



WEBSITE

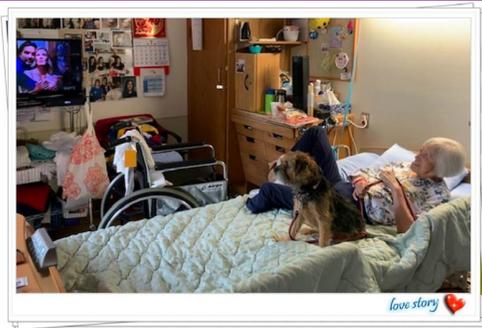


Home for Us Weekly Update - August 09, 2019

Home for Us started as an innovation and improvement project to understand the residential care experience for residents, family and staff. Building on the insights gathered from months of observations, interviews, focus groups and surveys, we are now in the next phase of **“Megamorphosis.”** This phase aims to rapidly test ideas from residents, family and staff to build on the great care that staff currently provide. Building on qualities such as **compassion** and **empathy**, we strive to make sure that **emotional connections matter most, residents direct each moment** and that **home is not just a place, it is a feeling.**

Meaningful Moments

Inspired by the great work that is done every day at our homes, each week we highlight a meaningful interaction that brings us one step closer to the vision



Miraculous Visitor:

To become a certified music therapist, we have to go through many training programs and complete a 1000-hour internship. I wonder if pets require the same professional training too?

When I see cats and dogs coming to our care home to visit, they offer passion, companionship, and love to our residents. They capture many people’s heart and they melt my heart as well. The

animal’s ability to help heal their human friends is nothing short of miraculous.

“If you give her a cookie, she responds. She looks at me, she obeys me.” Daisy, one of our residents, said it proudly.

There’s no question that therapy animals are some of the world’s most unheralded heroes. We really appreciate their wonderful visits.

Special thanks to Carla, her dog Cricket, and all other miraculous visitors for making these visits happen for our residents!

~ Angela Wan, Brock Fahrni Music Therapist

Kudos & Compliments

Highlights from the week

A Love Story with the best ending.

Ever since Ann moved to Youville it was clear to us that she missed the constant companionship of the love of her life. Every time her husband would visit, they could be seen cuddled up together with her head on his lap, both of them glowing like newlyweds. Circumstances beyond their control had separated them. He was also devastated by the separation and often asked about Ann returning home to live with him.

Initially, concerns from community health professionals about his ability to care for her and about his capacity for decision-making prevented plans from being made for her to return to live with him. Every time he visited he would articulate “Ann’s fervent wish was for us to never be apart”. He informed staff that he had promised her that he would always take care of her and he was determined to do so.

Eventually, his commitment to Ann was impossible to deny and a couple of members of the health care team agreed to help him to get her home. He was not able to patch the plan together himself, but staff members got together with him and got the community onside to try to work a successful plan out.

At this point in her time with us, Ann was quite frail and required significant personal care support, along with equipment needs including a wheelchair, hospital bed and lift for transfers. Fortunately Ken and Ann had saved for the inevitability of needing care in their home and the Youville team banded together to mobilize sufficient caregiving support and equipment in place to be able to make their dream come true with full support from the community health care team.

Ann moved home on July 3rd 2019 and since then we have received glowing reports of how well the lovebirds are doing. His community health nurse relayed that he is looking better than he has in years, is smiling, pleasant and content. Ann is getting out for walks regularly with her caregiver and was observed smiling and happy.

Despite the obstacles that stood in their way, they are living together again. It was an extremely gratifying experience for all of the team who supported this to happen.

A special thank you to our OT, Sheralyn, who went above and beyond with home visits to help get equipment into place and staff trained to use it in the absence of a home care OT being available to do it!!

It Takes a Village...

Your help is needed!

Working Group Members! Please share the information from the weekly update with your teams (at your home, within your discipline, etc.). Previous weekly updates can be found here: <https://bit.ly/2HctSXQ>

Inspiration

Stories to Learn From



Seniors introduced to Ping Pong at long term care home get competitive: <https://bit.ly/2GYMZ64>

Important Dates

As part of Seniors Quality Leap Initiative's (SQLI) commitment to sharing best practices, below is the schedule for upcoming free webinars: <https://clri-ltc.ca/>

August 22, 2019 - Supporting the Rainbow Community: Real Stories

August 13, 2019 1230-02:30pm

Home for Us Navigation Group Meeting

Youville Conference Room

August 13 & 14, 2019

Rocky Point Ice Cream Truck Celebration!

August 30, 2019 11am

Veteran's Candlelight Tribute

Brock Fahrni 3rd Floor Garden weather permitting. Otherwise 3rd Floor Multipurpose Room