



<http://www.providencehealthcare.org/residentialcareforme>
#ResCare4Me

Residential Care for Me Update – March 9, 2018

[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 stories from Megamorphosis, each week we will highlight a meaningful interaction that brings us one step closer to the vision.



We have a new resident (not pictured) whose son works for a wholesale company. They have a surplus of fresh flowers each week that they are often not sure what to do with. He asked if he could bring them weekly to add some colour and brighten everyone’s day. Without hesitation we said “yes”!!! The staff were quick to put together colourful bouquets for around our home and we are discovering that some of our residents have quite the ‘green thumb’!

~ Carrie Willekes, Manager, MSJ Residential

Kudos & Compliments

Accomplished this week

Goodbyes are not forever...: We wish Kim Smith, Site Leader of Youville Residence, all the best as she moves on to a new role as Education Coordinator at VCH. We will miss her passion, her **heart**, and her tireless efforts to bring better quality of life to our residents. (We will also miss Duff!)

At the same time, we welcome back Arif Padamshi who will take over for Kim in the interim. Arif played a large part in the early days of Residential Care for Me so some of you may recognize him!

Megamorphosis 2.0: This week’s pre-work focused on emotional connections. With cookies baking in the oven, we started the week with a name tag tea party where we discussed the importance of being able to call people by their names and staff had the opportunity to create personalized button name tags. Staff could also be seen walking around



with compassion cards, with qualities that they are trying to grow, such as gratitude. Finally, the week ended with a lot of laughter, and more cookies during the Appreciation of “We” event, which included laughter yoga, and the Community Tree event where we started to work on the tree that will be displayed at Heather Place – a place where each person can share what brings them peace, comfort and joy with others.

In the media: The media spotlight on our planned, new development at the St. Vincent’s Heather site continued this week. Check out these articles and videos (including one in Chinese!):

- **News 1130:** <http://bit.ly/2FmTlay>
- **Breakfast Television:** https://twitter.com/BT_Vancouver/status/971089171841298433
- **OMNI TV (Chinese):** <http://bit.ly/2tubZ0U>
- **Columbia Valley Pioneer:** <http://bit.ly/2l8DdgG>

Spreading the word: We have had an abstract accepted for the BC Care Providers Conference in May, where Rae Johnson and Sonia Hardern will present on the work that is being done at Holy Family to work towards households.

Challenge Accepted! Congratulations to the team of Bing Li (nurse), Agatha Ng (physiotherapist) and Rhonda Hong (unit coordinator) at MSJ Residential, who have been accepted into the research challenge to evaluate the effectiveness of IlluminAid – our motion-sensored lighting system, first prototyped at Brock Fahrni and Youville.

It Takes a Village...

Your help is needed!

Dr. Allen Power – Culture Change Workshop: Managers – please send names of workshop attendees to Sonia based on the proposed attendee numbers for each home. Due to limited seating, we are trying to provide this opportunity to people who did not have a chance to attend the David Sheard workshop in November. If anyone is interested, please speak with the manager at your home to see if there are any spots left.

Collecting Meaningful Moments: Let’s keep sharing our great work to help inspire each other! **ANYONE**- please send me meaningful moments that you create or witness. Just send a quick email to shardern@providencehealth.bc.ca with your story.

Inspiration!

Daily chats improve lives of people with dementia: <http://www.bbc.com/news/health-42918345>

Important Dates

March 12-16, 2018	<i>Megamorphosis Pre-Work @ Youville: Emotional Connections Matter Most – Getting to Know Each Other</i>	Youville
March 13, 2018	<i>1230-1430 – Residential Care for Me <u>Navigation Group Meeting</u></i>	Youville – Inservice Room