

PiDC

Partnerships
in Dementia Care

Enhancing Dementia Care for Everyone



PiDC Alliance Connection Newsletter

PROVIDING UPDATES ◦ COMMUNICATING FINDINGS ◦ SHARING RESOURCES ◦ CONNECTING PARTNERS

Feature Article: Yee Hong Culture Change Coalition – My reflections as a participant

George Hoo Sue (family member)

Back in late 2011, I was invited by Amy Go, Executive Director of Yee Hong to participate in a study group. The group would be part of the PiDC Alliance ongoing research on changing the culture in dementia care, hence the name – Yee Hong Culture Change Coalition. While we were waiting to start our first meeting in January 2012, Jenny Ploeg (research lead at Yee Hong) and I had a brief discussion on the timelines of this study and the Appreciative Inquiry method. I recall back then I was skeptical that it should take 5 years or more for some desired objectives to be implemented. I am coming from a corporate business background where results tend to be more important than processes.

I however entered this new arena with much excitement and energy. The reason; it brought back memories of a community research project that I was managing some 15 years ago. It was similar in scope in that it looked to improve access to financial and other related services to low income and marginalized communities which in turn improved the overall wellness of those living in these communities.

We are now approaching 4 years of the culture change journey at Yee Hong and what stands out most to me is how smooth the transition has been from the initial phase (Dawn) to our current phase (Dream), and how engaged the participants, facilitators, staff, family members and residents are in the process. The key lesson I have learned from all of this, is how powerful a tool “Appreciative Inquiry” is, which focuses on what is working well and learning from these strengths rather than focusing on the negatives. Not only was this approach useful as a method for the study process, it was useful in how I looked at things in my own life and several participants mentioned that they were also using this approach when dealing with their own family and friends.

What impressed me most in the study group sessions over these three plus years was the passion and openness of the staff in sharing their thoughts and opinions, regardless of their job titles.



“If we can identify actions, no matter how small, that will make the quality of care and quality of life just a little better for those with dementia, then I can truly say my time and energy serving on this project was well worth it.”

I was also pleasantly surprised that they were able to converse so eloquently in English considering for most it is their 2nd language. It was not surprising however, that they were enthusiastic to share their positive experiences working at Yee Hong as these re-affirmed my own impression of the staff and the service provided in my contact with them while my mother was in residence. As we moved to the Discovery phase it seemed that the project was really taking off with a flurry of activities.

We were now engaging stakeholders outside of the study group and I was really impressed with the ability and capacity of the facilitators and the core study group who developed and executed surveys and focus groups among staff, residents, family members, and outside stakeholders. Mainly, I was impressed with their sensitivity in gathering information that was so inclusive and overcame the cultural and language differences. As well, I was impressed by the willingness and enthusiasm of the participants and the quality and quantity of the responses. Surely they were above my expectations.

To me, the highlight of the Discovery phase was a presentation made by the members of the CCC to the Yee Hong staff. This may have been the first time others were learning of the project so our presentation provided a snapshot of what we are doing and the progress we made. We showcased this by borrowing from a popular T.V. game show we called “Yee Hong Family Feud.” This was complimented by beautifully designed posters with a collage of photographs and quotes capturing our various activities. This event really said to me “yes, we are making progress.” As we moved into the Dream phase, it gave me and my colleagues the opportunity to think outside the box with many bright ideas and “what ifs” scenarios of what the ideal care experience would be at Yee Hong, in particular for those with dementia. This is indeed quite exciting and I look forward to the Design phase and implementation.

Culture Change Coalition Updates

The Willowgrove Dream Weavers



The Willowgrove held a Discovery launch event in July including residents, staff, families and community partners. They planted a tree to commemorate and represent their culture change journey. The CCC has begun to collect Discovery data using the CARE profiles, collecting resident stories at the Java Music Club, and collecting WOW moments throughout the home that will be displayed on a mural of a tree in their culture change room. Collection of the data will continue throughout the summer with analysis of the data and Dream beginning in the Fall.

Yee Hong Culture Change Coalition

Yee Hong have worked together to create four aspiration statements. Their dreams and aspiration statements are informed by strengths identified in Discovery and are guided by an overarching culture change philosophy that believes:

By building strong partnerships, creating awareness, building capacity, and focusing on experiences, strengths, dreams, and aspirations with residents, staff, family members, community members, volunteers, and donors as partners in care, we can make changes to improve quality of life for everyone at Yee Hong.

At Yee Hong we are committed to fostering accessible and inclusive education, trusting relationships, and supportive partnerships with all partners in care.

Yee Hong is a place where everyone can enjoy life to their fullest in a fun, safe, flexible home-like environment, where choices are honoured and respected.

At Yee Hong we are dedicated to engaging partners in care in supporting staff to provide all residents with consistent quality care.

Yee Hong and its partners in care are dedicated to promoting holistic services that enhance the safety, health and wellness of its community.

Huron County Partners for Dementia Support

The Huron County Partners for Dementia Support will be hosting a celebration event on Sept. 26th in Clinton. The community are invited to attend. It will include special guest Ben Lobb, MP Huron Bruce who will be speaking about his private members bill for dementia support, a panel of persons with dementia and their care partners, and group discussions. The discussions will focus on key themes of the three aspiration statements that the group developed: relationships, community involvement, and dementia information and education.

