

## Training



In-depth training is provided to our staff through a comprehensive workshop that includes self-reflection and role-playing. This supports our staff in the tool delivery because of the intimate nature and difficult discussion around end of life.

Comments from workshop attendees:

*“Love the My Wishes idea – can’t wait for it to start!”*

*“The practice/role-play sessions were effective to present the material.”*

*“This is such a valuable tool.”*

*“What an amazing way to interact with our residents!”*

## My Wishes resident survey instructions

My Wishes is an opportunity to think about what is important to you in living today and what is important as you journey through the end of your life.

To assist in starting discussions about these topics with caregivers and loved ones complete the process below with the 10 cards provided. Sort through the 10 cards and group them into the following 2 categories:

1. Important
2. Not Important

This process is personal to you. Please take your time independently to complete the process. If you need help, do not hesitate to ask. At the end we will collect your information to be kept on file for a guideline to your caregivers. You may keep your cards for future communication with loved ones if you wish. Please note these cards are to facilitate conversations and are only guidelines. You can use any questions you like that you feel are important to be communicated.

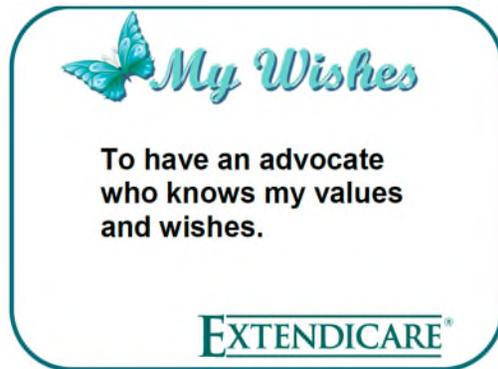
# EXTENDICARE

## My Wishes



**Helping People Live Better**

## My Wishes



How can we provide excellent care to our residents at the end of their lives when we are unsure of their wishes?

As an organization, Extendicare is developing a consistent system to address palliative care, respect residents values and wishes and align with our mission statement "Helping people live better".

This project started with a simple and innovative resident survey tool which is called "My Wishes" developed by Corporate Consultants and Palliative Care Leads for Extendicare, April Coulter and Rosemarie Lindau.

*"Instead of guessing, staff and family now have the peace of mind of knowing the resident's wishes during significant changes in their health and in end of life."*

### What it is all about...

"My Wishes" uses 10 cards, with straight-forward language familiar to most residents, to encourage non-threatening discussions about what is most important to them as they journey through the long term care experience and the end of life trajectory within it.

### The Choices

1. To have family and or friends with me in the last hours of my life.
2. To be free from Pain
3. To know my diagnosis or health ailments and how my body will change.
4. To participate in any and all decisions related to my care.
5. To have my cultural, spiritual and religious needs met.
6. To have an advocate who knows my values and wishes
7. To have a health team I trust and feel comfortable with.
8. To die at home (nursing home).
9. To do some legacy work with my loved ones (scrap booking, letters, life story, etc.).
10. To be able talk about what death means and to have someone to listen to me

### TESTIMONIALS

"Being able to complete the "My Wishes" project was really good for me and has given me some piece of mind. Being able to let others know what I want at this time in my life is very important". (Resident)

"My father has always avoided talking about difficult issues, especially anything involving death. I had a general idea of what he wanted but learned a lot more at this meeting. I'm sure dad would never have told me many of the things included in this summary. When the time comes we will now be able to honour his wishes appropriately." (Resident family member)

LTC staff who facilitated "My Wishes" expressed that it was "a wonderful way to open the doors to communication...around the topic of death".

"Now that my husband and son have passed on, it will be the caregivers and few remaining friends who will be on the sides of my bed holding my hands and my POA following my instructions for my last wishes. I believe I have chosen wisely the home (that has the My Wishes program) and now my final wishes are clear and precise to follow." (Resident)