



“ SMILE AND THE WORLD SMILES WITH YOU”

Changing the culture of an organization is a journey not a destination. When it comes to providing client-centred care, less important than **where** to start is **when** to start. The answer is **Right Now**. Staff have already identified potential early wins which are enhancing the experience of both residents and staff.

Roving Reporter: Barbara, I understand that you have chosen your short term win is to provide the opportunity to make a resident “really” smile. How did that work for you?

Barbara: Marilyn, one of our long time residents, requested to go to the Volunteer Appreciation party, being held at WCP. I ensured that she arrived safely in a cab. She seemed to be having a good time but that’s not the SMILE part 😊— here it comes. Marilyn had an other idea! She asked to see a best friend who had previously resided at Sherbourne Place with her. She had very fond memories of them participating in activities together (trips, bingo, baking). I took the time to take her upstairs to see him. That is when the smile took place. They hugged each other and we all went back to the party. They sat in a corner together holding hands and were still smiling well after the party had finished.

Roving Reporter: What a beautiful short-term win story – It was so easy and cost nothing to make two people very happy. Barbara.. good on you. How did this make you feel?

Barbara: I felt very proud that I was able to do this for Marilyn. Is this not what job satisfaction is all about? I became very excited about trying another short-term win. I had the opportunity to take residents to Variety Village for swimming. James asked if he could dive off the diving board. It was a little scary but there was many support staff available to allow him to safely fulfil his dream. He jumped off the board and swam to the edge of the pool where I waited for him. Talk about a big smile!!!! 😊.

Says James. “ I haven’t jumped off the diving board since high school. Thanks for helping me.

Roving Reporter: I have tears in my eyes. Can’t wait to hear about you next smile adventure.



Your Roving Reporter