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**Introducing PAL Cards in Your Community**

Sample Script

We find the PAL Cards to be *most* successful when staff are informed about the presence and use of the PAL cards in the organization. The following information is to be shared during a staff meeting/huddle or via an email notice:

**First, inform of participation in Pal Card Project:**

Our community is participating in an Ohio Dept. of Aging (ODA) approved Quality Improvement Project (QIP) called the PAL Card Project. The goal of this project is to improve communication of residents’ important preferences to promote meaningful engagement. To do this, we will be using the recreation questions from the Preferences for Everyday Living Inventory (PELI) to interview 15-20 residents about their activity and leisure preferences and making 5x7 card to attach to their wheelchair/walker/door. We will tell you more as we start to place them. No protected health information will be included on the PAL Cards to remain in compliance with HIPAA.

**Second, provide an instruction on how to use PAL Cards when you start placing them:**

[Insert self, department or individual responsible] wanted to make you all aware of a new addition to our community in [neighborhood A].

Our residents have been interviewed about their activity and leisure preferences and as a result, their individualized responses have been recorded on these PAL Cards. Each PAL card contains the most important activity and leisure preferences for that resident.

 [Show Example PAL Card]

These PAL Cards have been attached to each of our residents wheelchair or walker (or in some cases door) so they are available for all of us to read. The PAL cards are meant to facilitate communication among residents and staff. They provide us with information to help us get to know our residents better. It is appropriate to read a residents PAL card and use the information to guide conversations or care. We hope the information on these cards will help all of us promote a culture of personalized care here. No protected health information has been included on the PAL Cards.

If any staff is covering for [neighborhood A], please inform them on what the PAL Card is and encourage them to use them to get to know the residents.

If you have questions about the PAL cards let [Insert self, department or individual responsible] know!

*NOTE: If you encounter any questions from staff that you are not able to answer, please contact the PELI team. We will provide additional guidance.*

**Email: heppnean@miamioh.edu or Call: 513-529-3605**