Management of Elderly Learning Centers

Prepared by

the Ban Bang Kae Social Welfare Development Center for the Elderly

Introduction

Knowledge Management (KM) is a crucial mechanism for fostering continuous learning and improvement within an organization. It focuses on facilitating knowledge exchange among personnel and using the acquired knowledge to maximize work efficiency.

This 2025 Learning Center Manual for the Bang Kae Home for the Aged is created to compile concrete operational guidelines for the knowledge management process, based on the real-world experiences of the organization's personnel. It also presents learning approaches through various activities and learning media.

The purpose of this manual is to serve as a guide for establishing and systematically operating the learning center within the organization. It is designed to be practical and adaptable, promoting sustainable development across all levels of the organization. The creators sincerely hope this manual will be a valuable tool for executives, personnel, and anyone interested in using it to foster continuous learning and progress within the organization.

We would like to thank all parties involved in the creation of this manual, including the executives, working committee, and all relevant individuals who collaborated to exchange and share their valuable knowledge. This collective effort has led to the creation of a manual rich in content and practical guidelines.

Ban Bang Kae Social Welfare Development Center for the Elderly

Contents

Introduction

<mark>1. Problem/Cause/Origin of Knowledge</mark>

The Bang Kae Home for the Aged (BKH) is an organization that serves the elderly. It has four main missions: 1. A residential social welfare center for the elderly; 2. A community-based social welfare center for the elderly; 3. A learning and counseling center for the elderly; and 4. An information service center for the elderly.

As the first residential care home in Thailand, BKH has been serving the elderly for 72 years, making it widely known. It attracts elderly people seeking a place to live in their later years, philanthropists donating money and goods, and various organizations interested in study visits, research, and activities. It also hosts interns from professions related to elderly care, such as physical therapy, nursing, psychology, and social work. This aligns perfectly with its mission as a learning and counseling center.

Given that Thailand is an aging society, there's increasing public interest in elderly care. Over the years, BKH has seen a large number of government and private organizations requesting study visits. To ensure a systematic and well-managed approach for these visitors, it was necessary to develop a clear guideline to meet their diverse needs appropriately.

Therefore, BKH has created this **"Manual for Operating the Elderly Learning Center"** to provide a practical guide for study visits, activity organization, internships, and data collection for research. The primary objective is to establish a standard for the learning and counseling center, improve its efficiency, and ensure mutual understanding among all stakeholders.

<mark>2. Benefits of the Knowledge (for service users/public/organizations)</mark>

To provide a practical guideline:

- Helps organizations that want to arrange a study visit understand the steps and processes clearly.
- Helps staff carry out their duties correctly and according to established standards.

To increase operational efficiency:

- Helps reduce errors and operational time.
- Heles ensure study visits run smoothly and effectively.

To create mutual understanding:

- Helps ensure all stakeholders have the same understanding of the study visit process.
- Helps reduce conflicts and promotes cooperation in the workplace.

For process development and improvement:

- It can be used as a tool to evaluate and improve the study visit process for future use.
- It helps the organization develop the study visit process to be even more efficient.

To serve as a reference:

- It can be used as a reference for those who want to learn about the Bang Kae Home for the Aged.
- It helps interested parties learn and understand the study visit process on their own.

Guidelines for Applying to the Elderly Learning Center for a Study Visit

1. Define the Purpose of the Study Visit

The purpose is to allow external organizations and agencies to learn about the operational guidelines for providing welfare and activities for the elderly. It also aims to strengthen cooperation and knowledge exchange between organizations.

2. Steps for Submitting a Study Visit Request

2.1 Prepare Supporting Documents for the Study Visit Request

- A letter requesting a study visit (signed by an authorized person).
- A study visit application form (filled out completely).
- An attached schedule / points of interest / topics for study (if available).

2.2 Submission of the Request

- Submit the documents to the Bang Kae Home for the Aged at least 15 working days in advance.
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    - Department of Older Persons 1034 Krung Kasem Road, Pom Prap, Pom Prap Sattru Phai, Bangkok 10100

3. Review and Approval

- Staff will check the information and coordinate to confirm the date, time, and other details.
- BKH reserves the right to postpone or change the date and time in case of conflicting activities.

