

PiDC

Partnerships
in Dementia Care

Enhancing Dementia Care for Everyone



PiDC Alliance Connection Newsletter

PROVIDING UPDATES • COMMUNICATING FINDINGS • SHARING RESOURCES • CONNECTING PARTNERS

Celebrating the Partners of the PiDC Alliance: Inspiring Culture Change in Dementia Care

On November 20th 2015 the Partnerships in Dementia Care Alliance held an event to celebrate the partners of the Alliance and inspire service providers, retirement/long-term staff and persons in the community to enhance dementia care through culture change. The day started with an energetic performance of Chuck Pyle's "Step by Step" by Dr. Al Power and a keynote on *Dementia Beyond Disease: Creating a culture of well-being for all*.

Creating the Ideal Culture Change Process

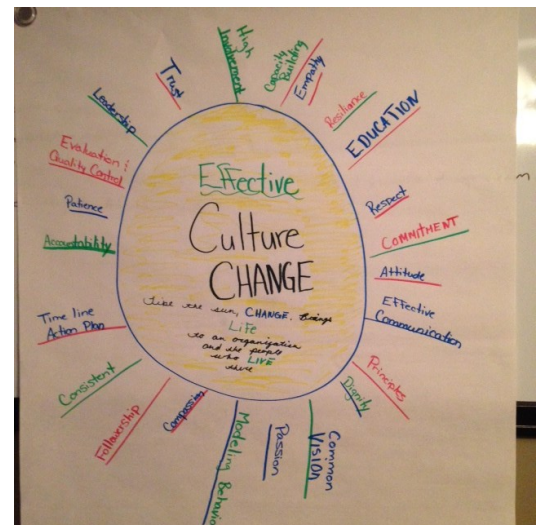
During this exercise participants reflected on their culture change journeys so far and what an ideal culture change process would look like. Together they created a visual representation of what would be needed for culture change to work at its best.



- * Residents, staff and community engagement
- * Ownership
- * Increase in staff to resident ratio
- * Innovation
- * Language change
- * Capacity building
- * Modeling behavior
- * Passion
- * Strong leadership
- * Commitment
- * Life, laughter, love
- * Youth and children
- * Relationships
- * Champions
- * Resident voice/choice
- * Music
- * Humour
- * Attitude adjustment
- * Individuality
- * Well-being
- * Celebration
- * Reflection
- * Flexibility
- * Evaluation



“Like the sun,
CHANGE,
brings **LIFE**
to an
organization
and the people
who **LIVE**
there”



Characteristics of Ideal Care Experiences and Indicators of Culture Change

During this exercise, groups were asked to reflect on the characteristics of an ideal care experience and identify indicators that will tell us that culture change is happening and an ideal care experience is in place.

Below are some examples of what the groups came up with.

Caring experiences are at their best when:

- there is nurturing, reciprocal and meaningful relationships between all in the care context including persons with dementia/residents, family members, and staff
 - residents help each other; there are smiles and laughter; families know the names of staff; the management and staff hierarchy is broken down (are colleagues)
- persons with dementia/residents, family members and staff all feel valued, appreciated and recognize
 - residents trust that staff will listen and respond; families feel that they are heard and have a say; staff are well supported and have enough time to provide customized care
- flexible, consistent, life-affirming and person-centred care is the norm and choices are respected and honoured
 - residents' culture is learned and honoured; family members' opinions are valued; staff have enough time to build relationships with residents
- persons with dementia/residents, family members and staff participate together regularly in meaningful, inclusive, and engaging activities
 - persons with dementia/residents contribute to the life of the home; families participate, and are present in activities; staff have more time to participate in activities and the ability to be flexible and build rapport
- living spaces and environments are safe, accessible and feel/are like home
 - residents have a combination of multi-purpose spaces (social, quiet) with access to meaningful resources (e.g., books, cards, films); families can share birthdays and have family get-togethers; staff have a dedicated space for them to recharge on their breaks
- there is humour, laughter and fun
 - residents report feeling happy and healthy, fun and safe; families are empowered to be involved (e.g., playing piano, singing, feeding, decorating, and attending various parties); staff are smiling and happy
- persons with dementia/residents, family members, and staff have the education, knowledge, information, and support they need to live and care well
 - residents participate in the delivery of every dementia care or culture change program; families experience lower burnout, less stress, less time off, and visits to the doctor; 100% of LTC staff across all departments receive training in diverse approaches to dementia care (at least annually)

Culture Change Posters

The PiDC Alliance culture change coalitions were asked to share what they were most proud of during their culture change journey. The following posters represent their stories and experiences. The posters can also be viewed at:

<http://bit.ly/1OzOyAM>

THE WILLOWGROVE DREAMWEAVERS

"We are evolving. There are changes happening now."

"We work hard to include residents and encourage family involvement."

