

PiDC

Partnerships
in Dementia Care

Enhancing Dementia Care for Everyone



Find our
Culture Change Toolkit
activities, and resources
at uwaterloo.ca/pidc

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Discovery...appreciating the best of what is

Discovery is the second phase of the Culture Change journey. In this stage, members work together to discover what gives life to a community when it is at its best, and ask themselves what the information is telling them about an ideal future. Discovery includes:

- Identifying the goals of Discovery
 - ⇒ what do you want to discover?
 - ⇒ what for?
 - ⇒ what will you do with the information?
- Determining the logistics of the Discovery process
 - ⇒ who will be involved?
 - ⇒ where and when will Discovery take place?
 - ⇒ what approaches will be used?
 - ⇒ how will you capture stories and experiences?
- Gaining the perspectives and opinions of diverse members of the community through collecting positive stories
 - ⇒ interviews (refer to the guide on the back of this sheet for a list of questions to ask)
 - ⇒ focus groups
 - ⇒ surveys
 - ⇒ forums
 - ⇒ conversations
 - ⇒ arts-based activities

- Analyzing discovery information and learning about existing strengths
 - ⇒ what is working well?
 - ⇒ what is the information telling you about an ideal future?

"I'm getting a little more of an idea from the family's perspective. I thought I knew what they were going through, but I never really thought about how we could help them"

- Culture Change Coalition Member

Helpful Tips

- Discovery is most effective when all voices within the organization or community are heard
- Connect and reach out to your community via:
 - ⇒ flyers and posters
 - ⇒ social media
 - ⇒ websites/email
 - ⇒ newsletters
 - ⇒ newspaper
 - ⇒ radio
 - ⇒ events

Discovery Guide

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

Sample Discovery Questions

Below are lists of questions used during 'Discovery' from one of our Culture Change Coalitions. It is important that the Culture Change Coalition creates their own *Appreciative* questions that are related to established group expectations.

Note: while the types of questions asked to each group below are quite similar, they are phrased differently to account for each group's particular position, or needs.

Questions for Residents/Persons with Dementia

1. Describe a positive helping/caring experience that you have been a part of.
2. What do you enjoy most about your day? What makes you happy?
3. What do you like best about (name of long-term care home or service provider)?
4. How can we make life better for you?
5. If you could suggest ways to improve the care and support you are receiving, what would you suggest?
6. What do you do to take care of yourself (make yourself feel good)?

Questions for Family Members

1. What do you like best about (name of long-term care home, or service provider)?
2. Describe a positive helping/caring experience you have been a part of, what made it positive?
3. Describe a situation when you received help/support to care for your relative with dementia.
4. What would an ideal care experience look like for you?
5. If you could suggest ways to improve the care and support that you receive, what would you suggest?
6. What do you do to take care of yourself (make yourself feel good)?

Questions for Staff

1. What do you like best about your work at <organization name>?
2. Describe a positive caring experience you have been a part of. What made it a positive experience?
3. What do you do to create a positive caring experience with persons with dementia and their family members?
4. What resources do you use to build positive caring experiences with persons with dementia and their families?
5. What would an ideal care experience look like for you?
6. What do you do to take care of yourself (make yourself feel good)?
7. Describe a time when you felt most supported (or most valued). What was happening?