



WEBSITE



Home for Us Weekly Update - January 3, 2020

Home for Us started as an innovation and improvement project to understand the experience of residents, families, 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, families, 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

Dan's Story

Dan is a resident at Langara; a kind man with very few words. Since moving to Langara in 2011, he has never been heard talking on the phone with friends or family, nor seen having visitors.



This story began this fall when Dan expressed a wish that his family (with whom he has lost contact for years) be involved when he can no longer make decisions for himself. To honour his wish, the social worker searched for his family contacts through all his old files, where a handwritten address was found on one of them. With assistance, Dan wrote to his family at that address, to which he received a response. They had last seen Dan in 1989 after which they'd asked the RCMP for help, but could not locate Dan for all these years. They were shocked and happy to reconnect with Dan. Now Dan receives phone calls and has been visited by his family who lives in Calgary. Dan's wish has finally come true that his family will be there for him when he needed.

Dan talked with his sister on FaceTime this Christmas.

It Takes A Village

Your help is needed!

Collecting Meaningful Moments: Let's keep sharing our great work to help inspire each other!

Please send me meaningful moments that you create or witness. Just send a quick email to cconvery@providencehealth.bc.ca with your story.

Design Thinking

Exploration Ideation Testing

“Tell me, and I will forget. Show me, and I may remember. Involve me, and I will understand.”— Confucius, 450 BC

Confucius stated this principle of human-centered design very well. Through the involvement of staff, residents and families in all problem solving and decision making, people both understand and create solutions that both truly work and can be sustained.

Important Dates

January 06, 2020

Megamorphosis launches at Stanley Park at Holy Family!

January 14, 2020

12:30 to 2:00 pm

Home for Us Navigation Group meets at Holy Family Stanley Park