

POSTER #26 - Living Magical Moments

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DESCRIPTION:

As a team at Chartwell Parkhill, we were trying to create a new experience at our home that would encompass resident satisfaction around meal service and programming, while simultaneously focusing on our Quality Indicators. The discussion around themed days was first discussed at a corporate meeting and from that moment on, our team at Chartwell Parkhill ran with the idea. Themed days are planned at our home 1-2 times per month and prior to the big day; the residents prepare costumes, decorations, decide on meal ideas and patiently await the day of transformation. The evening prior to the themed day, a team of dedicated employees come to the home and transform the environment to give the resident's the long awaited surprise once they awaken.