

Northwood
LIVE MORE



2016 | 2017 AWARD RECIPIENT
GPA LEADERSHIP EXCELLENCE
IN PERSON-CENTRED CARE



“At Northwood Long Term Care, GPA coaches are recreation and clinical nursing personnel who provide informal coaching and classroom time. GPA techniques are reaching the care plans. We recently published a Long Term Care procedure outlining the process to support people living with dementia using both PIECES and GPA.

Kaye’s Place is a new Northwood initiative focusing on programming for individuals living with dementia. As a facilitator teaching students and volunteers, GPA has been a great teaching tool.”

— Joanne Hughes
Educator, Northwood Long Term Care

[Learn more about Northwood here.](#)



Learn more about AGE, developer and distributor of GPA® www.ageinc.ca



To calm Mitch, Margaret entered into his reality because he was not living in hers

Sometimes, a story about GPA says it all ...

Margaret Leveck, GPA Certified Coach and Night Responsibility Nurse at Northwood’s Bedford Campus, shared the following GPA moment. As Margaret points out, “the story not only demonstrates how easy and effective GPA can be, it reveals the need for how much dementia education needs to get out there.”

“One of our residents, Mitch (name changed for privacy) phoned 911 from his room. When the police officer arrived, she wanted to see Mitch, to confirm his safety. We headed down the hall as I told her why he had called 911. He felt unsafe, believing there were robbers outside trying to get into the building. He wanted the police to come with their dogs and look for the robbers.

*“So the dogs were out?
The police are outside now?
They didn't find anybody?” – Mitch*

When we arrived in Mitch’s room, he expressed great relief seeing the police officer. He began asking questions pertaining to his reality. The police officer began with, ‘Sir, you have nothing to worry about ...,’ but she was interrupted by Mitch’s anxious, repetitive questions. ‘Did you get the dogs?’ he asked. The police officer responded, ‘Well, no ...’ At that point, I gently interrupted, saying, ‘Yes, Mitch, the dogs have been around the building looking for the robber; they didn't sniff anyone out. The police are outside now and have looked everywhere.’ Having the police officer there was reinforcing what I was telling Mitch. I

told him we would keep looking, but it looked like the robbers had gone. Mitch asked questions to reassure himself of the information I was giving him, ‘So the dogs were out? The police are outside now? They didn't find anybody?’, he asked. I reassured him again. Mitch became calmer and the CCA distracted him with night lunch (never underestimate the power of a cup of tea, I tell staff).

“That goes against everything I have been taught!” – Police Officer

The officer followed me back out of the room. She was shaking her head in surprise [at the strategy] and said ‘that goes against everything I have been taught.’

“I talked to her of not telling lies to the resident, but of presenting the greater truth.” – Margaret

Of course, I took this opportunity to educate. While in some cases, a reality-based approach is necessary, I explained about entering Mitch’s reality because he was not living in ours. I talked about not telling lies to the resident, but of presenting the greater truth. That being — if there were robbers trying to break into our building, we would have police, and possibly dogs, out there looking for them. That is what Mitch needed to hear to reduce his anxiety. The officer said she was going to talk to her supervisor [about GPA].”

NOTE: Security and Corrections have acknowledged a need for dementia education and are beginning to train their own GPA Certified Coaches.