4. Guidelines for the Study Visit Day

- Participants should dress politely and appropriately for the occasion.
- Arrive at the scheduled time.
- Comply with the organization's policies (e.g., safety, hygiene, etc.).
- If you wish to take photos or videos, you must submit a written request for permission from the Department of Older Persons in advance and inform the BKH staff every time.

5. After the Study Visit

- Please cooperate by completing the satisfaction survey.
- You can contact us later to request additional information or related documents.

Operational Procedures for the Elderly Learning Center

- **Receiving and Responding to the Study Visit Request:**
  - The process of receiving the study visit request letter.
  - Check the information and determine a suitable date and time.
  - Make an initial verbal coordination call after receiving the letter and prepare a written acceptance letter for the study visit.

- **Planning and Scheduling the Study Visit:**
  - Define the objectives and goals of the study visit.
  - Prepare the schedule and activity details.
  - Prepare information and supporting documents for the study visit.

- **Preparing Information and Knowledge:**
  - Gather information about BKH, such as its history, vision, mission, curriculum, activities, operational results, and best practices.
  - Create easy-to-understand and comprehensive documents or presentation media, such as PowerPoint, videos, or manuals.
  - Prepare in-depth information, such as case studies, lessons learned from research, and relevant statistics.

- **Preparing the Venue and Facilities:**
  - Prepare a meeting room or venue for lectures or activities.
  - Prepare equipment and presentation media.
  - Arrange for food and drinks (if applicable).
  - Prepare souvenirs (if applicable).

- **Preparing Personnel:**
  - Coordinate with BKH staff to act as speakers and transfer knowledge in line with the study visit's objectives.
  - Staff/speakers prepare their presentations, including data sheets, PowerPoint, etc.

2. Welcoming the Study Visit Group

- **Welcoming and Introducing the Organization:**
  - o Assign staff to welcome and provide initial information.
  - o Present information about the organization.
  - o Introduce the staff and relevant individuals.
- **Presentations and Lectures:**
  - o Present information according to the specified topics.
  - o Hold a Q&A and exchange ideas after the lecture.
  - o Organize activities or demonstrations (if applicable).
- **Touring the Facilities:**
  - o Conduct a tour and provide information at each activity station.
  - o Explain key operational procedures and practices.
  - o Ensure safety and facilitate the tour at all designated locations.
  - o Provide opportunities for questions throughout the tour.
- **Knowledge Exchange:**
  - o Open opportunities for visitors to ask questions and exchange ideas throughout the visit.
  - o Organize small group activities to facilitate close-knit experience sharing (on a case-by-case basis).
  - o Use a Mind map program to summarize the knowledge gained from the exchange (on a case-by-case basis).

3. Study Visit Summary and Evaluation

- **Summarizing the Study Visit:**
  - o Summarize key issues and lessons learned from each visit.
  - o Collect suggestions and feedback to improve future processes.
  - o Prepare a monthly report for the Director.

- **Evaluating the Study Visit:**
  - Evaluate the study visit group's satisfaction from their survey responses.
  - Evaluate the organization's performance through the annual operational summary meeting.
  - Use the suggestions for future improvements.

4. Documents and Forms

- Study visit request letter from the home organization.
- Study visit acceptance letter from BKH.
- Study visit schedule and objectives.
- Study visit application form.
- Satisfaction survey form.

Additional Suggestions:

- There should be continuous coordination and communication with the study visit group.
- There should be preparation and rehearsal for welcoming the study visit group every time.
- The operational manual should be evaluated and improved regularly.

Benefits of Knowledge Management:

- Effectively transfers knowledge and experience to visitors.
- Builds a network of cooperation between BKH and other organizations.
- Continuously improves the quality of BKH's operations.
- Promotes widespread learning and development of knowledge in elderly care.

Target audience characteristics

ที่	Target audience characteristics	Operations
1	Application to visit for a study tour	I need you to provide the text you want me to translate from Thai to English. I will then translate it without adding any extra information.
2	Holding an event for the elderly.	External organizations or individuals come to organize activities for the elderly, such as recreational activities (singing, playing, dancing, games), educational activities, health promotion activities, documentary production, CSR (Corporate Social Responsibility) activities, and various volunteer activities that are suitable for the elderly.
3	Applying for a practicum.	by students from various academic fields that the organization can supervise, such as Social Work, Physical Therapy, Nursing, and Psychology.
4	Application for research data collection.	Government and private organizations can be accepted, for both short-term and long-term durations.

