

Yee Hong Ho Lai Oi Wan Centre

- CCC Research Site

Jenny Ploeg, RN, PhD

Jessica Luh, MA



This research was supported by the Social Sciences and Humanities Research Council



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada

Overview

Purpose:

- To describe some of the unique challenges of the culture change process experienced thus far in the journey.
- To share some of the lessons we have learned.

Presentation Overview:

- Yee Hong Centre and CCC Team
- Challenges ("Speed bumps")
- Lessons Learned ("Ramps")

Yee Hong Ho Lai Oi Wan Centre

- 1 of 4 Yee Hong Geriatric Care Centres in Ontario.
- A 200-bed long-term care home in Markham.
- Centre provides care for elders of both Chinese and South Asian descent.
- Staff at Yee Hong emphasize culturally and linguistically appropriate care that supports healthy, independent, dignified living.

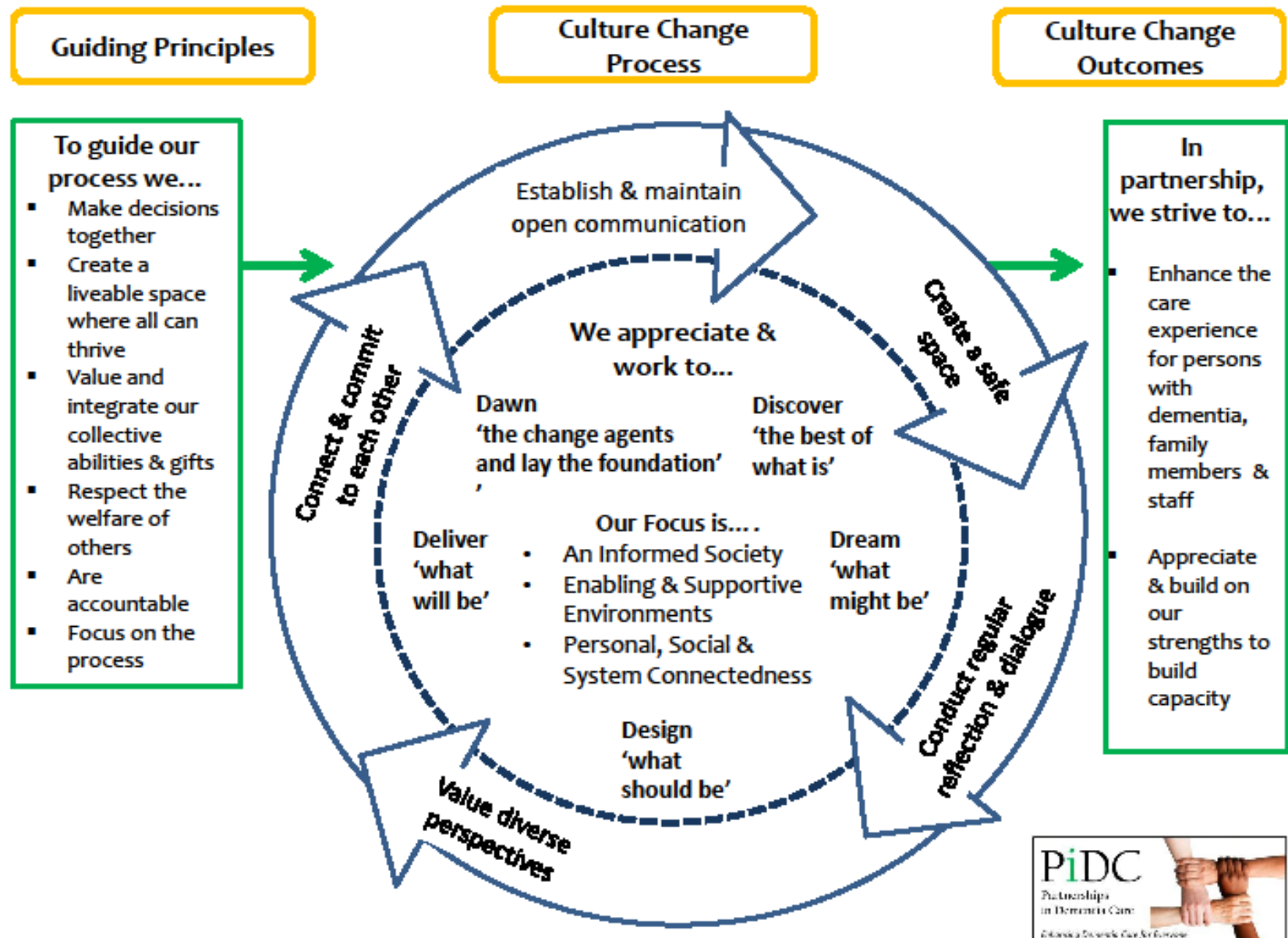


"Yee Hong" means good health in a holistic sense, replete with happiness and contentment.

Yee Hong CCC Team Members

- Yee Hong resident
- Family partner in care
- Staff representation (4 floors)
- Nursing staff (RN, RPN, PSW)
- Activation/Recreation staff
- Social Worker
- Physio & Occupational Therapists
- Executive Director
- PiDC Researchers

Integration of the ADRD Framework, an Authentic Partnership Approach and Appreciative Inquiry



Key Challenges (Speed-bumps)

- **Language and Communication Barriers**
 - English is a second language for most of the members.
 - communication barriers still may exist even if language barriers are removed due to cultural norms/beliefs.
- **Maintaining Harmonious Relationships** – within living and work environment
- **Hierarchical Structure** (social and work) – maintaining order and respecting authority
- Challenges were acknowledged by Management staff ?

Lessons Learned (Ramps)

Addressing Language and Communication Barriers

- Acknowledging that English was not everyone's first language
- Use simple terms, language, printed materials, pictures/diagrams. Eg AI arrows on walls
- Provide more time for content absorption and Q&A.
- Translate materials and/or group activity outcomes eg guiding principles.
- Use various mediums for group dialogue and exploration (drawing, song, poetry, and drama).

Lessons Learned (Ramps)

Addressing Language and Communication Barriers – cont'd

- Use more 1:1 and small group activities:
 - allows for info sharing and dialogue amongst peers (clarification).
