



Home for Us Weekly Update - May 1, 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



Holy Family Hair Cuts

Rehab Assistants Elvira & Ivy happily took on the task of cutting (and even braiding) residents' hair. Elvira and Ivy make the experience fun and the results are spectacular!



Langara Hair Cuts

As our residents are missing our in house stylist, one of our dedicated RCA's Digna decided to take matters into her own hands and made her salon in the Cedar Neighbourhood. It was such a hit that residents started to wait for their turn to be groomed by Digna.

Connecting with Loved Ones

To send an email to a resident in a specific PHC home please use the links below:

St Vincent's Langara: wellwisheslangara@providencehealth.bc.ca

St Vincent's Brock Fahrni: wellwishesbf@providencehealth.bc.ca

Youville Residence : wellwishesyouville@providencehealth.bc.ca

Mt St Joseph's: wellwishesmsj@providencehealth.bc.ca

Holy Family: wellwisheshf@providencehealth.bc.ca

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:

Family Caregiver Support Services of BC Expand Services

The Caregiver Support Line has expanded to better families during this time. Call toll-free at 1-877-520-3267, Monday to Friday, 8:30 am to 7:00 pm.

You can also visit their website at www.familycaregiversbc.ca to find resources on a variety of caregiver topics in BC.

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/>

NEW Resources this week:

Family Caregiver Support Services of BC Expand Services

The Caregiver Support Line has expanded to better families during this time. Call toll-free at 1-877-520-3267, Monday to Friday, 8:30 am to 7:00 pm.

You can also visit their website at www.familycaregiversbc.ca to find resources on a variety of caregiver topics in BC.

UBC School of Medicine Electronic Magazine

<https://view.joomag.com/pathways-issue-4-covid-19-edition/0283338001587141762?short>

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

Messages from MSJ LTC Volunteer



These are unprecedented times, for sure. Both Nugget and I are looking forward to returning to MSJ when some normalcy is restored.

Kindly let the staff and the Residents know that we are thinking about them.

If you are able, perhaps post the picture in the hallway to remind them we will be back soon.

-Stuart and Nugget, MSJ LTC Volunteers

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.