



Home for Us Weekly Update - April 9, 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 Moment

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



Staying Connected During COVID-19 Crisis

It is difficult to hear you can't visit and this is what has happened for our residents and families.

Creative solutions for connecting - from social media to letters and photos - are being found across our homes. A beautiful moment happened for a Youville resident whose family stood outside the window and sang "You Are My Sunshine" from a safe distance – a moment of connection that was both joyous and poignant for all. We see that love remains certain, in an uncertain time

Thanks to Youville

A delightful surprise arrived at the front door of Youville! Thank you signs from one of the neighbours.



Care for Residents, Families and Staff During COVID19 Crisis

For the health of residents, visitors and staff

For the best and most up to date information relevant to PHC LTC Staff, Residents and Families please check these resources often:

PHC Staff Resource

<http://covid19.providencehealthcare.org/>

PHC Family Information Resources

<http://www.providencehealthcare.org/ltc-covid19>

Multilingual COVID19 Resources

<https://digem.med.ubc.ca/covid-19-multilingual-resources/>

Kudos and Compliments

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

It seems impossible to single out any one individual or team at this time. Kudos for all the work that is being done to support residents whose family are not able to visit at this time, including:

- Team members stepping in to assist residents who were usually fed by family members
- Increased presence in the dining room for breakfast, lunch, and dinner to help sanitize resident's hands, serve coffee, and set up meals
- Volunteering to shift hours to be more available in evenings or weekends when family often visited
- More one to one time with residents
- Creating appointments for residents to FaceTime or chat on the phone with their loved ones
- Taking pictures and videos to send to families
- Keeping resident morale high by getting the garden going and doing art projects

It Takes A Village

Your help is needed!

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

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