



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



Parkview is a 128-bed faith-based long-term care home in Whitchurch-Stouffville, Ontario, with a Mennonite heritage. It offers 24-hour nursing and personal care services through 211 staff members and 45 volunteers. Training staff in GPA is an important element in the home's person-centred approach to care. GPA Recharged (GPA-R) sessions are seen as an opportunity for staff to refresh their skills and network with others about their experiences applying GPA in the care setting.

[More about Parkview here](#)



Learn about Advanced Gerontological Education (AGE) Inc., developer and distributor of GPA®.

www.ageinc.ca

Monika (left) and Maria

GPA training builds strong positive relationships between residents and staff and instills confidence in staff's abilities working with residents."

— Maria Wittenbols



Nurturing therapy in one of Parkview's doll nurseries



A multipurpose resident activity space

Monika Berinde (Resource Nurse) and Maria Wittenbols (Program Aid) are GPA Certified Coaches at Parkview. They are very proud of the way the home's care staff manage responsive behaviours. "GPA has assisted staff in responding better to certain situations, with confidence and respect. Our plan is to provide yearly GPA education to all staff. This year, we provided one full GPA education session and have another one scheduled. In total, we will do five sessions, including an evening session to accommodate the night shift. I am the Lead of the Behaviour Management program and every time I participate in Behavioural Supports Ontario (BSO) reviews and discharges, I receive excellent feedback about the care our staff provide," Monika says.

"Since we started training staff in person-centred care and GPA we have eliminated all restraints in the home ... we have also noticed a decrease in the number of falls, as well as an increase in the number of residents participating in meaningful activities." – Monika

"GPA has taught our team to use a compassionate, person-centred and gentle approach when responding to residents demonstrating responsive behaviours associated with dementia or other cognitive impairments. These techniques emphasize the importance of understanding the unmet need and finding creative strategies to support the resident in that moment."

– Chino Nwankpa, Director of Care

This year, Parkview developed a multidisciplinary behaviour management team that meets quarterly to focus on continuous quality improvement of the Behaviour Management program.

The home has also implemented a Dementia Care Resident Home Area (RHA) to train staff on using different activity stations with residents, e.g., a doll crib nursery with change table and a workshop/office (see photos above). Since introducing this program, more and more staff members are asking to work on the RHAs which have been very well received by both residents and staff.