Bloomington Cove Care Community

The Bloomington Cove Care Community have been busy during the Summer creating their Design plan. They will be progressing into the Delivery phase in the Fall. The team also participated in a community event on Aug. 23rd to raise funds for dementia research at their 6th Annual Dash to Defeat Dementia.



Culture Change Coalition Updates

Reaching for New Heights

This Fall the Reaching for New Heights team will be creating new culture change T-shirts with the slogan *"Be the Change - Put Living First!"* They are also kicking off a "Make a Wish" program where residents can tell staff what they wish for or get to do something special. One staff member believes that this is important *"as just because people live in a retirement and long-term care home, it doesn't mean that they stop hoping, wishing and dreaming."* Lastly, a team member represented the Culture Change Coalition at The Pioneer Network Conference, presenting on the Village's "Neighbourhood Time." The presentation was very well received, audience members were impressed with the language used such as "neighbourhood", "residents", and "personal expressions."

Making a Difference Committee

The committee is reworking their approach to culture change. A mini introductory workshop on culture change and Appreciative Inquiry was held in August with staff. Following the morning workshop, staff discussed the challenges and opportunities for relationship centred care of persons with dementia, their family members, staff and partner in care. The staff are already working on a project to integrate Montessori strategies and are excited to further apply appreciative inquiry to their approach. A follow-up workshop is planned for later in September to develop a Discovery project. A reflection session is also being planned with members of the original Making a Difference committee, to celebrate their achievements, identify speedbumps, and map these to the enablers of authentic partnerships.

Event Updates

Cracked: new light on dementia will be touring this Fall with performances in Ottawa, Hamilton, Port Dover, Clinton, and Toronto.

Details can be found at www.uwaterloo.ca/pidc

Audience Comments

"Very emotional. Everyone who cares for someone should watch this."

"Awesome! Love this play. Everything is what I see every day! Trying to help everyone understand dementia. Celebrate the person and not to shut them down."

"humbling... hopeful...powerful...thought provoking...profound"



[CrackedonDementia](https://www.facebook.com/CrackedonDementia)



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SAVE THE DATE!

**Celebrating the partners of the
Partnerships in Dementia Care Alliance:
Inspiring Culture Change in Dementia Care**

**Friday November 20th
9:30 am - 4:30 pm
University of Waterloo
Federation Hall**

Keynote Speaker: Dr. Al Power
*Dementia Beyond Disease:
Creating a culture of well-being for all*



PARTNERSHIPS IN DEMENTIA CARE (PIDC) ALLIANCE PARTNERS

Culture Change Coalition Sites

[Bloomington Cove Care Community](#)
[Huron County](#)
[The Royal Oak](#)
[The Village of Wentworth Heights](#)
[The Willowgrove](#)
[Yee Hong Centre for Geriatric Care](#)

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PiDC Alliance Partners

[Advocacy Centre for the Elderly](#)
[Alzheimer Knowledge Exchange](#)
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[Alzheimer Society of Canada](#)
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[Alzheimer Society, London and Middlesex](#)
[Alzheimer Society of Ontario](#)
[Alzheimer Society, Peel](#)
[Alzheimer Society, York Region](#)
[Canadian Coalition for Seniors' Mental Health](#)
[Canadian Dementia Knowledge Translation Network](#)
[Canadian Gerontological Nurses Association](#)
[Chartwell Long Term Care Homes](#)
[Concerned Friends of Ontario Citizens in Care Facilities](#)
[Conestoga College Institute of Technology and Advanced Learning](#)
[Dementia Advocacy and Support Network International](#)

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[Faculty of Health Sciences, McMaster University](#)
[Faculty of Health Sciences, Western University](#)
[Faculty of Nursing, University of Windsor](#)
[Geriatric Psychiatry Program, Mount Sinai Hospital](#)
[Hamilton Niagara Haldimand Brant LHIN](#)
[Homewood Health Centre](#)
[Java Music Club](#)
[Local Health Integration Network - Central](#)
[Long-Term and Continuing Care Association of Manitoba](#)
[Ministry of Health and Long-Term Care](#)
[Murray Alzheimer Research and Education Program](#)
[National Initiative for the Care of the Elderly](#)
[Office of the President, University of Windsor](#)
[Office of the Vice-President, Research, University of Waterloo](#)
[One Care](#)
[Ontario Association of Non-Profit Homes and Services for Seniors](#)
[Ontario Community Support Association](#)
[Ontario Dementia Network](#)
[Ontario Family Councils' Program](#)
[Ontario Interdisciplinary Council of Aging and Health](#)
[Ontario Long-Term Care Association](#)
[Ontario PsychoGeriatric Association](#)
[Ontario Seniors' Secretariat](#)
[Regional Geriatric Program Central](#)
[Registered Nurses' Association of Ontario](#)
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[Saint Elizabeth Health Care](#)
[Schlegel-UW Research Institute for Aging](#)
[School of Part-Time Studies, Algonquin College](#)
[Seniors Health Research Transfer Network](#)
[Sheridan Elder Research Centre, Sheridan College](#)
[Sienna Senior Living](#)
[South West Community Care Access Centre](#)
[South West Local Health Integration Network](#)
[Specialized Geriatric Services of Southwestern Ontario](#)
[The Village of Wentworth Heights](#)
[University of British Columbia](#)
[Waterloo-Wellington LTCH Linkages](#)

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