



The **CONNECTIONS NEWSLETTER** is a collaboration between residents, families, and staff that aims to create connections across the Long-Term Care and Assisted Living community within Vancouver Coastal Health. It is an opportunity to share meaningful stories and celebrate what makes long-term care and assisted living special, bringing to reality the spirit of living meaningfully in community with dignity, connection and well-being.

If you want to subscribe to receive a digital copy of the Connections Newsletter, share feedback, or request your home and/or your story be shared next, please send an email to: VCH-LTC-Connections@vch.ca



GETTING TO KNOW THE COMMUNITY

Home Profile: S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home in Vancouver



Opened in 2001, S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home is a long-term care home located in historic Chinatown in Vancouver, home to 114 residents. The care home is part of a larger campus-of-care model operated by S.U.C.C.E.S.S. Multi-Level Care Society (MLC) which includes an adult day program (Chieng's Adult Day Centre) located on the same property and assisted living (Harmony House) in the adjacent building. There are also self-paid long-term care beds available.

Embracing the philosophy of the Eden Alternative and person-centred care, S.U.C.C.E.S.S. MLC supports their residents holistically, including a strong focus on culturally-appropriate care. Along with English, many staff are multilingual, helping build relationships with residents who may prefer to converse or be cared for in alternative languages, including Cantonese and Mandarin.

S.U.C.C.E.S.S. MLC believes in creating a home-like environment for both residents and families and are proud to have been able to support strong and uninterrupted Resident and Family Councils since opening. This helps ensure that voices are heard and that there are avenues for questions and feedback to be addressed, in addition to the day-to-day relationships that residents and families have with care staff. Annually, the Resident Council organizes outings which focus on relationship building and embracing Chinese culture (e.g. Dim Sum lunch and visits to the Chinese Canadian Museum). The Family Council (pictured) volunteers in recreation programs including the annual summer special outdoor event for residents and families. Additionally, S.U.C.C.E.S.S. MLC is committed to ongoing meaningful engagement with residents and families, and as such, both councils play vital roles consulting during Accreditation Canada cycles.





FROM THE VOICES OF RESIDENTS

Resident Profiles: How does your care home ensure resident & family voices are heard?

FAY FERGUSSAN



WINDERMERE CARE CENTRE

FAY moved to Windermere Care Centre in September 2023. She is originally from False Creek, where she lived for 41 years.

In March 2024, Windermere created a Resident Council and Fay was one of the first members. The Council meets monthly and one topic Fay shared was around staff breaks. The staff all work very hard, however, when staff go on break, it can be difficult for residents if there is no coverage. The staff are receptive to requests and have tried to learn more about resident needs. There are also times when staff communicate in alternative languages and Fay feels it would be nice to hear and join those conversations too. However, she does feel heard through the Council and it is a safe place to talk. While Fay misses her independence, she is glad there is a space for her and fellow residents to connect and share experiences.

HANNELORE ZUBKE



WINDERMERE CARE CENTRE

HANNELORE was born in Germany and moved to Canada 68 years ago. She married her husband in Canada and they have three beautiful daughters and two granddaughters.

Hannelore has been living at Windermere since 2022 and is a member of the Resident Council, as well as the Food Committee. She enjoys being part of the Council and being an advocate for herself and her mental health. Due to her physical limitations, it can be challenging to connect with fellow residents but the Council is a great way around that! Hannelore is a big advocate for increased staff ratios and building improvements for the structural integrity of Windermere Care Centre. She wants to help make Windermere a safe and great place for all to visit and live!

PETER SHERWOOD



WINDERMERE CARE CENTRE

PETER was born at Vancouver General Hospital and has lived in Vancouver ever since! Peter looks out for his fellow peers and tries to be an advocate for residents at Windermere. During Resident Council meetings, residents are able to bring up matters at each meeting and as an active Council member, Peter is not afraid to ask any hard questions.

Since some residents are very quiet and others have cognitive impairments, something important to Peter is to find a way to engage everyone moving forward! Regardless, the best thing about Windermere is that the staff and leaders always make time to address any concerns.



