

## How Richmond Hospital Helped Vivian's Grandparents Remain Inseparable

"When can we go home?" My grandfather's words broke my heart. I didn't think he would ever go home again.

My grandfather had just suffered a serious fall. Although he had fallen before, his injuries had been somewhat minor in the past. On those occasions, he'd always been able to return home. This time, however, he could no longer walk. He stayed in Richmond Hospital for a month, recovering from this latest fall.

We weren't sure what the next steps were or what the future looked like. He was still unable to walk, and dementia and Alzheimer's were also making him confused and agitated, especially in unfamiliar surroundings. It looked like moving him into a long term residential care facility was our only option.

Moving a family member into long term care is always a difficult, heart wrenching decision. For my family, the thought of separating my grandparents was unthinkable. They have been together since they were 20 years old—and haven't spent a single day apart since 1945. My family couldn't bear to see them living apart, but we didn't seem to have any other choice.

In the midst of our time of need, we were approached by a Richmond Hospital case manager who introduced my family to the Home First program, which gave us the option to take my grandfather home, until a bed became available in the long-term care facilities.

By taking the time to address our deepest concerns of separating our grandparents, Richmond's health care staff showed their deep commitment to the well-being of their patients. They cared enough about us, as a family, to give us options.

Through the Home First program, we were supplied with proper equipment for getting my grandfather in and out of bed, and a lot of personal support. We were thrilled the day we brought my grandfather through his front door, and relieved to know we weren't alone. During the first month, the program provided us with day to day support on a personal basis.

With the help of the Continuing Care division at Richmond Hospital, my family learned how to provide for my grandfather's day-to-day needs. After a few weeks, when we had a better understanding of how to properly care for him, we decided to pull our name from the waitlist for a long-term facility. If we all pulled together, my grandfather could stay at home.



I moved in with my grandparents, and my parents live nearby, so Mom comes over to help every day. It was a learning curve, but Richmond health care providers helped us through it. Today, my grandfather has everything he needs—including, most importantly, my grandmother by his side.

Richmond Hospital and their continuing care department were there when my family needed them. Today, I'm asking you to make a donation so other families in our community can receive specialized health care for their loved ones too.

Time continues to take its toll on my grandfather's health, but these days, he's stable, calm and relaxed. He's in the best place possible—his own home, because the wonderful staff at Richmond Hospital cared enough to understand my family and our needs.

When I see my grandparents, still side-by-side after all these years, I'm grateful for this time we have together. That's why I'm sharing my story with you today.

I want you to know how much of an impact Richmond Hospital has on the lives of people in our community. Because of the professional medical care they provided after my grandfather's fall, and the compassionate advice they offered, my entire family has benefited.

There's no doubt our community is aging at a rapid pace, and I know from my time visiting Richmond Hospital that the facility has many needs. Some of the equipment needs to be upgraded and the patient rooms and bathrooms need renovations to meet the needs of our seniors. Today, Richmond Hospital relies on your gifts to both purchase equipment and help fund renovations for our seniors' population.

Please make a donation to Richmond Hospital Foundation today in thanks to all those who helped bring my grandfather home. Best of all, every dollar raised stays within our community.

With sincere thanks,

Vivian Chan

\*This true story is being used with permission; however all names have been changed for patient privacy.