

## **CASE STUDY: LIBERTY SENIOR LIVING USES DEMENTIA LIVE® TO MEET THE CHALLENGE OF TEACHING EMPATHY IN THEIR COMMUNITIES**

**Liberty Senior Living significantly improved employee knowledge and empathy, leading to enhanced care and resident engagement**

### **CHALLENGE:**

Liberty Senior Living has 17 communities in five states that are designed for active seniors who have high expectations for living life to the fullest on their own terms. Their community and service offerings combine housing, health care, hospitality, and ancillary services.

As a company of communities, they had one specific challenge they wanted to address:

**Empathy training for their staff and their family caregivers.**

### **OVERVIEW:**

Haley Kinne-Norris, Regional Wellness/Enrichment Coordinator completed the Dementia Live Coach training in March 2023. She used her newly completed certification first at the home office in Wilmington, North Carolina, where she led key members of the Executive team through Dementia Live.

Receiving strong support for the program from the home office, Haley took the program with her as she engaged in support visits to Liberty communities. At each community, she scheduled and coordinated education events for community staff and resident family care partners. Haley also offered the Dementia Live Experience to residents living in independent living communities as well as coordinated education events for the general public in several locations.

### **OUTCOMES:**

**Employee Knowledge and Empathy:** Employees experienced a significant increase in empathy and understanding of dementia through the program. They were able to distinguish behaviors and expressions, enabling them to better provide for residents.

**Improved Care:** The program improved the engagement between residents and their care partners, creating a more empathetic and supportive environment.

**Life-Changing Opportunity:** Employees described the experience as life-changing, allowing them to see what someone living with dementia goes through daily.

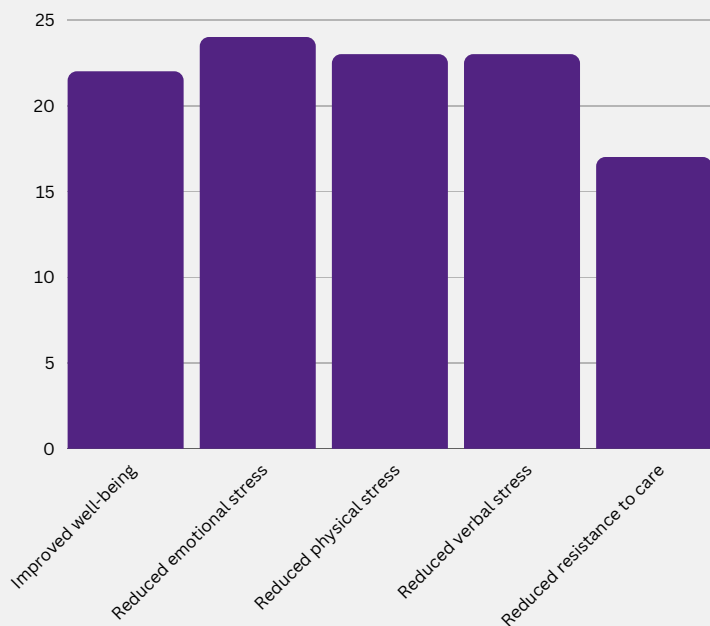
### **KEY BENEFITS:**

- Dementia Live provided a deeper understanding of dementia, helping staff offer more compassionate care.
- Skills built enhanced the engagement between residents and their care partners, improving the quality of life for seniors.
- Employees gained valuable insights into the challenges faced by individuals living with dementia, leading to more effective caregiving.

**"This is a life-changing opportunity for our staff, as they get to truly see what someone with dementia may go through on a regular basis. Through completing various tasks, we as a group, are able to distinguish behaviors and expressions that help us to better provide for our residents through understanding them a bit more."**

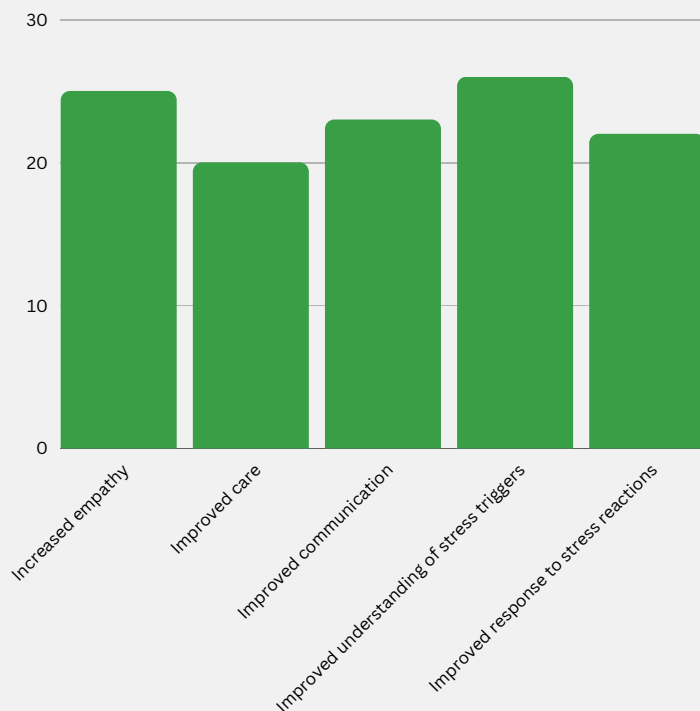
**Haley Kinne-Norris, Liberty Senior Living**

## OUTCOMES AS REPORTED BY PARTICIPANTS WHO COMPLETED A SURVEY FOLLOWING THEIR DEMENTIA LIVE EXPERIENCE.



**IN WHAT WAYS DO YOU THINK DEMENTIA LIVE TRAINING WILL IMPROVE THE QUALITY OF LIFE FOR ELDERS YOU SUPPORT?**

**IN WHAT WAYS DID DEMENTIA LIVE SUPPORT SKILL DEVELOPMENT FOR YOU?**



**"This made me very humble and sympathetic to our seniors who have to deal with this! I think everyone needs to go through this experience."**

Staff Member, Liberty Senior Living