**INTRODUCTION**

At Bethany St. Joseph Center, we have residents who enjoy sitting outside all year long, but with the winter months coming we don’t have an appropriate place for them to relax. We don’t want to take away the opportunity for our residents to sit outside and enjoy the beauty of winter. The solution to this problem was to include outdoor warming igloos.

**OBSERVATIONS**

This project was designed with the comfort of the residents in mind. The intention was to help create a unique winter experience with the warming igloos. We also wanted to receive positive feedback regarding the igloos from residents, staff, and family members.

**METHODOLOGY**

1. Research Igloo Options
2. Survey Residents
3. Purchase Igloos
4. Inform Residents and Families
5. Track Visits In Igloos
6. Media Coverage of Igloos
7. Survey Residents and Families
8. Survey Staff and Visitors

**MEASURES**

- **Pre-survey**
  - On a scale of 1-5, how likely would you enjoy an outdoor visit in a warming igloo?

- **Tracking**
  - A log was kept each time a resident used the igloo.

- **Post-survey**
  - Do you enjoy the ability to go out in the igloo and enjoy a wintertime visit?

**RESULTS**

All results of this project were based off responses from 45 long-term care residents and their families and 20 employees who participated in the surveys.

**Pre-Survey**

<table>
<thead>
<tr>
<th>Resident Answers</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would Not Enjoy</td>
<td>3</td>
<td>5</td>
<td>8</td>
<td>11</td>
<td>18</td>
</tr>
</tbody>
</table>

**Post-Survey**

- **Resident, Family, and Staff Feedback Results**
  - 85% enjoyed the igloo visits.
  - 10% did not enjoy the igloo visits.

**Unexpected Results**

- **Resident Engagement**
- **Employee Excitement**

**RECOMMENDATIONS**

As this project continues, the activity director will be taking over the process. My recommendation for her would be to involve herself in the visits with the residents and their families. I would tell her to decorate the igloos for each season and keep them up year-round.

A second recommendation that I would give is to offer reminders to families and residents that the igloos are available for visits. This could be done by creating a sign-up sheet for families and residents to use to “reserve” times in the igloos.

**ACKNOWLEDGEMENTS**

Megan Feirtag (Administrator); Tisha Bennett (Director of Nursing); Bethany St. Joseph Care Center staff, residents, and families; and University of Wisconsin Eau Claire Learning and Technology Services.

---

**CONCLUSION**

In conclusion, this customer service project created comfort for residents and families during the cold winter months. From the beginning, this was the goal. When residents and families used the igloos, comfortability increased. This in turn lifted the environment and culture within the facility. Overall, this project was success.