

Programme Features September 2013

Music		DIY	Advanced	Group	Accreditation	Dependents	Choirs
Master copy of standard CD (10 songs)	Provided to all facilities as standard, to learn the song's voice track included. The activities coordinator does not need to sing or be able to play the piano.	✓	✓	✓	✓		
Multiple copies of standard CD	Provided so that residents can have their own copy, or independent or dependent seniors can also have songs in common. This allows the residents to sing when ever they want as the facility manager keep resources centrally.	✓	✓	✓	✓		
Master copy of Karaoke CD	Provided to all facilities as standard so they can sing without the voice track. This encourages the residents to sing.	✓	✓	✓	✓		
Multiple copies of Karaoke CD	Provided so that residents can have their own copy, or independent or dependent seniors can also have songs in common. This also provides the residents with a challenge, can they remember the instrumental breaks.		✓	✓	✓		
DVD Upgrade	Singing for Seniors provided on a DVD. Note this DVD is not an entertainment disc, to ensure the resident is encouraged to join in with the sing-along, rather than watch the entertainment passively. The DVD lyrics are in easy-to-read white text, with a black background.				✓		
Master copy of dependent residents CD (20 songs)	This disc offers a different range of songs, with much repetition. Resident's join in once they here the first verse. Songs are repetitive to cater for dementia patients - for instance Amazing Grace has three verses, all verses and the first verse. The music is in lower keys, and slower speed which is appropriate for aging voicee. Over time the the pitch of the songs will gradually rise, to stretch their vocal folds, and enhance their breathing to maintain sound. Seniors voices will adapt and occasionally new age targeted tracks will be released to create a new genre of music.			✓	✓	✓	
Music designed for semi-dependent seniors	(SFS) The songs are selected from pre-1950 repertoire, along with well known hymns from the same era. It is designed for the caregivers in dependent units (either hospital or dementia units) to put on the CD player and leave to play. Residents will be able to join in as they like or just listen, or make whatever sounds they like.		✓	✓	✓		
Music designed for dependent seniors	The 'Henry' YouTube clip on our website illustrates this well. (SDS) Choirs for Seniors Seniors CD's with parts, resident instructions for self organising and integrated breathing techniques. No management involvement necessary.				✓	✓	
Music designed for independent living	(CFS) Activities co-ordinators are encouraged to ask residents for their feedback and submit song choice for future disc's. Our music licencing rights and production methods allow us to offer this flexibility to encourage buy-in from the residents.			✓	✓		✓
Residents choice (song selection)	Lyrics are provided for all CD's. The Singing for Dependent Seniors lyrics are formatted for read through, that is the verses are dispersed through the lyrics so participants read through the page, and do not return to the chorus from the verse.	✓	✓	✓	✓	✓	✓
Lyrics Includes P&P	The cost of production, packaging and production is included. For Group or Accreditation this includes branding.	✓	✓	✓	✓	✓	✓
People & Processes							
Welcome pack & set-up programme	Our standard instructions will be converted to raw text format, less the Harmonic Health references, and provided for Oceania to include in all Connect folders.		✓	✓	✓		✓
Bi-monthly Instructions & guidelines	These instructions are produced to enhance the activities co-ordinators use of the programme and aid learning, it includes the physical environment, participation, on-site promotion and key themes designed to enhance health through singing. There are three discs in the programme; 1. Vocal warm-ups & breathing exercises 2. Singalong (to let groups know introductions and instrumental breaks) 3. Karaoke disc. First two disc sets in unison and by the third disc set we introduces part singing, in sections of songs. We also include duplicate tracks for harmony part at end of playlist.		✓	✓	✓		
Quarterly Choirs for Seniors Training Exercise CD Occupational Therapist access	This is a key feature of our service, anyone at anytime in any facilities can lodge a query with Harmonic Health, with Oceania this would be via the Connect Team. This unlimited support is extended to facilities managers and the Support Office Team, in addition we are providing a relationship manager through our relationship with Third Age Health.		✓	✓	✓		✓
Unlimited staff access Sector update (email) Participant's newsletter	A monthly update about singing for seniors we create for Oceania to include in your internal communications strategy A monthly update about singing for seniors we write for Oceania to include in your residents communications strategy Harmonic Health's standard webinar training which would be delivered via The Grid, we will be responsible for creating the content and delivering the session. Our webinar is available on our website, you may choose to add these to the Intranet for viewing later.	✓	✓	✓	✓	✓	✓
Monthly Monday Mentoring (webinar / training)	After three disc's we will work with you to provide a survey for the facilities and provide a report back to Oceania with feedback and proposed recommendations. This can be formal or informally managed via relationship manager, from a sample or based on feedback from the steering committee. The key is that after disc three we look closely and what is working and what is not working in each village. We'll provide a relationship manager and instead of invoicing individual facilities all contracts and administration will be managed via the Support Office Team. Our system can be set-up to provide facility based reporting for billing.			✓	✓		
