Pastoral Care in Long Term Care … The Franciscan Way ……

Who We Are …

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Who We Are …

8 Life Plan Communities
(various levels of service– IL, AL, Skilled)

St. Jude House

Madonna Foundation

Our Mission

Celebrate Life and Serve with Joy
Our Values

Reflect – reflect God in all we do

Dedication – passionately carry forward this entrusted to us

Stewardship – responsibly use the gift of our resources

Joy – Give from our hearts

Time of Transition

Sponsor Expectations

Mission Markers

Developing the Franciscan Way

Joyful Living

- Before they arrive
- First Day they arrive
- As they come to share life with us

Resident Joyful Living
Honoring the Journey of their Years

The honor of your presence is requested as The Village at Victory Lakes Celebrates our Married Couples

Meaningful Service

Honoring Death ....
**Associate Joyful Living**
- Getting the right people on the bus
- Getting the right people in the right seats on the bus

**Getting It Right… Right from the Start**
- First Day
- First Weeks
- Honoring their journey; their stories
- Ceremony / Rituals

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**LENDING A “HELPING HAND”**

- Charity care program for associates
- Funded solely through donations by other associates and the SCRIP program
- Over five years raised $141,245.93
- Awarded to associates $117,610.93 (not required to pay back)
- 148 awards of charity care

"Working for Franciscan Communities is like being part of a huge family. The Charity care was there in my time of need to make that dark and stressful time much easier. It made a big difference in my life."

"There are angels among us! I found out that there is a program that will help with certain needs and not only did they help me with my father-in-law, they have been there for me for the last several years. Thank you to the angels among us and may God bless you all!"

"On the saddest day of my life, I lost my daughter (Dianna). She was special to me, not only as a daughter, she was my best friend, she has been with me through all the hard times in my life, always reminding me that “God will provide for me… I was lost and did not know what I was going to do, as she had no life insurance. I prayed to God. My prayers were answered when half of the funeral for my daughter was paid for by Franciscan Ministries. They will be in my family until the day I join my daughter… There are angels among us, I know a few.”"
Doing the Metrics
If it is important enough … measure it!
System Compliance for Pastoral Care
Monthly Snapshots

Dreaming BIG about what we want for our residents and associates…

St. Joseph Village of Chicago
St. Joseph Village of Chicago

- Founded in 1898
- First Catholic Nursing Home in the City of Chicago
- Diverse Population of Residents and Associates
- 40 beds in Assisted Living and 54 beds in Skilled Nursing
- Skilled is 70% short term rehab and 30% long term residents.
- 75% Catholic residents
- Multilingual associates and residents.

We work in their home ...

Creating a culture of welcome is the responsibility of all associates

Hospitality

We, like the early church, find ourselves in a fragmented and multicultural society that yearns for relationships, identity, and meaning. Our mobile and self-oriented society is characterized by disturbing levels of loneliness, alienation, and estrangement. In a culture that appears at times to be overtly hostile to life itself, those who reject violence and embrace life bear powerful witness.

Christine D. Pohl, Making Room: Recovering Hospitality As a Christian Tradition (Kindle Locations 417-419), Kindle Edition.
Challenge and Practice of Hospitality

- Our society places a high value on control, planning, and efficiency, but hospitality is unpredictable and often inefficient.
- Hospitality is a skill and a gift, but it is also a practice which flourishes as multiple skills are developed, as particular commitments and values are nurtured, and as certain settings are cultivated.
- Hospitality is a lens through which we can read and understand much of the gospel, and a practice by which we can welcome Jesus himself.

Hospitality as a way of life...

Hospitality is not so much a task as a way of living our lives and of sharing ourselves. For most practitioners, offering hospitality grows out of their attempt to be faithful to God, to hear God's voice in the Scriptures and in the people around them. They have learned hospitality as they have opened their lives to situations where they could encounter strangers. Gradually, hospitality has become for them both a disposition and a habit. While rarely without difficulty, hospitality can become so fully integrated into who we are and how we respond to others that we cannot imagine acceptable alternative responses.

