

“Old Idea” vs. “New Idea” Programs

| “Old Idea” Program | “New Idea” Program/ Best Friends™ Way |
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| <ul style="list-style-type: none"> ✗ Hires warm bodies/anyone ✗ Little or no training ✗ Minimal wages ✗ Only activity staff do activities ✗ Training by lecture & video only ✗ Little or no follow-through. ✗ No feedback from staff ✗ Quick entry onto job ✗ Task-oriented ✗ Staff only do assigned tasks ✗ Staff struggles in interactions with residents. ✗ Staff feels put upon, under siege. ✗ High turn-over ✗ Low morale ✗ Resists change ✗ Shame based management: "looking for mistakes" ✗ Many residents exhibit challenging behaviors, restlessness | <ul style="list-style-type: none"> ✓ Innovative recruitment ✓ Investment in training ✓ Competitive wages ✓ Everyone does activities, brings in their own interests and skills. ✓ Interactive, innovative training ✓ Knowledge is reinforced by modeling, practicum, small group work, or other methods ✓ Training evaluated ✓ Orientation about program history, philosophy & mission; start right out with skill building ✓ Person oriented ✓ Self-starters, take initiative, team-oriented ✓ Staff experience successes ✓ Staff feel appreciated ✓ Good staff stay ✓ High morale ✓ New ideas welcome ✓ Reward based management: "looking for successes" ✓ Residents seem happy, enjoying and feeling secure in the community |