INTER-DEPARTMENTAL RELATIONS

By Brian Daniels, editor

Everyone has heard these sorts of statements:

- “She’s not my resident…”
- “Housekeeping takes care of that. Leave it for them.”
- “It looks like Maintenance really messed up.”
- “If Food Service would get the dining room cleaned up we could start Bingo…”

These statements are symptoms of poor inter-departmental relationships. Maybe you’ve found yourself saying things like this, too. Somehow you may even think statements like this are “corporate policy” or “we can get in trouble” for cooperating with others.

There are several keys to developing good inter-departmental relationships:

1) **Good boundaries.** A good team knows whose doing what, where, and when. When our son was born by c-section, the anesthesiologist didn’t try to do the surgeon’s job, the nurses were ready in their posts, and the doctor for the post-delivery ‘tube snipping’ didn’t interfere with the delivery. It’s important to know what you are supposed to do.

2) **Flexible boundaries.** A good team also knows how to work together. If something had happened to my wife in the delivery room, there’s no way a nurse would have said, “I’m an OB nurse, I can’t help with that.” If there had been any problem, the team members would have worked together to solve it. That’s what teams do.

3) **Communication.** Every department has its own language: nursing may have a report book, maintenance uses a marker board, administration uses e-mail, and Activities run by the calendar. But where do those things interface? Where are the bridges for communication to be found? Chances are strong that few of us refer to the others’ sources. Bring up to other department heads how you can communicate well.

4) **Treats.** If you have a baking activity and there are leftovers, share them with the staff. Several years ago at Timbercrest we had a craft group that made special knick-knacks for each department: lanyards for nursing, key fobs for maintenance, etc. They were small, inexpensive, and home-made, but I know some staff who are still using theirs.

5) **Meetings.** Whatever the structure for your facility is for department head or management meetings, never miss them. And be sure to listen and to speak up in them. If there is something you need to know it should happen there – and if there is something other managers need to know about activities, you should share it there. Meetings can be dreadful, but they are so important for good communication.

Several of our recent IADA Conferences have touched on issues of communication with staff and residents. If you’re not making it to conferences you’re missing out on valuable tools for helping your whole facility.

District 8 members enjoy a moment with Dr. Dunk
See story a little later in the IADA News
CONGRATULATIONS TO THESE NEW ACTIVITY DIRECTORS
INDIANA ACTIVITY DIRECTORS ASSOCIATION
COURSE

FALL CLASS OF 2012
Terresa Branham – Franklin
Karen Forman – West Lafayette
Charles Thomas – Indianapolis
Sherri West – Indianapolis

Antonia Cooper – Indianapolis
Rhonda King – Brownsburg
Evelyn Twyman – Indianapolis
Tracie Wright – Columbus, IN

SPRING CLASS OF 2013:
Gretchen Canner – Mooresville
Cyrstala Evans – Shelbyville
Penny Howard – Warsaw
Lindsey Paltrow—Summitville
Teresa Vapor – Plainfield

Schleena Clemons – Zionsville
Penny Grube – Rochester
Jessica O’Reilly – Bluffton
AdriAnn Smith – Alexandria
Colleen Wyrick—Indianapolis

FALL CLASS OF 2013 DATES:
August: 10th, 11th, 24th and 25th
September: 7th, 8th, 21st and 22nd
October 5th, 6th, 19th and 20th

CLASSES ARE OFFERED AT: MorningSide of College Park, 8810 Colby Blvd., Indianapolis, 46268

INSTRUCTOR: Glenda Dearth, ADC/EDU/CDP, Activity Director Certified, Educator/Facilitator Certified Dementia Practitioner, Certified Person-Centered Care Specialist

TO ENROLL, CONTACT GLENDA BY PHONE: Work: (317)872-4567, Cell: (765)618-6426

IADA President Barb Eckert learns the meaning of
“boom baby” from Indiana Pacers mascot Boomer at Spring Conference in Indianapolis; Dietlind Woods laughs along

Dr. Dunk
(Darnell Hillman) of the Indiana Pacers shares with members of IADA at Spring Conference.
Hillman was a star of the Pacers in the old ABA days of the team and is still well-loved by many Pacer fans.
DID YOU KNOW?
A few thoughts from IADA State President Barb Eckert

Terri Dickus, 2nd Vice-President in charge of Education, has shared some changes that will be taking place to help better serve our membership. Please make sure you read her article so that you are informed.

