

# AGE

Recognition Awards 2018 | 2019



Congratulations

## ABERDEENGARDENS

Award earned with distinction in the category of Retirement Residences



Gentle  
Persuasive  
Approaches

Dementia education for care providers from  
Advanced Gerontological Education (AGE) Inc.



## Aberdeen Gardens Retirement Residence

Small and cozy Aberdeen Gardens is home to 100 residents in the west end of Hamilton, Ontario in the Kirkendall neighbourhood. Aberdeen operates with 76 staff members and 6 volunteers. The residence also offers a transitional care bed program for those who have been released from local hospitals and are awaiting a permanent place in long-term care, as well as a home-care program that supports 'aging in place,' including palliative home care.

2015

Year Aberdeen Gardens implemented GPA.

13

# new staff who participated in GPA in 2018.

6

# staff who participated in GPA-Recharged in 2018 to refresh knowledge and skills.



- ✓ GPA is part of orientation for all new staff.
- ✓ Staff who have already taken GPA Basics must take GPA-Recharged annually to maintain their knowledge and skills.



# GPA

## Impact in the care setting

*“Since GPA training, our staff have more tools to manage responsive behaviours better, they have been able to problem solve and make better choices when performing care.”*

*– Maddi Steller-Cain, Executive Director, Aberdeen Gardens*

### Lionel’s story

One morning during personal care time, one of the residents, Lionel (*name changed*), exhibited behaviour that was unusual for him. The PSW with him was worried — Lionel appeared to be in a state of delirium, but she was unable to determine the exact situation. He refused morning care and left his room wearing only a brief and undershirt. He walked to the elevator screaming and shouting. GPA Certified Coach, Nicole Barrett, was called to assist. When she approached Lionel, she saw that he was in a state of crisis and at high risk for a fall/injury given his inability to recognize danger.

When Lionel began to strike out, staff kept a safe distance, standing in the GPA Reassurance Position (*see photo, top right*), allowing him to see that they meant him no harm and their only intent was to help him. Staff knew Lionel well and were able to use his strong religious faith to successfully verbally redirect him. They escorted Lionel safely back to his room where his family was waiting. He was then taken to the hospital where he was diagnosed with delirium and treated for an underlying condition.

*“I was extremely proud of how quickly and efficiently our team worked to help diffuse the following situation in care. Everyone had a job and knew exactly what to do, from keeping other residents away in order to not cause a scene and escalate any behaviours, to ensuring that one point-person talked to and dealt with our resident, Lionel, while another stood close by, ready to respond if necessary.”*

*– Nicole Barrett, RPN, Director of Care, GPA Certified Coach, Aberdeen Gardens*



## GPA teaches

- ✓ The Reassurance Position (*photo, top left*) offers continued support to the person while honouring their personal space.
- ✓ Following an interaction or application of a physical technique, GPA teaches care providers to resume the reassurance position and support the person from a safe distance.
- ✓ All behaviour has meaning. Aberdeen staff recognized that Lionel’s behaviour was unusual for him. They used GPA strategies and techniques to calm him so that they could take him to the hospital to receive medical care.

Are your staff confident in situations that involve responsive behaviours?



For staff training in dementia care, visit [www.ageinc.ca](http://www.ageinc.ca) or send us an email [info@ageinc.ca](mailto:info@ageinc.ca)