

Home-Based Care Highlights

WINTER 2026 ISSUE #5



Home Care Staff Spread Holiday Cheer

For years, Montague staff have collected community donations at Christmas to sponsor clients in need. This year, Souris staff joined in, sponsoring seniors in their own community to share some holiday joy. Pictured are Souris team members, Allison Acorn and Janelle Birt, who helped make this initiative possible. Thank you to everyone for supporting our clients and communities!

COMPETENCY IN CARE

The **Competency in Care Project** is a team-driven initiative designed to strengthen nursing practice across the home care and palliative programs. Led by the Palliative Nursing Clinical Development and Nursing Clinical Development Leads (Sue Doucette and Dawn Mallard), and supported by the Home Care Innovations Manager, Barbie Lavers, the implementation team also brings together all Home Care Managers, Nursing Team Leaders, and Mi'kmaq Confederacy of PEI representative Bethany MacIsaac.

Because home care nurses work across both community health and palliative care, this unique collaboration integrates the [2024 Community Health Nurses of Canada \(CHNC\) Home Health Competencies](#) and the [Palliative Care Competency Framework](#). By aligning these standards, we ensure a consistent, high-quality approach to care for all clients.

Educational resources focused on each competency will roll out monthly to nurses via Moodle. As implementation unfolds, staff in other roles will receive information and education relevant to their roles as well. Together, we're building a stronger foundation for care, one competency at a time.

[Palliative Care Competency Framework At-A-Glance](#)

[Home Health Nursing Competencies Infographic](#)



2025 Patient Safety Champion

Our very own Jamie Thomson, Home Support Worker in Queens, was recently highlighted in the [Quality & Patient Safety Newsletter](#) as 1 of 10 Health PEI Patient Safety Champions. Jamie is always looking out for client safety, allowing the client to feel safe in their own home while keeping their independence and being safe.



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Staff Engagement, Education & Wellness

Staff Appreciation Corner

Thank you to all staff who sent in photos for the 2026 Home-Based Care Calendar. A voting system was used by Provincial HBC Leadership Team to select the most favored photos. We're excited to celebrate our amazing team in the months ahead!

- January: Staff calendars are here—stay organized and ready for a great year!
- February: Join us for a Sandwich & Sweets Lunch featuring treats from a local bakery or Sobeys.
- March: Brighten your day with beautiful tulips as we welcome spring!

Thank you for all you do—your hard work makes a difference every day!



Not sure how something should be done? Our **Business Process Manual** is your go-to for clear, step-by-step guidance. It is accessible in Moodle for easy reference. Save time and stay aligned!

Pro Tip: **Bookmark Moodle in your web browser** so it remains at your fingertips!

Adult Protection Education on Staff Resource Centre
Under the Adult Protection Act (PEI), staff in health care and related fields have a legal duty to report suspected abuse, neglect, or incapacity—reporting is mandatory. The course covers recognizing risk, reporting concerns promptly, and working with Adult Protection Social Workers while respecting autonomy and ensuring least intrusive interventions. [Access the course today](#) to help protect vulnerable adults and foster a culture of accountability.

Provincial Home Care Reflective Practice Reminder of courses on Moodle requiring annual completion by all home care staff:

- Hand Hygiene
- Accessing client charts & confidentiality
- CPR

Check for any role specific education on [Moodle Reflective Practice](#).

Dementia Care Training (DCT) 101 & 102 – Winter sessions run Jan 19-Feb 28. Watch for notice of spring sessions! Learn more about Alzheimer's disease and other types of dementia, their impact on the brain and day-to-day functioning, the progression of illness, changes in communication and behaviour, person-centered language, the importance of support for families, and services offered by ASPEI.

Medication Assistance Program (MAP) – virtual education planned for Feb 10, March 10, April 14 (subject to change). Watch email for info to come.

Adult Day Programs

Day Program Outings: Making Memories Together

From April to Sept of 2025, our Adult Day Programs hit the road for 34 amazing outings across the island! Most trips lasted 1.5-2 hours, just the right amount of time to enjoy the sights and share some laughs. Destinations included:

- parks and beaches
- parades
- horse stables
- lighthouses
- tulip fields, apple orchards, and pumpkin patches

Many outings featured special treats like packed lunch, fresh strawberries, or ice cream. Clients loved revisiting familiar places, seeing how communities have changed and sharing scenic views along the way. We're excited to plan even more memorable experiences in 2026 – stay tuned for what's next!



**Speaking With
Compassion:**
A Conversation Guide for
the Last Days and Hours



Provincial Palliative Care Programs

[Speaking with Compassion: A Conversation Guide for the Last Days and Hours](#)

Created by Susan Doucette and Mallory Peters and UPEI Nursing Students Cassidy Bernard, Taylor MacDonald, Alexis Stevenson, and Chad Townsend.

Navigating Conversations with Care and Compassion

These conversations are not limited to the final moments of life—they are a vital part of palliative care from the moment of diagnosis onward. These discussions help patients and families prepare emotionally, make informed decisions, and feel supported throughout the journey.

Caring for someone in their final days and hours is a profound and sacred responsibility. As a healthcare professional, you are often the steady presence in an emotional time. This guide was created to support you in navigating end-of-life conversations with compassion, clarity, and confidence. Families may feel overwhelmed, unsure of what to expect, or fearful of saying the wrong thing. Your ability to offer gentle guidance, honest information, and emotional reassurance can help bring comfort and understanding. This guide provides practical language to set the tone for these discussions, normalize the dying process, and explain the physical changes families might see in a way that is both respectful and accessible.