Standard Operating Procedures for Each Case

1. Case of a Study Visit

- Submit an **official letter for approval** from the authorized person (Director-General of the Department of Older Persons).
- **Initial coordination** with relevant personnel to understand the objectives, details, and schedule of the visit.
- **Welcome and registration** for the visiting group.
- **Present an overview** of the Ban Bang Kae Social Welfare Development Center for the Elderly (Sor Por Sor) and the Department of Older Persons' mission.

- **Provide a lecture and information** on interesting topics (e.g., care models, activities promoting quality of life, etc.).
- **Tour the facilities** and observe various activities within the Ban Bang Kae Sor Por Sor.
- **Open the floor for questions** and knowledge exchange.
- **Give souvenirs** (if available).
- **Collect feedback** (if available).

2. Case of Organizing Activities for the Elderly

- Submit an **official letter for approval** from the authorized person (Director-General of the Department of Older Persons or Director of the Ban Bang Kae Social Welfare Development Center for the Elderly).
- **Coordinate with relevant personnel** to understand the objectives, details, and schedule of the activities.
- **Consider the suitability** of the proposed activities for the elderly and the context of the center.
- **Designate specific areas and facilities** to be used.
- **Inform relevant staff** to facilitate and ensure safety.
- **Provide recommendations** on appropriate practices for organizing activities with the elderly.
- **Evaluate the activity** after completion and **receive feedback**.

3. Case of an Internship/Practicum

- Submit an **official letter for approval** from the authorized person (Director-General of the Department of Older Persons).
- **Coordinate with relevant personnel** to understand the objectives and details of the curriculum.
- **Verify documents and qualifications** of the intern.
- **Conduct an orientation and provide an introduction** to Ban Bang Kae Sor Por Sor, including its rules and operational guidelines.
- **Assign a mentor or supervisor** for the practicum as required by the intern's home institution.

- **Define the scope and schedule** of the practicum as determined by the home institution.
- **Monitor and evaluate** the internship throughout the specified period.
- **Provide feedback** for future development.

4. Case of Research Data Collection

- Submit an **official letter for approval** from the authorized person (Director-General of the Department of Older Persons).
- **Review the research proposal** and the objectives of the data collection.
- **Assess the potential impact** on the elderly and the center.
- **Coordinate with relevant departments/personnel** to facilitate access to data and target groups (with consent).
- **Supervise the data collection** to ensure it complies with research ethics and the regulations of the Ban Bang Kae Sor Por Sor.
- **Consider the dissemination of research findings** (if requested).

Learning activity station types

1. Organization Information	2. Exhibition Room	3. Occupational Therap
4. Psychology	5. Social Work	6. Nursing
7. Physical Therapy	8. Snoezelen Room	
9. Nutrition	10. Other (Please specify).......................	

Map

Layout Map of the Visitor Path for Study Visits at Ban Bang Khae

จุดที่ 1
จุดที่ 6
จุดที่ 5
จุดที่ 4
จุดที่ 3
จุดที่ 2

1. Office Building
2. Nutrition Building
3. Suk San House Building
4. Occupational Therapy Building
5. Somsawalee Building
6. Staff Dormitory 1
7. Staff Dormitory 2

8. 100-Year Ministry of Interior Building
9. Dhamma Hall Building
10. Government Lottery Building
11. Multipurpose Building
12. Sawasdipon Building
13. Petanque Court
14. Pibulsuk Building
15. Director's Residence

Walking route sequence

Point 1: 2nd floor meeting room, learning center room, office building

Point 2: Bungalow

Point 3: Sawatdiphon Building

Point 5: Physical therapy room, sensory stimulation therapy room and the activity room for developing and restoring brain function and memory, Somsawali Building