This is the way to culture change




"Every day a staff member picks flowers and puts them in a resident's hair, it makes the resident feel special and look beautiful."
- WOW MOMENT



"It has really changed our mindset about how we approach things and it has brought to the forefront to take the task out of the job and to put the care into caring."



"We are putting the laughter back in the workplace."



WOW moments culture change tree.

YEE HONG CENTRE FOR GERIATRIC CARE MARKHAM



"[I'm] proud that we have been able to involve the residents in this project and find out how they enjoy their life at Yee Hong."



Photo courtesy of Cathy Greenleaf © 2014

"[The process] shifts my mindset, not just based on the data, [I think] I should shift on the other side, other aspect, the emotional side of staff. When I look at all the comments from the family members, from the staff, from the community, and then I realize Yee Hong [has] a really good profile of care for the residents. So I'm so proud of the Yee Hong members."



"We need to embrace strengths, identity and confidence -- but also recognize when we are not as strong -- so we can continue to be better and remain committed [to culture change]."



Yee Hong Centre for Geriatric Care



Partnerships in Dementia Care

HURON COUNTY PARTNERS FOR DEMENTIA SUPPORT



Huron County Partners for Dementia Support



"My awareness and my interest is peaked. I want to know more, I want to know how can I look after my clients better? how can I link them better? support them better at home. It's been my linkages here...hearing that we are struggling with some issues... I have benefited from that. So building those relationships is what I have seen..."

Huron County healthcare workers collaborate with university researchers

Improving quality of care for people with dementia in Huron County

"Have them tell you what they need, and just listen. Stop focusing on what we think they need... you got to see them for where they are today...make them feel comfortable and building that trust. Really listen, hear what they have to say -- both the person with dementia and their family. Work together as a team and really build that relationship."



"I have become more aware of the need for culture change and advocate for it at every opportunity. I make every effort to be empathetic in all my interactions with people with dementia, their families and professionals."



Saint Elizabeth
Well beyond health care

Alzheimer Society
HURON COUNTY

PARTNERING TOGETHER FOR CHANGE



Living Quilt - made by residents representing Bloomington Cove's unique community.

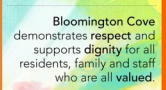
"What I really liked is that we have staff, management, we have family members, some residents, all coming together around the table and talking about common goals."



"It's actually changed...my leadership style...It hit home with me...there's always an opportunity... to talk to them appreciatively and ask and seek their input and I think being an advocate of that has taken me a long way."



"It's more confidence I think is maybe a better word, confidence in their relationships, more human relationships."



Bloomington Cove demonstrates respect and supports dignity for all residents, family and staff who are all valued.



REACHING FOR NEW HEIGHTS

Schlegel Villages

"My other favourite change is 'Care-giver' to 'Care Partner.' Care-givers creates a relationship of co-dependence where we both have a role either as the giver or the receiver of care. I love that with Care Partners it indicates a mutual relationship where we care for each other and it transcends departments and instead makes us a real team of residents, families, volunteers, team members ...all in it together."



"I love the passion that newer members have as people join, they feel very excited, and they are excited to learn. We have been able to get new members to come to the committee. This means we are making a difference. The excitement is spreading. The excitement keeps us excited."

"We try to embrace our family members. We are privileged to have relationships with family members. And we want families to trust that when they go home that we are taking care of the resident."



ADVISORY GROUP Persons Living with Dementia and Care Partners



Advisory Group Background

- The PiDC Alliance sent out a call inviting persons living with dementia and family members to come together and provide insight and feedback about their experiences living with dementia. A 12-member advisory group, comprised of six from with dementia living in the community and their spouses, was established. The group meets monthly and are strong advocates for the dementia cause.

Together they have:

- Explored what supportive relationships look like
- Examined what it means to live well with dementia
- Written a story about their experiences in the Memory Boosters Social Club
- Assisted with the development of a video on living well with dementia
- Continue to have fun together and support each other



"Memory Boosters gave us an outlet to connect and expand our friendships, and to try some activities we may not have otherwise considered. It brought back some fun and he also felt an inspiration to help others."

"We don't have to look for anything - we have it all here."

Memory Boosters - Why it works!

- It's social and fun (bowling, themed parties, music & dancing)
- everyone is on a shared journey so there is a common experience
- people care and often develop family-like relationships
- it is a one-of-a-kind, strengths-based program
- it has a flexible and open structure
- it is a shared responsibility for creating a welcoming environment



Memory Boosters Social Group

- A peer led social club for persons with dementia and their care partners, created in 2012 by Anne Hopewell, Ron Hopewell, Harry Gutoskie, and Bev McMillan.
- Goals:**
 - provide a warm and supportive place for people with dementia and their care partners to socialize, relax, and have fun together.
 - share useful information, such as educational seminars, adult-day programs, and services.

"We're all on the same road. We all understand what we're going through. And then you relax and you can be your silly self."

Photos from the Day

We would like to thank every one who attended our Culture Change Celebration on November 20th. You made the day such a huge success! It was so lovely and incredibly inspirational to see such a diverse group of people come together to support the culture change movement in Canada.