Disc 3 satisfaction survey	All collateral will be branded Oceania Connect. Our expectation is we will provide the CD/DVDs with approved branding, and content for Oceania to implement using it's internal templates. Any Connect specific reference will be added by Oceania.			✓	✓		
Centralised management & administration	The Dependent CD is provided at no additional cost to facilities who are implementing the Accreditation model. The Choirs for Seniors CD is provided at no additional cost to facilities who are implementing the Accreditation model.			✓	✓		
Company branding Dependent CD discount Choirs for Seniors CD discount	The online portal is linked to the intranet using the singingforseniors.co.nz Our portal is where we provide members with access to our catalog of webinars, new ideas and training documentation.			✓	✓		
Online Portal	Each staff member is offered a 1:1 session annually, upon request. fthe facility manager is aware they can send staff for coaching at least once per year. This is limited to one activities' co-ordinator per site, but can be aggregated across the group. SFS will track this and report on this quarterly.			✓	✓		
Annual 1:1 remote mentoring session (one per facility)	This is critical to keep management staff up to date with how the singing therapy programme can influence health care and provide insight into the latest trends. This is flexible and may include once speaking event annually in a main centre.			✓	✓		
Quarterly Gerontology & Music Seminar Series*	At anytime Oceania staff can make an appointment to speak with their representative, Oceania will be provided with a relationship manger, direct access to all company directors. Facilities managers and Connect staff are provided with contact email details of key relationships and can request support at any time. This has a minimum SLA of 48 hours response during standard business hours.			✓	✓		✓
Unlimited NZST business hrs. phone support	This regional representative from Harmonic Health will conduct a site visit once per annum, for some sites this will be to help start the service if the facility is not up to standards, review KPIs for accreditation sign-off, with other facilities our representatives will be to create the annual CD, or set-up the 8-80 model. This visit is aligned with the residents workshop.				✓		
Annual staff 2hr workshop onsite (all inclusive)	Having one of our specialists also work with your residents will give your on site resource new ideas, this is of course if they we are visiting to see them run the workshop and sign-off on accreditation for the village, or introduce them to the local primary school.				✓		
Annual residents 2hr workshop onsite (all inclusive)							
Reporting & Audit							
Webinar attendance reporting	Attendance at our training is important to understand which facilities are on track. We'll report back which of your staff are accessing the training we provide monthly. We provide a survey for you to measure the impact of the programme for residents, this may scope is from a limited random sample and may or may include GP based health measures. We'll also be looking to track involvement and this will be provided to you to distribute to all staff.			✓	✓		
Annual residents survey + village management report	We'll also be looking to work with you to take feedback from the facilities and alter the programme to suit your needs. I summary of this information will be provided back to the group support office for inclusion in the quarterly / annual reports, which ever is necessary.				✓		
Annual staff survey + group management report	Using the information we're gathering in your organisation and in others, combined with the chnages occurred nationally and internationally we'll provide you with a recommendation about key areas which need focus and where we can implement best practice techniques to further grow the value of Connect.				✓		
Annual summary - group strategy & recommendations							
Advanced Options							
8:80 Intergenerational performance (with local primary school)**	This model is where we combine a well established facility choir with a local primary school choir (8 and 80 are the average ages in the choirs. Harmonic Health has extensive experience in the educational sector and this allows us to form these relationships for you. Performances at the facility and the school can then follow. We understand the key to success with this model and barriers to adoption. This requires additional staff or 3rd party involvement + accreditation & KPI completion.				(Optional)		(Optional)
Annual 'Christmas' CD compilation***	This is an opportunity for the village to record their residents singing, give them copies to share with their family. There is a minimum webinar requirements, and 1:1 mentoring session. This will be scheduled to occur during the annual on-site workshop, or may require an additional fee if multiple facilities participate.				(Optional)		
First access to beta programme features Guaranteed access for additional services / strategy (PoA)	Any subsequent product that we develop in the Singing for Seniors 'stable' will be available to you, as a part of the accreditation model, and you may be able to shape the development of the product, through the feedback of sites which choose to adopt new products. Additional services as required will be provided a market rates; i.e. choirs festival management, public appearances, 1:1 music therapy.				✓		✓