Supporting Inclusiveness in Culture Change at Bloomington Cove Specialty Care

Sherry L. Dupuis, Ph.D., Director
Lisa Meschino, Ph.D., Post-Doctoral Fellow

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Purpose

• to share the Bloomington Cove process thus far

• to highlight the speed bumps and enablers experienced on our journey
DAWN
Building Trust & Collective Vision
January 2011
CCC formed

DAWN

January 2012
READY FOR NEXT PHASE!

August 2011
Launch of CCC

LAUNCH

Facility closure

Negative outlook

Assumptions

Commitment by internal leadership

Shedding individual agendas

Fluctuating membership

Drawing on old ways of communicating

Focussing on problems

Challenging assumptions

Valuing diverse perspectives

Appreciating the process/identifying accomplishments

Validating the project from the outside

Working cohesively for collective good

Family Council rebuilt on new understandings

PSWs bring residents to meetings

Open to process
Excitement
Motivated
Curiosity

Apprehension
Confusion
Vagueness
The unknown

Learning philosophies & approach

Calling on Resident Council

Modelling AI process

January 2011
CCC formed

January 2012
READY FOR NEXT PHASE!
DISCOVERY
EMPOWERING
&
ENSURING
INCLUSION
February 2012
Planning Discovery begins

March 2012
CARE profiles

June 2012
Focus Groups

Present
Ready to Dream!

Protecting confidentiality and privacy
Capturing resident experiences
Mobilising diverse perspectives
Apprehension in handling data
Communicating with wider community
Misinterpreting AI

Taking ownership of process
Adopting creative, arts-based approaches
Working together to create reframing questions based on AI
Developing shared principles for protecting individual identities
Creating template and guidelines
Fluctuating membership on-going
Next Steps

• Completing **collective analysis** of discovery data

• Dialoguing and envisioning ‘what should be’ and **creating aspiration statements** reflecting an idealized future for Bloomington Cove –

• Working together to **design a plan** to begin putting the aspiration statements into practice

• Continuing to **document and critically reflect on our process**
Thank-you!

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www.marep.uwaterloo.ca

For more information about the PiDC Alliance, go to:  
www.pidc.uwaterloo.ca