

PiDC

Partnerships
in Dementia Care

Enhancing Dementia Care for Everyone



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Culture Change Toolkit
activities, and resources
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Dawn... our work begins

Dawn is the first phase of the Culture Change journey. In this stage, members work together to establish a Culture Change Coalition that is inclusive to all key stakeholders and where they begin to develop trusting relationships. Dawn includes:

- Taking the time to learn about each other.
- Ensuring all members develop the skills and knowledge necessary to meaningfully participate.
- Breaking away from 'traditional' problem solving and adopting the language and approach of **Appreciative Inquiry**.

Focus on what is working well, build on those successes, replicate and expand on positive processes to meet your goals.

- Creating terms of reference to guide the Culture Change Coalition.
- Creating a safe, inclusive space for culture change based on **Authentic Partnerships**. (Refer to the activity on the back of this sheet).

Maintain a genuine regard for the self and others. Create synergistic relationships. Focus on the process.

- Reflecting and setting a 'baseline' of the current care/work culture.

By the end of this phase, the coalition will have developed a shared purpose in the culture change journey and will be ready to begin the Discovery phase.

"I quite like the approach of the positive. It is so refreshing in our industry to be working on a project that concentrates on the positive because you don't get a lot of that. Everything is always looking at what you're not doing. So this is so enjoyable."
- Culture Change Coalition Member

Helpful Tips

- Include a diverse group of key stakeholders, especially persons who are most strongly impacted (e.g. persons living with Alzheimer's Disease and Related Dementias, family, partners in care, and direct care staff).
- Establish a 'champion' who will facilitate the Culture Change Coalition meetings/process.
- The Dawn phase can take anywhere from six months to a year. Your process may take more or less time depending on how frequently you are able to meet.

Dawn Activity

Find more activities and resources in our Culture Change Toolkit uwaterloo.ca/pidc

Creating a Safe and Secure Environment

Purpose: To identify what should be done so that Culture Change Coalition members feel safe and secure in the Culture Change process and to ensure the group feels safe sharing perspectives openly and honestly.

On a piece of chart paper or the whiteboard create a table which looks like the following:

Personal Safety	Group Safety

Materials: Sticky notes or small pieces of paper and adhesive tape (allow for several notes pages per person), chart paper or whiteboard, pens/ markers, instructions for participants.

Instructions:

1. Ask all coalition members (including facilitators) to reflect on the following questions and write each response on a separate Post-it note (each person will likely have several different responses):

- What do you need from your fellow Culture Change Coalition members to fully participate in the coalition?
- What do you need to feel safe and supported in this partnership?
- What might the group need to work well together?

2. Have coalition members post their notes on the whiteboard or chart paper.

3. As a group, organize the notes into similar categories (e.g., use of language, support from leaders) and reflect on what might have emerged, what similarities there are between personal and group needs, etc.

4. Work together to identify principles for supporting personal safety and for nurturing group trust and safety.

5. Revisit and critically reflect on these principles regularly and revise as needed.