

Tuesday, September 5th, 2017

To the "NANAIMO MEMORY AND COMPLEX CARE" Facility

Since our 89 year young Step Mom, Irene, was all alone in a Care Home facility in Winnipeg, Manitoba, we decided to bring her to Nanaimo, British Columbia to be closer to us because we live in the Nanaimo area.

" Nanaimo Memory and Complex Care" staff opened their arms to our Step Mom and myself as we arrived. Wow! This facility was like a "5 star hotel". The staff from the maintenance man to the head nurse greeted us with smiles, welcoming salutations and helped to make us feel right at home. With visitations, we found that our Step Mom was happy and content with her new surroundings and eager to show off her own bedroom and the bathroom with a walk-in shower.

After two months and some, she was moved to a subsidized facility. There, she shared a room and a bathroom with three other clients. I could see that she was very sad about these accommodations and disappointed because they did not offer activities during the day and she didn't know what to do, so she stayed in bed with all the curtains drawn. She looked like a 89 years old lady and was very lost. For the first time since she arrived in Nanaimo, she wanted to go back home to Winnipeg.

Anxiously, I tried to move her back to " Nanaimo Memory and Complex Care". Happily, our Step Mom was able to move back and, seeing the sunroom from the elevator, she took off with her walker, found her favourite spot, sat down, smiling from ear to ear saying: "I'm home in Winnipeg." She was happy and content once more.

Thank you to the staff for your warm greetings and helping our Step Mom to feel she is back home "in Winnipeg" where she feels accepted, appreciated and loved and, most of all, there are activities during the day. Again, thanks to a wonderful staff!

- Irene's Family