The Spring Conference was an awesome conference with the education; unfortunately, I heard people unhappy with prices of the meals when they had a guest. I wanted to share some of the charges that were charged to IADA at this most recent Spring Conference:

- Breakfast per person per meal $26.38
- Lunch per person $31.07
- We also had pizza and pop and the pop was $2.50 per can (not including service charge and state taxes).
- There is a service charge and it varies at hotels and we happen to pay 21% on top of the state taxes which we paid 9%.
- Even if you bring your own projector some hotels charge a hook up fee, for use of the microphone cable and microphone mixer.

I am not saying that Crowne Plaza did anything wrong but I am trying to make you aware of charges that hotels can charge. Please understand that anytime the board puts prices out for extra meal tickets this is not something that is a money maker. As a result of this most recent conference the board has had to look long and hard and had to make some tough decisions. None of us like change. We are still trying to keep fees down and still provide the quality education to the Activity Directors in the state of Indiana because bottom line THOSE WE SERVE WIN!!!

Did you know the Fall Conference will be here before you know it? All District elections must be held before October 2 per the by-laws. All state offices are up for nominations and if you are interested in running for an office please contact Erica Thomas at ericadthomas@yahoo.com

Did you know that we have some districts that are no longer meeting due to varied reasons? Ask yourself what could you do to help a district be more successful? Is it a phone call with encouragement? Is it offering to speak? Is it helping with their mailings? What ideas do you have that you are willing to share? Do you remember what it felt like when you were new? Do you remember what it was like before you started attending district meetings? There are Activity Directors out there that have those same feelings.

As a district how do you notify your members and non-members about upcoming meetings? Do you allow enough time as we all know the calendars are usually made one month in advance? How do you encourage non-members to attend? If a non-member attends your district meeting do they feel welcome or do you stay in your comfortable groups of friends?

One of my sayings that I put on our agenda each time is: if you always do what you have always done then you will get what you have always got. SPREAD YOUR WINGS LIKE AN EAGLE AND SOAR!!

If you have any questions please do not hesitate to contact me at work 219-567-2992 (direct line), IADA Phone 765-763-6438 or email beckert@parkviewhaven.com.
FROM THE EDUCATION DESK

A few thoughts from IADA State Second Vice President Terri Dickus

If you did not attend the Spring Conference in Indianapolis you really missed out on a lot of vital information and a great time. There are now 73 people who are Certified Person Centered Care Specialists (CPCs) in the state of Indiana. Congrats to all of you! A great big thank you goes out to the Pacers. Boomer and Dr. Dunk were big hits. This was arguably the highest evaluated conference since I have been your education officer.

Our Fall Conference will be October 2-4, at Seasons Lodge and Conference Center in Nashville, Ind. Our Speakers will be Amanda Benson and John Collins. Our own Amanda Benson (District 1) will be doing a very interactive session on “Mad Science.” John Collins, CTRS, ACC, AC-BC hails from Florida and served on the board of NCCAP from 1997 -2005. His topics will include sessions on in-services, therapeutic touch, brain fitness, using tablets & I Pads.

If you are a regular attendee at our conferences you have probably noticed that attendance has been down the last couple of years. People are not as able to leave their buildings as in the past. Your board members are trying to be good stewards of your resources and to be pro-active. Therefore we have made some changes to keep up with the times.

Did you know that when someone registers for a conference then cancels that registration, IADA is still responsible to pay for that person’s meals, handouts, etc. In the case of Spring Conference we were also responsible for the cost of the game tickets. For the Fall Conference after September 10 there will be no refund for ANY reason. We will, however, allow attendance substitutions. For example, Activity Director Amy A. has registered and finds she cannot attend. She can send her assistant or anyone else in her facility, such as a social worker, in her place. Just contact IADA with the name of the substitution.

