

# Nanaimo

## MEMORY & COMPLEX CARE

January 7, 2018

Family Testimonial

Elizabeth Wilson (Jean Wilson)

After Mom lived at Nanaimo Memory and Complex Care for about six months, we wanted to see if she would be better off in Victoria, where I live. But though she could see me every day, she didn't like the change at all and we brought her back. She missed her "lovely girls" who take care of her so well and lavish so much affection on her. She also missed the residents she had come to know, who are a lot livelier than the people living in the Victoria residence. And she hated having to use an elevator to get from her room to the communal area. Our experiment made me appreciate Nanaimo Memory and Complex Care's "neighbourhood" philosophy, where people of like abilities are together and everything is on one floor. I also like the way the staff interacts with the residents. Eating meals together is a good way of strengthening the bond. From the moment Mom got back she was relaxed and happy again.

Thank you.