Point 6: Occupational Therapy Room, Suksan Building

Point 4: Government Lottery Building (Dormitory) and Dharma Hall

Return journey

Study Visit Route Map

Point 1: Office Building

- Video presentation, listen to a briefing, and visit the exhibition

Point 2: Bungalow House

- Special service provision

Point 3: Sawatipol Building

- General service provision

Point 4: Government Lottery Building

- Fee-based service provision

Point 5: Somsawali Building

- Services for bedridden patients
- Nursing, physical therapy, and psychological services
- Innovation-related services

Point 6: Suksan Building

- Occupational therapy services

Appendix

1. Appointment Order for the Knowledge and Innovation Management Working Group, 2025

2. Guidelines for Requesting a Visit to the Elderly Learning Center

3. Application Form for Study Visits, Activity Organization, Internships, and Research Data

สำเนาคู่ฉบับ

คำสั่ง ศูนย์พัฒนาการจัดสวัสดิการสังคมผู้สูงอายุบ้านบางแค
ที่ ๕๙ /๒๕๖๘
เรื่อง แต่งตั้งคณะทำงานการจัดการความรู้และนวัตกรรม (KM : Knowledge Management)
ของศูนย์พัฒนาการจัดสวัสดิการสังคมผู้สูงอายุบ้านบางแค ประจำปีงบประมาณ ๒๕๖๘

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อาศัยอำนาจตามความใน มาตรา ๑๑ แห่งพระราชกฤษฎีกาว่าด้วยหลักเกณฑ์ และวิธีการบริหาร
กิจการบ้านเมืองที่ดี พ.ศ. ๒๕๔๖ กำหนดให้ส่วนราชการ มีหน้าที่พัฒนาความรู้ในองค์กร เพื่อให้มีลักษณะเป็นองค์กร
แห่งการเรียนรู้อย่างสม่ำเสมอ โดยต้องรับรู้ข้อมูลข่าวสารและสามารถประมวลความรู้ในด้านต่าง ๆ เพื่อนำมา
ประยุกต์ใช้ในการปฏิบัติราชการได้อย่างถูกต้อง รวดเร็ว เหมาะสมกับสถานการณ์ รวมทั้งต้องส่งเสริมและพัฒนา
ความรู้ความสามารถ สร้างวิสัยทัศน์ และปรับเปลี่ยนทัศนคติของข้าราชการในสังกัดให้เป็นบุคลากรที่มีประสิทธิภาพ
และมีการเรียนรู้ร่วมกัน ศูนย์พัฒนาการจัดสวัสดิการสังคมผู้สูงอายุบ้านบางแค จึงแต่งตั้งคณะทำงานการจัดการ
ความรู้และนวัตกรรม (KM : Knowledge Management) โดยมีองค์ประกอบ อำนาจและหน้าที่ ดังต่อไปนี้

๑. องค์ประกอบ

๑.๑. ผู้อำนวยการศูนย์พัฒนาการจัดสวัสดิการสังคมผู้สูงอายุบ้านบางแค ประธานคณะทำงาน

๑.๒. หัวหน้าฝ่ายบริหารทั่วไป คณะทำงาน

๑.๓. หัวหน้ากลุ่มนโยบายและวิชาการ คณะทำงาน

๑.๔. หัวหน้ากลุ่มส่งเสริมสวัสดิการและคุ้มครองทางสังคม คณะทำงาน

๑.๔.๑. เจ้าหน้าที่งานพยาบาล คณะทำงาน

๑.๔.๒. เจ้าหน้าที่งานกายภาพบำบัด คณะทำงาน

๑.๔.๓. เจ้าหน้าที่งานอาชีวบำบัด คณะทำงาน

๑.๔.๔. เจ้าหน้าที่งานโภชนาการ คณะทำงาน

๑.๔.๕. เจ้าหน้าที่งานสังคมสงเคราะห์ คณะทำงาน

๑.๔.๖. เจ้าหน้าที่กลุ่มนโยบายและวิชาการ คณะทำงานและเลขานุการ

๒. อำนาจและหน้าที่

๒.๑. จัดทำแผนการจัดการความรู้และนวัตกรรม เพื่อสร้างให้เป็นศูนย์การเรียนรู้ด้านผู้สูงอายุ

ศพส.บ้านบางแค

๒.๒. กำหนดแนวทางและกำกับดูแลการดำเนินงานตามแผนการจัดการความรู้และเทคโนโลยี

๒.๓. สนับสนุนพร้อมผลักดันการดำเนินงานให้ขับเคลื่อนไปสู่องค์กรแห่งการเรียนรู้ด้านผู้สูงอายุ

๒.๔ / ติดตามประ...

