



PiDC Alliance Connection Newsletter

PROVIDING UPDATES ◦ COMMUNICATING FINDINGS ◦ SHARING RESOURCES ◦ CONNECTING PARTNERS

Canadian Association on Gerontology Conference 2014

On October 17th 2014 the PiDC Alliance had the pleasure of presenting a symposium at the 43rd Annual Scientific and Educational Meeting of the Canadian Association on Gerontology 2014 - the Landscapes of Aging.



The symposium *Changing the Culture of Dementia Care:*

The Work of the Partnerships in Dementia Care (PIDC) Alliance included an overview of the culture change work happening in four of our culture change coalition sites.

Presented by Kimberly Lopez, Dr. Jenny Ploeg, and Sian Lockwood [*A Dawn and Discovery Process Rooted in "Culture" at Yee Hong Centre for Geriatric Care*](#) described how community-oriented values are being integrated with East-Asian culture to foster caring relationships within a LTC home.

Presented by Dr. Sherry Dupuis, Janet McKeown, and Dr. Lisa Meschino [*Partnering Together to Dream and Design a New Culture of Dementia Care*](#) shared the process, strategies, learnings, and tools used to envision new possibilities and create aspiration statements being used to guide a culture change process within a dementia-specific LTC home.

Presented by Dr. Lorna de Witt and Dr. Darla Fortune [*The Heart of Dementia Care in a Community Setting: Insights on Relationships from the Huron County Culture Change Coalition*](#) presented research findings to illuminate key relational elements that exist for various partners involved in dementia care in a rural community setting.

Presented by Kristie Wiedenfeld, Jennifer Carson, Susan Brown, and Dr. Carrie McAiney [*Putting LIVING First: Reflections on the Culture Change Journey at The Village of Wentworth Heights*](#) focused on learnings from a process in which residents, family members, staff members, and researchers work together to put living first in their long-term care home.

Culture Change Coalition Updates

Discovering & Sharing our Strengths at Yee Hong

Yee Hong Culture Change Coalition

Discovery Phase Findings

Photo Credit: © Cathy Greenblat 2014

Honouring Culture and Diversity is at the core of our community, and is upheld by our organizational values and vision, and evident in daily activities, strong relationships, and lively celebrations. We excel at honouring culture and diversity by welcoming of cultural and ethnic backgrounds; embracing the importance of celebration, and appreciating food.



Trusting in Accountable & Responsive Leadership has been formed through a reliable and accountable administrative team and management, family council, residents' council, and a strong volunteer program (to name a few). Yee Hong's leadership are progressive, honest, sincere, and action-oriented, especially when concerns or requests are raised. Further, we feel Yee Hong's strength in leadership can be attributed to being willing to go "above and beyond" by "seeking out new methods in long-term care," engaging stakeholders, and making them feel connected to what is happening at Yee Hong.

The little table almost half of table. They spend a lot of time talking to you, looking to my point, while the other they are doing. I've got both sides to understand how they're treated. So that's the great feeling part. - Family member



Overall, they do make a lot of effort to make residents feel like belonging here. - Family member



Going the Extra Mile to Better Resident Care highlights Yee Hong's efforts to ensure the highest quality resident care is experienced by all residents. Yee Hong's excellence in resident care is made possible by providing reliable, flexible, and dedicated care; focusing on responsive, resident-centred care; and nurturing loving, attentive and compassionate care relationships with residents. By going the extra mile in support of better resident care, stakeholders of Yee Hong are championing a strong reputation for excellence in quality of care.



I am happy here. I love with people. They make everything, the staff, the volunteers, all very nice. - Resident



Every person in his service and is called upon. I will go and help and they will do the same to me. - Staff member



Lots of space. We can walk around and have another just good. - Volunteer

Recognizing and Showing Appreciation of Staff, Residents, Family, & Volunteers represents our capacity to acknowledge efforts and contributions made by staff, residents, family members, and community partners. In doing so, we are maintaining a respectful and safe atmosphere in our living and working spaces and continue being proud of all contributions that take place at Yee Hong.

I love what attracted us to Yee Hong was the culture, the atmosphere. We had a lot of things, and so that was what really attracted us to Yee Hong and my sister who was attracted too. - Family member

Ensuring Yee Hong "Feels Like Home" is made possible by maintaining a community feel that is meaningful to everyone. To accomplish this aim, we are focused on having engaging, meaningful and inclusive activities and social experiences for everyone; ensuring everyone feels comfortable and relaxed; fostering strong connections; working together; committing to open communication; and keeping a clean, safe, spacious and accessible environment.

Yee Hong Centre for Geriatric Care

On December 5, 2015 during a staff appreciation party, the Yee Hong Culture Change Coalition celebrated the completion of the Discovery phase by sharing the positive stories about Yee Hong that they gathered from residents, family members, staff, volunteers, and community partners. The event included an exciting Family Feud game where the CCC members shared Discovery themes and quotes from residents, staff, families and community partners, and a poster that showcased beautiful pictures taken by professional world-renowned photographer Cathy Greenblat. Cathy Greenblat's pictures captured Yee Hong's excellence in care through culture, diversity and a home-like environment.

