



HCH *Here to Care.*

Holland Christian Homes Inc.  
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**Tuesday August 3, 2022**

## **MEMO:**

**Regarding: Resident Centered Care Philosophy “Who Am I” Initiative**

**Distribution: Faith & Grace Manor Families & Residents**

**From: Aleksandra Grzeszczuk & Justine Dudziak**

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**Dear Faith & Grace Manor Families and Residents,**

We are excited to announce that Holland Christian Homes is strengthening its commitment to the promotion of a resident-centered care approach within the Manors to support the whole person, with an emphasis on the importance of relationships and building meaningful connections.

The Manors are planning to roll out a resident “Who Am I” poster initiative that will provide essential information to direct care team members, essential caregivers, visitors and volunteers in the delivery of resident-centered care and services.

This initiative was first introduced by Grace Manor Family Council, who has generously offered to complete a poster for each Grace Manor resident and has already sent out email communication to all family members on council to create a similar poster version with the same objective in mind.

This “Who Am I” poster will provide a visually engaging “snapshot” with specific resident focused information to guide person-centered care delivery, by supporting a social model of living, with a focus on emotion/relationship centered care. The poster will include 3 sections:

- 1) Resident Profile
- 2) Interests/Past Hobbies
- 3) Specific Care Needs

Moving forward, this initiative will be introduced to all residents and families upon initial resident admission by the Resident Advocates, where informed consent will be sought prior to participation in this initiative, as each resident has the right to choose whether or not they wish to have the information posted in their room.



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For all current residents who have not requested a poster via Grace Manor Family Council, Activation Staff will complete the “Who Am I” template electronically with the capable resident and or their Substitute Decision Makers (SDM) upon receipt of consent.

The consent process followed is “implied consent” as per the Personal Health Information Protection Act, 2004 and both residents and SDMs can withdraw-consent to participate in the initiative at any time.

*“**Implied consent:** A health information custodian ... that receives personal health information about an individual from the individual, the individual’s substitute decision-maker or another health information custodian for the purpose of providing health care or assisting in the provision of health care to the individual, is entitled to assume that it has the individual’s implied consent to collect, use or disclose the information for the purposes of providing health care or assisting in providing health care to the individual, unless the custodian that receives the information is aware that the individual has expressly withheld or withdrawn the consent.”*

Activation Staff will print the completed template in colour and place in the designated frame mounted in the residents’ rooms.

Direct Care Staff will be responsible to read the “Who Am I” posters in the residents’ rooms in order to provide meaningful interactions and person-centered care.

We have imbedded a sample “Who am I” template in an appendix to this memorandum and ask residents and SDMs who have not already requested a poster via GM Family Council to participate in the initial roll-out of the “Who am I” initiative. We are asking for the template to be completed by **September 15, 2022** and returned to each respective manor. Going forward, Activation Staff will complete these as per policy.

If you have any questions about the initiative, please do not hesitate to contact us.

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## “Who Am I” template

**Who Am I...**

My name is:	My Spouse:
Languages Spoken:	My Nickname:
# of Children:	Past Career:
# of Grandchildren:	Favourite Colour:
Favourite Food:	

**Interests/Past Hobbies...**

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**My Care Needs...**

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We are asking families and residents to assist in the completion of these templates for all current existing residents in order to kick-off this exciting initiative and help strengthen our person-centered care delivery at Holland Christian Homes!