FROM THE VOICES OF FAMILY

Family Profiles: How does your care home ensure resident and family voices are heard?

JOHNNY KUANG



S.U.C.C.E.S.S.
SIMON K.Y. LEE
SENIORS CARE
HOME
FAMILY COUNCIL
CHAIR

JOHNNY is the Family Council Chair at S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home in Vancouver. His mother was a resident at the care home from 2020 to 2022, when she passed, and his father has been a resident since 2021. Interested in peer support and finding an avenue to voice concerns from families to management, he joined the care home's Family Council in 2023 and was elected as Chair in 2024.

Johnny is proud of the work that the Council does. The members meet every two to three months virtually and at least once a year, in-person. The group gathers to listen to each other and to foster community in the home. The Council often acts as volunteers at events in the care home.

The Council advocates for changes to improve quality of life, both large and small. For example, family members and residents expressed a desire for staff name tags to be redesigned so that staff names could be printed larger and the care home listened. As well, upon feedback, the care home invested in a new printer machine to modernize how resident belongings were labelled which makes keeping track easier.

ROBYN MCCORQUODALE



WINDERMERE CARE
CENTRE
FAMILY COUNCIL
CHAIR

ROBYN is the Family Council Chair at Windermere Care Centre in Vancouver. Robyn's mother is a resident at Windermere and she visits daily and is grateful to management and staff for their ongoing support. In particular, she truly appreciates how communication is always welcomed.

In April 2023, Robyn received an invite for an information session on Resident and Family Councils and in June 2023, the Family Council was created with 20 family members. As an independent, volunteer, and family-led council, they currently have 50 members. The Council's goal in meeting is to: be a resource and support for each other; be educated by featured guest speakers; and be the voice for residents with a shared goal of quality of care and life at Windermere. They are all advocates and act as a collective voice for their loved ones.

In addition, a separate Resident Council was formed and, supported by staff, that Council gives residents their own voice on daily living at Windermere. Robyn is excited to have been invited to attend a future Resident Council meeting and to offer the Family Council's support!



WHAT'S HAPPENING AT VCH?



Resident and Family Council Resources and Supports

This year, VCH has continued to support the development and strength of Resident and Family Councils. Through Councils, we can amplify the voices of people living in our communities.

This October, VCH hosted a Town Hall for Operators, with over 70 participants from care homes across the region. Topics included: new regulatory requirements, available resources, and the introduction of a new toolkit (pictured) aimed at raising awareness and participation in Resident and Family Councils. Researchers from the UBC Hope Lab shared preliminary results from their work reviewing the effectiveness of councils.

To learn more, visit the [VCH.ca](https://vch.ca) page on Resident and Family Councils which includes links to a [UBC Hope Lab documentary](#) and the [Vancouver Coastal Association of Family Councils](#), an independent non-profit organization dedicated to providing support and resources to help establish and sustain Councils.

Toolkit for service providers

Long-term care homes
Resident and Family Councils

Fall 2024



Vancouver Coastal Health

Flea: A Volunteer Pet Therapy Dog in Long-Term Care

Flea Chong (pictured) is a seven-year old Australian labradoodle and new pet therapy dog currently volunteering in long-term care, alongside his owner, Sue Chong, a Clinical Nurse Specialist working in Mental Health and Substance Use with VCH in Vancouver Community.

Screened and oriented by both BC Pets and Friends (a registered charity focused on promoting the healing comfort and companionship of animals via pet therapy visitation) and VCH Volunteer Resources, Flea and Sue were connected with recreation staff at a home in need: Little Mountain Place in Vancouver. For the past few months, Flea and Sue have been giving their time each Thursday evening improving the quality of life for residents, visiting families and friends, and staff.

Homes potentially interested in having visits from volunteers like Flea and Sue are encouraged to connect and inquire with both [Pets and Friends](#) and the [VCH Volunteer Resources Team](#).