Huron County Partners for Dementia Support

Recently, the Huron County Culture Change Coalition decided to change their name to better reflect the partnership that exists between OneCare, St. Elizabeth, the Alzheimer Society Huron County and the South-West CCAC. They are now called the *Huron County Partners for Dementia Support!* The group is currently working on a logo to represent their new name and help increase awareness of their coalition in the community. They are also busy working away at creating tangible actions to work on during the next year as they continue through the Design phase of their culture change journey.

Partnering Together for Change

Thank You for Sharing Your "Bright Ideas"



Ensuring each resident is able to use their own coffee mug or tea cup from home.



Having a theme night where all staff, family members and residents dress up in costumes.

The Partnering Together for Change team at Bloomington Cove were busy throughout the summer gathering feedback on their aspiration statements. Now they are sharing the wonderful feedback they received, or Bright Ideas! with their community.

They are also planning a performance of *Cracked: New light on dementia* for the Stouffville community in January 2015 for Alzheimer Awareness month.

Reaching for New Heights

The Reaching for New Heights (RFNH) culture change coalition recently celebrated 13 years of Putting Living First at the Village of Wentworth Heights.

The celebration included cupcakes, a painting of a family tree complete with resident and staff thumbprints, thankful leaves that described what residents and staff were thankful for, and last but not least - a cheer performed by the staff!

The RFNH team also sent out surveys last month to gather information from the staff about what culture change and flexible living means to them, and about their education needs.

This feedback will guide their planning as they move into 2015 and beyond.



Culture Change Coalition Updates

The Willowgrove Dream Weavers

One of our two newest culture change coalitions, The Willowgrove, Chartwell has been working through the Dawn phase by building trusting relationships, creating a safe space, determining the group's expectations, creating a terms of reference, and reflecting on the current culture in the home. While the group worked through Dawn they also decided to change their name to *The Dream Weavers*.

The group will also be busy capturing "WOW" moments from residents, family members, and staff as they start to plan their Discovery phase. These positive moments will inform the group about what is working well as they begin to dream an ideal care experience.

The Royal Oak Making a Difference Committee

The Royal Oak, Chartwell started their Dawn phase by identifying which voices in their community need to be included in their culture change journey. They also reflected on the current culture in the home and are busy working on creating a visual representation of their Guiding Principles. During the Dawn phase the Royal Oak culture change coalition re-named themselves the *Making a Difference Committee*.

Members of the Making a Difference Committee are starting to plan their Discovery phase and are excited about gathering positive stories from their community and learning about how they might enhance the culture of care at The Royal Oak.

Persons with Dementia Advisory Group

In October 2014, the PiDC Alliance established a persons with dementia advisory committee. The driving force behind the creation of this committee was the need to find additional ways to include the voices of persons living with dementia in our research processes. With this idea in mind, the advisory committee brings together persons living with dementia and their spouses once a month to share their input on the culture change work being done by the Alliance. Since its inception, the advisory group has provided feedback on several CCC aspiration statements and related topics, including the importance of relationships as well as friendships to the dementia journey and how communities can continue become more dementia friendly.

We look forward to continuing our work with the advisory committee in the New Year!

If you would like more information about the work of the advisory committee please contact Sian Lockwood at sian.lockwood@uwaterloo.ca

*Please note, at this time the membership on the committee is currently at capacity.



Congratulations Dr. Dupuis!

It is with great pride that we report that Dr. Sherry Dupuis has been named one of the 14 [Canadian Women Changing Healthcare](#).

The Canadian Women Changing Healthcare annual list *"honours a group of women who've shown selfless leadership, relentless commitment to change and act as role models that all of us, men and women alike, should seek to emulate. They represent the health spectrum – professionals, educators, business executives, creatives, and of course, patients. The work they do impacts and benefits all of us."* -Zal Press, Executive Director, Patient Commando.



Happy Holidays from the PiDC Alliance!



PARTNERSHIPS IN DEMENTIA CARE (PIDC) ALLIANCE PARTNERS

Culture Change Coalition Sites

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

Research Management Team

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David Harvey, [Alzheimer Society of Ontario](#)
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PiDC Alliance Partners

[Advocacy Centre for the Elderly](#)
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[Alzheimer Society, Huron County](#)
[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](#)
[Department of Psychiatry and Behavioural Neurosciences, McMaster University](#)
[Department of Psychiatry, Queen's University](#)
[Division of Geriatric Psychiatry, McMaster University](#)
[Faculty of Applied Health Sciences, University of Waterloo](#)
[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](#)
[Revera Incorporated](#)
[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](#)
[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](#)
[Yee Hong Centre for Geriatric Care](#)

PiDC

Partnerships
in Dementia Care

Enhancing Dementia Care for Everyone



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