

Westminster Canterbury: Handout for Concurrent Session A3, Pioneer Network Virtual Gathering, September 1, 2020

Six open-ended questions used in small group, cross-campus discussions to explore our resident experience.

\To see what may be hidden in plain sight:  
An approach to discerning resident experience -  
[all will be held in confidence]

### OUR COMMUNITY: UNIQUE

Westminster Canterbury is an unusual type of community. We have about 375 of us living here together for the rest of our lives. Our community is constantly being refreshed as new residents move in.

Are there other types of communities that have similar characteristics? What about a convent/monastery, or a residential college, or a nuclear submarine, or a population on a small island? Any others?

What life is like in some of these types of communities has gained lots of academic attention. However, long-term retirement communities, such as ours, are much less well studied, particularly from the perspective of resident experience.

In the next hour, we want to work on gaining an impression of what your experience as residents here has been. Your experience includes your move here from your previous home.

Question #1  
SIGHTS AND SOUNDS

First, to help us focus our thinking on this place, think about some of the sounds and sights that are part of this setting. For example, if we were on board a submarine, we might think of the gray metal, the humming engine, the sound of the speaker system. If in a monastery, we might notice the silence, occasional bells, and so forth.

So, what things have you been seeing?

What sounds have you been hearing?

Question #2  
RESIDENT EXPERIENCE

Now, having set the stage, think for a few moments. Tell us about your experience as a resident since you've moved here to Westminster Canterbury.

Each of you have had experiences that are uniquely your own. Yet some experience as residents may be common to all or most of you. Other experience may be partially, but not entirely, similar. We're not trying to form a consensus. We may find something more like a composite impression of resident experience.

Tell us something about your experience.

Question #3  
KNOWING YOU, THE PERSON

Shifting focus a bit, how well do you sense staff (and other residents) know who you are as a person, your history, your interests, your likes and dislikes, your personal story?

[second session]

Question #4  
QUALITY OF LIFE

I once ran a mile in just under 5 minutes, can't today. Has my quality of life diminished? I did lots of things once, can't now. How's my quality of life?

As your abilities change, what are you learning about your quality of life? What are you finding is important to you now in order to maintain your Quality of Life?

Question #5  
AS A PERSON WHO AM I NOW?

Throughout my life, who I have thought of myself as a person has changed. As a young father, I was a protector and mentor of my four children. Later, during my business career, I found myself being a competitor with others. After moving to SVWC, I have become yet another person.

How about you? Who are you at this stage of your life? Has your answer changed since moving here? Has another side of you emerged?

Question #6  
WHAT SHOULD TRUSTEES AND ADMINISTRATION  
KNOW ABOUT YOUR RESIDENT EXPERIENCE?

A last subject I'd like to explore with you is this: What do you think both the employees who serve you and our Trustees should know about your experience? Keep in mind that we can help them do their jobs better by learning from us. This will help those who move here later.