



## Residential Care for Me Weekly Update - January 18, 2019

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

*"On January 4, 2019, our CEO Fiona Dalton visited Youville Residence, having expressed interest in shadowing a staff to observe the care in Residential Care. It was a privilege to partner with Fiona during her 2 hour visit. When I was first asked to shadow with our CEO, something inside of me said "Yes, I'll do it!", because I was curious and I wanted to meet her. As days went by, I noticed myself becoming more nervous, after all, I was going to meet our CEO! The night before Fiona was to come to Youville, my level of anxiety was even greater. The following day when I was introduced to our CEO, all my anxiety and nervousness just washed away. I asked myself why did this happen? I think it's because I found Fiona to be down-to-earth. She made me feel relaxed, comfortable and had a calming presence. She took time to chat with our residents, extending help in providing care and assisted residents with taking their meals. Fiona went with the flow in a calm way, and I noticed she spoke in a kind tone of voice. These calming qualities were effective in her interactions with our residents. My encounter with our CEO Fiona Dalton reinforced for me the importance to truly listen so that we can create more connection, and develop a deeper sense of compassion. Making people feel safe and creating trust in all our relationships allows us to be who we are and bring our best self forward. This makes me feel content knowing I have been true to who I am, and allows us to improve the quality of our lives and those we serve. It was an honor to work alongside our CEO Fiona"*

~Alice Muyco, RCA - Youville Residence

### Kudos & Compliments

Highlights from the week

**In the News:** Thanks to its recently announced partnership with Island Health and the Ministry of Health, Providence Residential & Community Care (PRCC) Services Society is one step closer to achieving its vision of developing a dementia village in Comox on Vancouver Island. Jo-Ann Tait has been busy this week fielding multiple interview requests about this exciting announcement. See below for various articles and interviews (not an exhaustive list!):

- Interview with CBC Radio Victoria: <https://bit.ly/2Cxiu4p>
- Article in the PHC News: <https://bit.ly/2MhzGPx>
- Article on News1130: <https://bit.ly/2QWtk94>
- Article in the Comox Valley Now: <https://bit.ly/2W4z2t9>

- Article in The Star: <https://bit.ly/2ROp2oX>

**Holy Family Megamorphosis and Household Innovation:** Megamorphosis pre-work continued this week with staff, residents and family gathering to continue discussions about who we serve, what types of things are engaging for residents, and what we really mean when we talk about a "household". Staff talked about the ability to be more flexible and one care aide commented that in the first few days of the change, it feels quieter, and more like home already.



**Art enhances quality of life for veterans:** Here is a wonderful article about the Artworks program at Brock Fahrni: <https://bit.ly/2TUwsEq>

**Langara visits MSJ:** On Monday, a group of 14 people (7 residents, 4 family members and 3 staff) from Langara Residence visited MSJ to learn more about Megamorphosis and the changes that have occurred at MSJ. We look forward to hearing more about the visit!

## It Takes a Village...

Your help is needed!

**Come one, come all!** Anyone who is interested in volunteering for Megamorphosis at HFH, please email [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca). We look forward to having lots of volunteers every day from March 4th to March 15th. Sign up for any time during the day, and for however long that works for you.

**Working Group Members!** Please share the information from the weekly update with your teams (at your home, within your discipline, etc.). Previous weekly updates can be found here: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

## Inspiration

Stories to Learn From

**Easy Riders: Those with mobility issues stay connected with communities through innovative cycling program.** <https://bit.ly/2MpHn6F>

**A blog that talks about transforming long term care:** <https://talkingtransformationlongtermcarehomes.wordpress.com/>

## Important Dates

**Jan. 21, 2019: 1400-1500**

Holy Family  
Megamorphosis Pre-Work:  
Compassion Garden & The  
Importance of Names - *All  
residents, family and staff  
welcome!*

*Holy Family North Dining  
Room*

**Jan. 25, 2019: 1200-1300**

Holy Family  
Megamorphosis Pre-Work:  
Lunchtime Activity - *All  
residents, family and staff  
welcome!*

*Holy Family North Dining  
Room*

**Jan. 28, 2019: 1400-1500**

Holy Family  
Megamorphosis Pre-Work:  
Care Alert Board - *All  
residents, family and staff  
welcome!*

*Holy Family North Dining  
Room*