Inclusive hospitality

The distinctive Christian contribution was the emphasis on including the poor and neediest, the ones who could not return the favor. This focus did not diminish the value of hospitality to family and friends; rather, it broadened the practice so that the close relations formed by table fellowship and conversation could be extended to the most vulnerable.

Hospitality is love in action.

- Hospitality is not first a duty and responsibility; it is first a response of love and gratitude for God's love and welcome to us.
- Our hospitality both reflects and participates in God's hospitality. It depends on a disposition of love because, fundamentally, hospitality is simply love in action.
Hospitality is not optional for Christians, nor is it limited to those who are specially gifted for it. It is, instead, a necessary practice in the community of faith.


The Ultimate Associate Experience - Values

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<th>Respect</th>
<th>Reflect God in all we do</th>
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Promote an inclusive diverse workplace, which includes upholding and modeling Integrity and Ethics.
Promote an environment of long term committed associates to serve our residents. Promote the development of cohesive inspiring teams and collaboration.
Recognize and promote professional development and flexibility for our associates. Plan for staffing and talent changes in this evolving industry.
Recognize individual contributions to the Ministry and give back for contributions. Honor and bridge leadership and associate interactions.

The Ultimate Associate Experience - Statement

“Life is made up of a series of moments. At Franciscan Ministries we are committed to living those moments joyfully, because joyful living is all about service from the heart and having a spirit of generosity. The people we serve inspire us to bring our best in everything we do – from how we interact with each other to the meals we prepare to the programs we create to delight our residents, to the support we offer each other in our daily work. Joyful living is reflected in all we do, as true joy is in the giving.”

Using Music as a Resource for Inclusion

Within a multi-lingual environment, providing an iPod with music chosen by the resident from their culture and in their language has improved the experience of the resident.
University Place, CCRC
West Lafayette, IN
Franciscan Ministries
Affiliated with Purdue University

How many residents we serve

- Independent Living – 90 apartments
- Independent Garden Homes – 15
- Assisted Living – 48
- Health Care Center - 30

Foundress
Mother Mary Theresa Dudzik

Purdue Professor with Vision for University Place
Marion & Maralee Baumgardner
Meditation Room
Designed for the faiths of Abraham

Another View of the Mediation Room

CCRC – Continual Care Retirement Community

- Independent Living – Spiritual wholeness
- Catholic Mass each Sunday (also Rosary in Meditation Rm. & Friday Communion
- Vespers every Sunday afternoon
- Special Services and speakers with all events open to all areas of community
- Also programs for wellness, mental health and others

For Ageing in all area of Care – IL, Al, HCC

- Community Support
- Keeping the mind engaged
- Individual Plans for their needs
- Many types of opportunities
- Residents ministering to residents
- Finding Purpose. How to answer “I am ready to die,” when it doesn’t seem to be their time.
More Aspects of Quality of Life

- Learning about the needs of the community such as outside speakers on poverty
- Having our own residents present on topics such as “Stages of Spiritual Development” by a retired Clinical Psychologist
- Continuing to learn
- Interfaith and acceptance while supporting other residents in their faith. (ex. Of local Rabbi talking on “How Jewish People View God”)

Activities of Spiritual Enrichment

- Making Prayer Shawls for Others
- Making Blankets for local homeless
- Donating Food for Pantry
- Donating to local school children
- Raising money for Alzheimer’s Association
- Bible Studies in All areas and music

Chaplaincy Support

- Visits to HCC
- Contacting local Parish as needed
- End of Life visits with Hospice patients
- Catholic Communion Daily
- Taking them to services as desired
- Social support without religious needs
- Available to staff to process and educate

Advocating for the Resident

- Teaching the staff to be compassionate with dementia and grief
- Affirming Respect and Dignity
- Putting a life with the face of the ageing
- Do you know who they are…We Do!
- We know them by name, by life and by love
- John 13:34
Mission …. 

Finding out what God is doing and joining in ….

Leslie Hoppe, OFM

We continued working to attain the GOAL for which we had banded together.

Mother Mary Theresa Dudzik