- ๒ -

๒.๔. จัดทำคู่มือ "การจัดการศูนย์การเรียนรู้ด้านผู้สูงอายุ" ของ ศพส.บ้านบางแค

๒.๕. ติดตาม ประเมินผล จัดทำรายงานผลการดำเนินงานตามแผนการจัดการความรู้และนวัตกรรมของ ศพส.บ้านบางแค และรายงานผลความคืบหน้าผลการดำเนินงานต่อกลุ่มพัฒนาระบบบริหารและคณะทำงานการจัดการความรู้และนวัตกรรม ของกรมกิจการผู้สูงอายุตามกำหนด

๒.๖. ร่วมสนับสนุนการจัดกิจกรรมการจัดการความรู้และนวัตกรรม ประชาสัมพันธ์ และรณรงค์ให้บุคลากร ศพส.บ้านบางแคทุกคน ตระหนักและให้ความสำคัญต่อการจัดการความรู้และนวัตกรรม

ทั้งนี้ ตั้งแต่บัดนี้เป็นต้นไป

สั่ง ณ วันที่ ๒๘ มีนาคม พ.ศ. ๒๕๖๘

(นางสาวสุทธิรัตน์ โทชนบท)
ผู้อำนวยการศูนย์พัฒนาการจัดสวัสดิการสังคมผู้สูงอายุบ้านบางแค

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5. After the Study Visit

- Please cooperate by completing the satisfaction survey.
- You can contact us later to request additional information or related documents.

Date of form submission: ....

<mark>**Form for Study Visit, Activity Organization, Internship, and Research Data Collection**</mark>

Ban Bang Kae Social Welfare Development Center for the Elderly

Date of desired study visit: Date ……………………………….…………. Time …………….…... to …………..…………

<mark>Agency Information for Study Visit</mark>

- Name of Agency/Organization: ....
- Address: ....
- Phone Number: .... Email: ....

<mark>Contact Information</mark>

- Contact Person: ....
- Position: ....
- Mobile Phone Number: ....
- Line ID (if any): ....

<mark>Details of the Study Visit Request</mark>

- Purpose of the Study Visit
- ....
  ....
  ....
  ....

- **Learning activity station types**

  1. Organization Information | 2. Exhibition Room | 3. Occupational Therap
  4. Psychology | 5. Social Work | 6. Nursing
  7. Physical Therapy | 8. Snoezelen Room
  9. Nutrition | 10. Other (Please specify).....................

- Number of participants:

  - Executives: number............. people
  - Personnel / Staff / Professors: number............. people
  - Students: number............. people
  - Other (Please specify):......................... number............. people
  - Total: number.............. people

<mark>Food service: snacks and beverages.</mark> (The visiting delegation will be responsible for all expenses)

- Lunch ◯ Not desired ◯ Requested to prepare lunch.   number......... people 80 Baht per person
- Snacks and beverages ◯ Not desired   ◯ Requested to prepare snacks and beverages.

  ◯ Morning.   number......... people 35 Baht per person

  ◯ Afternoon   number......... people 35 Baht per person

  ◯ Morning and afternoon.   number......... people 70 Baht per person

Signature .... Coordinator

Additional Notes
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....

ช่องทางการติดต่อ
ประชาสัมพันธ์ ศพส.บ้านบางแค

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Consultants

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Organizer

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Ms. Praiya Asingsamanan,	Social Worker, Senior Professional Level
Ms. Sutheera Amphaphol,	Social Worker, Senior Professional Level
Ms. Suchada Thongcharoenroj,	Physical Therapist, Senior Professional Level
Ms. Panyaporn Chanasuk,	Social Worker, Professional Level
Mr. Rittikiat Ngamsomsak,	Social Development Worker, Professional Level
Mr. Diaw Iamboon,	Computer Scientist
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Ms. Parichart Chukaew,	Social Development Worker

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