



Residential Care for Me Weekly Update - May 24, 2019

Residential Care for Me 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

On April 29th, St. Vincent's Langara received a surprise call from the President & CEO of White Spot, Warren Erhart. He was reaching out because he had been touched by a story televised during the Easter weekend: *B.C. senior denied HandyDART service on 86th birthday.* (You can watch the news story here: <https://bit.ly/2X4tPBV>) The story is about Langara resident Betty Joe Peters, who was unable to make it to White Spot for her birthday.



Warren said White Spot would like to bring in their food truck and serve burgers to all residents and staff working at St. Vincent's: Langara to help Betty Joe celebrate her birthday. What a delightful surprise! Planning got underway and without any fuss, on May 9, 2019, Stephanie from White Spot's Catering division, and her team, arrived with the 28ft truck to St. Vincent's: Langara and served up 241 orders (original burger, veggie burger or chicken strips) for lunch. Warren also came to personally wish Betty Joe a happy birthday. The feeling of warmth and appreciation was palpable while all enjoyed their lunch under the sun.

Betty Joe Peters, all residents and staff at St. Vincent's: Langara were touched and happy to experience this spontaneous act of kindness and compassion from Warren and the White Spot team. Thank you White Spot!

~Tenzin Yanki, Clinical Nurse Leader, St. Vincent's Langara Residence

Kudos & Compliments

Highlights from the week



Follow the Leader: Congratulations to Jo-Ann Tait for being awarded the 2019 Providence Health Care Faye Meuser Memorial Leadership Award! Faye Meuser was an exceptional nursing leader who spent twenty-seven years in various management positions within nursing at PHC until her retirement. Upon retirement she continued to contribute to nursing by joining the BC History of Nursing Group as well as volunteering in the St. Paul's Hospital Archives. Faye was a well-known and respected nurse leader until she passed away in June 2007 after a battle with cancer. In recognition of her contributions to PHC and her strong leadership, Providence Health Care and the St. Paul's Hospital Foundation established this award in her memory.

Happy Trails: Also a huge congratulations and happy retirement to Erica Guliker, PHC's Corporate Director of Strategic Renewal and Capital Assets. Erica was the recipient of the Mission Award at Friday night's award ceremony. Many staff may not recognize Erica (centre in picture), but she works very hard behind the scenes to help projects like our Holy Family Household Innovation Project come to fruition. Congratulations Erica, and all the best for your retirement!



It Takes a Village...

Your help is needed!

Do you need funding for your innovative idea in aging + brain health? The Centre for Aging + Brain Health Innovation (CABHI) has officially launched the 2019 Spark Program. CABHI is inviting point-of-care staff to accelerate their ideas into innovations that can improve the lives of older adults, persons with dementia and their care partners. The Spark program provides **up to \$50,000 (CAD)** in project funding over 12 months that can be used to develop and refine early stage solutions or to adapt and test a commercially available solution in a seniors' care environment. Two projects in our program have previously benefited from this grant: the prototyping of **IlluminAid** (in partnership with the Emily Carr Health Design Lab) and the **Cover and Comfort Wrap**. To learn more about this opportunity, you can visit: <https://www.cabhi.com/2019-spark-program-call/> The deadline is July 5, 2019.

Calling All Artists! We have an opportunity to design our own hand sanitizer dispenser covers! This will be a contest to create a more home-like, less institutional cover. Designs will be accepted from all homes and from anyone - residents, staff or families. The winning design will be voted on by residents, staff and families. You can email shardern@providencehealth.bc.ca for the template or to submit your artwork.

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

Are barcodes the way to protect people with dementia?: <https://bbc.in/30DRZFD>

Lifetime Seniors Talks + Tables 2019: The *Vancouver Courier*, **Providence Health Care** and **St. Paul's Foundation** have once again partnered to produce the annual Lifetime Seniors Talks + Tables event, which this year takes place Wednesday, June 5, at VanDusen Botanical Garden. You can find out more about this public presentation series and the speakers who will be attending here: <https://bit.ly/2M5juEy>

Important Dates

May 28, 2019: 1400-1500

HFH Megamorphosis sustainment meeting - *All HFH residents, family and staff welcome!*

HFH North Wing

June 6, 2019: 1400-1500

MSJ Micromorphosis meeting - *All MSJ residents, family and staff welcome!*

MSJ Main Dining Room

June 7, 2019: 0800-1000

Residential Care for Me Working Group Meeting

Youville, 6th Floor