Reaching for New Heights, Village of Wentworth Heights



Yee Hong Centre for Geriatric Care, Markham



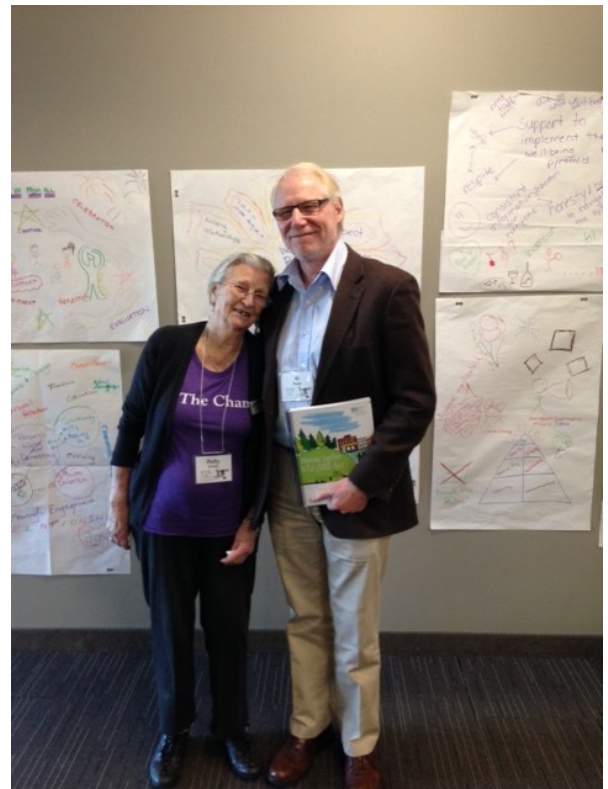
Advisory Group of Persons Living with Dementia and Care Partners



Sienna Senior Living, Bloomington Cove Care Community



Cathy Ritsema, Huron County Partners for Dementia Support



Polly Brown and Dr. Al Power

LIVING Well with Dementia Video



During the celebration event the PiDC Alliance launched *LIVING Well with Dementia*, a video created in partnership with the PiDC Advisory Group of persons living with dementia and their family members.

The video speaks to what it means for persons with dementia and their care partners to live well with dementia.

It can be viewed at: <https://youtu.be/HQLNHJB10jU>

Walk with Me Conference

**Walk with Me:
Changing the Culture of Aging in Canada
March 10-11, 2016
Fantasyland Hotel, Edmonton, Alberta**



WALK with ME

Changing the culture of aging in Canada

March 10 & 11, 2016 | Fantasyland Hotel | Edmonton, Alberta

2nd Canadian conference on culture change

Walk with Me 2016 marks Canada's second national conference on culture change, and will bring together older adults/residents, caregivers, educators, policy makers, students and researchers from across the country to learn how to enhance the journey of aging across the continuum of care.

The conference will share culture change initiatives from across Canada, and features four exciting keynotes, including Dr. Sherry Dupuis (see below) and closing keynote Daniella Greenwood from Arcare Australia. Daniella will highlight the power of a relationship-focused approach to elder care, including key operational tips and practical tools that will assist in bringing relational approaches to life in your organization.

To register for Walk with Me 2016 and view the program, visit www.the-ria.ca/walkwithme

Keynote

March 11, 2016, 8:45AM – 10:00AM

'Just Dance with Me': The Power of Relationships in LIVING

Dr. Sherry Dupuis, Recreation and Leisure Studies and the PiDC Alliance, University of Waterloo

Relationships at multiple levels shape our everyday experiences, limiting and supporting our potential for and ability to live to the fullest. In this interactive session, we will explore relationships at the personal, organizational, and system levels that shape the aging experience and imagine new possibilities for supporting thriving in later life.

Walk with Me 2016 is hosted by the Schlegel-UW Research Institute for Aging and the CapitalCare Foundation with feature sponsorships from Schlegel Villages, Revera Inc., Rexall, and Medical Mart/First Quality.

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

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[Alzheimer Knowledge Exchange](#)
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[Alzheimer Society, Peel](#)
[Alzheimer Society, York Region](#)
[Canadian Coalition for Seniors' Mental Health](#)
[Canadian Dementia Knowledge Translation Network](#)
[Canadian Gerontological Nurses Association](#)
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[Dementia Advocacy and Support Network International](#)
[Department of Psychiatry and Behavioural Neurosciences, McMaster University](#)
[Department of Psychiatry, Queen's University](#)
[Dotsa Bitove Wellness Academy](#)

[Division of Geriatric Psychiatry](#)
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[University](#)
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[University](#)
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[Hamilton Niagara Haldimand Brant LHIN](#)
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[Java Music Club](#)
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[Waterloo-Wellington LTCH Linkages](#)

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<https://www.youtube.com/channel/UCmkTwBXQx8WjYt1D7xOc9w>