You will also find strategies to help caregivers feel more involved, offer comfort, and recognize the meaningful role they play as death approaches. Whether it's answering questions, managing uncertainty, or simply being present, your words and actions have a lasting impact. Check out [this video about how to use the guide](#) as well as the [Last Weeks, Days and Hours video](#) - all can be found on the [Palliative Care](#) page of the Staff Resource Centre.

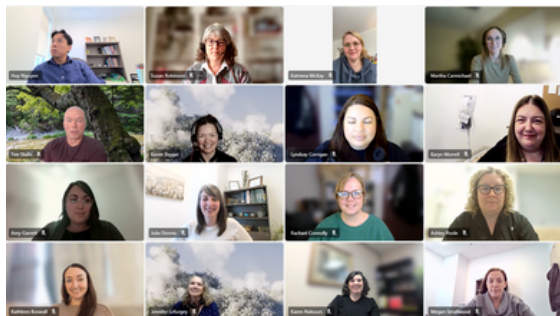
Provincial Geriatric Program

Missing from photo:

- Kirsten Mallard
- Kathy Maclean
- Amy Gallant

Photo credit:

- Huy Nguyen
(for his technical skill
with Microsoft teams)



Plan B. Stormy weather cannot stop this team from checking in with each other and moving things forward with our full team meeting! We pride ourselves on our regular check-ins and collaboration as our team grows and the demand for our programs increases. From Jan 31st to Oct 31st, PGP had 3190 appointments, including home and clinic visits, between 9 Clinicians. There were 672 new consults for geriatric assessments, 59 new consults for our Dementia Specialty Team services and 299 new consults for our Fracture Liaison Service. Go team! We are celebrating a full year with the Dementia Specialty Team program and developing pathways and partnerships to meet the needs of patients and their care partners as they manage complex responsive behaviours.

French Language Services



PEI'S FIRST FRENCH ADULT DAY PROGRAM!

A community-based home care service designed to support older Francophone and bilingual adults and their caregivers. The program is offered in Prince County, in Abram Village and part of a collaboration with Acadian and Francophone Affairs Secretariat and l'Association des Francophones de l'âge d'or de l'ÎPÉ. The program is jointly funded by the Government of Prince Edward Island and the Government of Canada via the Canada PEI Agreement on Services in the Minority Language 2023-2028.

Operations & Innovations

We are excited about the recent launch of the Expanded Home Care Intake process, which began the week of January 18th, 2026. This initiative was designed to improve access to home-based care during evenings and weekends, supporting smoother transitions from hospital to home and enhancing client and caregiver experiences across the province.

New Intake Hours

- Monday to Friday: 8:00 a.m. – 7:00 p.m.
- Saturday & Sunday: 8:00 a.m. – 4:00 p.m.

Quality Improvement

Your Impact in Action: What Families Are Saying About Our Care

The 2024–25 Palliative Care and Summer 2025 Home Care surveys reveal strong results: most patients received care and passed away in their preferred location, and satisfaction rates were overwhelmingly positive across all measures. Families describe their experiences as “peaceful,” “dignified,” and even “transformative,” with many calling staff “angels” for the compassion and support offered during life’s most challenging times. Families praised the team’s responsiveness, emotional support, and respect for dignity, while identifying areas for improvement in communication and care transitions. These stories remind us that behind every statistic is a life touched by your dedication. Review the full reports for detailed findings and next steps in our quality improvement journey.

[Explore Palliative Care Survey Results](#)

[View Home Care Experience Highlights](#)

Accreditation Prep on Staff Resource Centre

Health PEI participates in Accreditation Canada’s program called the Qmentum Global Program for Canadian Accreditation. The accreditation process allows Health PEI to evaluate its programs and services against national evidence-based standards. A team of external surveyors will conduct its next on-site survey in June 2026. Visit the [Accreditation Page of the Staff Resource Centre](#) to access the 2026 Accreditation Information Toolkit and Accreditation 101 video to support you through the process. Don’t forget to keep up with Home-Based Care and Palliative Care Quality Improvement efforts on the Quality Boards at worksites or on [Moodle](#).

MASH Team Wins Merit Award for Quality & Safety

Recognized for innovation in home-based care, the MASH team’s fall pendants and geo-fencing technology have resolved over 400 escalations, reduced emergency calls, and helped seniors age safely at home.

For more information about MASH, check out the [Infographic for staff on Moodle](#).

From left to right: (Back row) Minister Mark McLean, Tina Davis, Lisa Gotell, Crystal Praught, Mel Fraser, (Front row) Diane Griffin (Chair and Board Member), Ellen Diab, Amanda Fraser.

Thanks for reading!

Key Highlights

- Centralized intake coverage for Prince County Hospital (PCH) and Queen Elizabeth Hospital (QEH) Emergency Departments during after-hours and on weekends.
- Intake completed by Home Care Intake Coordinators, who will follow a structured workflow for after-hours referrals.
- Referrals for afterhours and on weekends are to be submitted via centralized e-fax monitored hourly.
- Prioritization of referrals will be based on urgency to be seen after hours.
- Enhanced coordination with nursing services to ensure timely care delivery.

We appreciate your continued dedication, collaboration and commitment to improving access to care for Islanders as this initiative rolls out. Please stay tuned for further updates and check out resource materials on Moodle.