There is another change for the year 2014. We are moving to a one day workshop in the spring and a full Conference in the fall. The year 2014 is the 40th anniversary for IADA. We hope that these changes will help us to bring you 40 more years of excellent education and support.

NEWS FROM THE DISTRICTS:

District 1 – Jim Lindzy reporting

District 1 will not have our annual May Workshop in 2013. In place we will have a regular meeting on May 21st at St. Agnes Adult Days Services, Valparaiso. Marge Burkholder will provide the education topic on “Assisting Residents to create Water Color Paintings” for both Heath Care and Assisted Living facilities.

Our Education & Meeting Dates for 2013 will be:
- May 21- St. Agnes Adult Days Services, Valparaiso
- July 16 - GreenCroft, Goshen, IN, Topic- “Activities for Rehab Residents and Trends for Baby Boomers”-Jim Lindzy
- September 17 - Pulaski Health Care, Winamac (TBA)
- November 19 - Hubbard Hill Estates, Elkhart “Massage for the Geriatric Population”

District 5 – Cindy Colpitts reporting

District 5 meeting schedule for the remainder of 2013:
- May 23 at Sugar Grove in Plainfield - speaker Brian Daniels on Tai Chi
- July 25 - location to be announced
- Sept. 25 at Morningside of College Park - election of officers for 2014
- Nov. 21 at Plainfield Health Care
- All meetings start at 3:30 pm and will include refreshments
Please bring copies of your current calendar and entertainment list to share. Also, if you have jigsaw puzzles, please bring some to trade with other directors (300, 500, 1000 pieces).

Rocky Ripple Clayworks, regular vendor and supporter of IADA Conferences

Pottery team building workshops

Ever want to work in clay while promoting cooperation in your group?

Create a large bowl, wall mural or mirror, in clay, as a group learning to work together for a common cause. More details by contacting Jeremy South at 317-514-8469 or email me at claymansouth@gmail.com.

Visit www.sites/google.com/sites/rockyrippleclayworks/

Thanks for your consideration

Brian's top 10 long-term-care pet peeves

1) Calling residents who need assistance with dining “feeders” – residents are not cattle!
2) Staff wearing scrubs, especially Activity staff – dress like a normal person
3) Pet names for residents – when I move in you better call me Brian or I’ll make you give me another bath
4) Jeans day – ugh... wear jeans at home. (I’m just an old fuddy-duddy on this one)
5) Not having menu options in the dining room… I may not like country fried steak and mashed potatoes
6) Interruptions in activities (like med passes). Good grief – can’t it wait until the fun is over?
7) Med passes at meal time. Again, why ruin a good meal with that little cup of pills?
8) Set dining hours. Let people eat when they’re hungry, not when it’s time!
9) Cheap entertainment. I don’t mean inexpensive, I mean “cheap.” If someone calls me and says, “I sing in the nursing homes all the time,” you can bet they’re not coming here. 😊
10) Talking “over” residents. If a resident is present, they should be part of the conversation or there should be no conversation. Period.

Timbercrest Has “Month of Service”

People who live at Timbercrest Senior Living in North Manchester participated in a “Month of Service” in April, creating projects and good deeds for the North Manchester community. Among the projects residents did were: collecting food for the local food pantry, creating encouragement posters for inmates at the Wabash County Jail, lecturing on aging at Manchester University, making comforts and lap robes for a local children’s home and day care center, gathering school supplies for Manchester Elementary School, and knotting baby blankets.

IAHSA/Leading Age Pool Tournament Underway

The annual inter-facility pool tournament of Leading Age is underway in northern Indiana. Facilities participating this year are: Towne House (Fort Wayne), Heritage Point (Warren), Swiss Village (Berne), Timbercrest (North Manchester). In the past, facilities participating have included Lutheran Life Villages (Fort Wayne), Peabody Home (North Manchester), and Grace Village (Winona Lake).

Tournament play will be Mon., May 6 at Heritage Point and Mon., May 13, at Swiss Village.