtful actions —such as decorating a room for a holiday or remembering a resident's favorite scent.

Build training that emphasizes listening with your eyes and responding with your heart. Relationships grow when caregivers are taught that presence is just as important as process and procedure.

Create a culture where it's normal to ask, "How are you really doing?" between staff members — not just residents. Compassion isn't just a caregiving strategy; it's a team mindset.

Celebrate birthdays, share 'inside jokes', hold each other up on hard days. When caregivers know they're part of a community, not just a shift schedule, they bring that same energy to the residents they serve.

Support teams with tools that help them be successful at their job, but also to manage stress. Teach team members to set healthy boundaries and stay emotionally present.

Try five-minute debriefs after difficult moments, or guided check-ins during shift changes. Train and encourage caregivers to recognize emotion, not just behavior — whether it's a resident's silent grief or a colleague's quiet burnout.

Emotional intelligence keeps care human, not just clinical — and it helps everyone feel held, not just helped.

How important is it to highlight caregivers that show respect, love, and attentiveness to the residents?

Will it show relational aspects of care and continuation of life that occur after being admitted to a facility may count the most?





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# POST-SERIES DISCUSSION

1. As you watched the series, what were the common driving forces you identified throughout the series? (purpose, passion, meaning, fulfillment). Do you see these themes across the facility and or facilities you work with?
2. If you had to identify common themes across your staff, what would they be?
  - a. What feeling does that cause you to have about your facility and role in these themes?
3. With the above-mentioned themes of staff members, how do you feel that you can utilize those themes to enhance your recruitment efforts?
4. After hearing about the different journeys of many of the caregivers and staff members, do you think you have a good level of engagement with the teams you work with?
5. Did you find the series to be thought provoking on what more you may be able to do for staff engagement and retention?
  - a. Is your facility doing enough staff engagement?
  - b. Who leads this effort?
  - c. Is it consistent?
6. Did you realize how many lifers are, not just in the industry, but become a “lifer” at one facility?
  - a. Can you think of who the “Lifers” are at your facility?
  - b. How do you celebrate the milestone years of longevity?
7. How do you think turnover is impacting not only the staff but the residents in the facility?
  - a. Does a “lifer” leaving a facility impact the quality of life for residents?
  - b. What direct correlation do you see in long-term team members leaving and the aftermath of the impact it has on staff and residents?



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# POST-SERIES DISCUSSION

8. After the series, what are three things you can do to impact recruitment and retention in your facility?

9. What message would you like to convey about long-term care facilities?

a. What does this message look like for those who are in the industry already?

b. What does that message look like if you are recruiting, courting, or talking with someone considering joining the industry?

c. How do you think these messages would best be delivered to have a loud & clear impact?

