

## Residential Care for Me Weekly Update - July 13, 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 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

We have a resident at our home who came to us after a long stay at St. Paul's Hospital due to some complex medical issues. He came to Holy Family because he needed a place for short term residential care while his wounds were healing. After 6 months of staying with us, his wounds have healed and he has gained some much-needed weight - 50 pounds, in fact! Knowing that he will be going home soon, the staff are throwing him a goodbye party and have put together a food basket for him so that he will have the nutrition he needs once he gets home. How wonderful to see someone thrive with a little bit of tender, loving care. Our staff pride themselves on getting to know our residents and this is just one example of how they go above and beyond for our residents.

~ Rae Johnson, Site Leader, Holy Family

### Kudos & Compliments

#### Accomplishments

**Holy Family Innovation Project:** The Holy Family community started planning for some of the refurbishments that are going to be done as part of the Holy Family Innovation Project (HIP). There were some lively conversations and residents, staff and family looked at colour palettes and pictures of other homes. More conversations will be had in the coming weeks. If you are at Holy Family, you can check out the HIP communication board (outside of the main dining room) for updates.



**A Little Art Goes a Long Way:** The mural that has started Holy Family is getting rave reviews from residents, family and staff. The artist, Ann, has spent the week talking with residents, staff and family as she creates a wonderful window in what used to be a blank space on the wall. She has even delighted the residents with fresh lavender. We can't wait to see the finished product!

**Resident Recognition:** Mr. Carl Bales, a veteran resident of Brock Fahrni was personally thanked on Thursday June 6<sup>th</sup> by the organization, *Peace Through Valour*. Representatives from the organization, Senator Yonah Martin and Mr. Rod Hoffmeister, from the HCol Seaforth Highlanders of Canada presented him with an award for his service in the Italian Campaign during WWII. *The Peace Through Valour* organization honoured Mr. Bales with a plaque and watch. Mr. Bales was one of 93,000 Canadian soldiers who fought in the Italian Campaign, of which 6000 soldiers never came home; those soldiers who paid the ultimate price are buried in cemeteries across Italy. In recognition of our brave Canadian soldiers, *The Peace Through Valour* organization raised funds, commissioned a monument and on June 25, 2016 unveiled it in Nathan Phillips Square, City Hall, Toronto.



**Megamorphosis In the Media:** Megamorphosis is profiled in the PHC News this week. You can read it here: <http://phcnews.ca/news/meet-megamorphosis-team>



## Inspiration

Stories to Learn From

**"If I died tomorrow, I've lived"** Residents of a Burnaby senior care facility who dreamed of one day going fishing again are living out a dream they thought they would never get to fulfill: <https://bit.ly/2Jix9Sh>

## It Takes a Village...

Your help is needed!

**Let's get the word out!** Please print and post the PDF version of this document for residents, staff and family who may not have access to this email. Anyone who wants to receive an email version can sign up with Sonia at [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca).

## Important Dates

**July 19 & 26, 2018: 1400-1500**

Youville Community Gathering: **all Youville residents, family and staff welcome!**

*Heather Place Dining Room, Youville*

**July 26, 2018: 1400-1500**

Holy Family Innovation Project Working Group Meeting: **all HFH residents, family and staff welcome!**

*HFH Main Dining Room*

**July 27, 2018: 1000-1200**

Residential Care for Me Working Group Meeting

*Youville, 6th Floor*