

Living our Values



L-R: Resident Doreen N with staff member Betts Blakley



L-R: Site Director Lori White with resident Olga M.

Be Yourself, Be Present

CapitalCare Grandview added a new twist to an annual event, helping staff learn about person-centred care. Corporate Services staff were invited to the annual Klondike Days brunch. The twist was staff accompanied a resident to lunch, and got a free lunch for themselves.

During the food service part of the event, everybody had the opportunity to have intimate one-on-one conversation with their companion. No two conversations were alike; some used the pancake-themed lunch to talk about favourite foods; others talked about sports or the weather.

“Residents felt valued, that someone new was taking an interest in them,” says Lori White, Site Director. “Corporate Services staff don’t see our residents on a daily basis, and so it fits with our ‘closer to the resident’ philosophy.”

CapitalCare defines person-centred care as

knowing each resident as an individual, respecting their choices and helping them to live fully.

The activity was also an example of the values Be Yourself and Be Present. Be Yourself includes being genuine and sharing something about yourself. Being Present includes being in the moment with the resident. Both values help to create relationship with the residents.

“It was a great experience,” says Executive Assistant Betts Blakley, who was paired with resident Doreen N.. “I was surprised at how easy it was to make someone happy just by being with them.”

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