 - members chose their own small group composition.

Lessons Learned (Ramps)

Maintaining Harmony & Breaking Down Hierarchical Structure

- Getting to Know You Exercises – ice breakers.
- Mapping Community Exercise – determined and recognized all stakeholders within Yee Hong (all levels/departments).
- We discussed the concept of a “safe space” and what that looks like for CCC members.

Lessons Learned (Ramps)

Safe Space: It's ok to say pass if you do not feel comfortable participating in a certain activity or discussion

For my ideas to be heard and respected

Be open to showing appreciation for one another and provide positive feedback

Team Spirit

To be able to share my experiences and personal stories without judgement and confidential

Being accepted, supported and encouraged

Everyone stay open minded and willing to make change

Lessons Learned (Ramps)

Harmony & Breaking Down Hierarchical Structure – cont'd

- Have small groups or 1:1 conversations – empower through encouragement.
- Have open dialogue about member's individual and group expectations.
- Engage in reflective exercises that challenged assumptions about including residents and persons living with dementia in decision making.
- Work collaboratively to create CCC committee guiding principles. (next slide)

YEE HONG CULTURE CHANGE COALITION

GUIDING PRINCIPLES

1. We will be inclusive in our work together. We will respect one another and our ideas. We will respect different cultures, backgrounds, and perspectives.
 2. When we collaborate, we will be open-minded and non-judgmental. We will be open to change.
 3. We will put our heart into our work and be truly committed to change.
 4. We will be creative and courageous. We will be open to taking risks together.
 5. We will encourage each other to stay positive, have fun, and celebrate.
-

Lessons Learned (Ramps)

Harmony & Breaking Down Hierarchical Structure – cont'd

- Have smaller working groups (12-15 people) and consistent membership.
- Know the organizational culture and issues beforehand.
- Invest ***time*** into building relationships and helping people to feel comfortable with each other.
 - ***share a meal*** and spend time learning more about each other.



Contact

Jenny Ploeg, RN, PhD

McMaster University

Email: ploegj@mcmaster.ca

Phone: (905) 525-9140 ext 22294

For more information about the PiDC,
please go to our website: www.pidc.uwaterloo.ca



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada