

WHERE CARE COMES ALIVE

THE SHEPHERD LODGE BPSO

A Living Story of Evidence, Care, and Connection

Open the book and step into the story already unfolding...



SHEPHERD VILLAGE
A Caring Christian Seniors' Community 

A Home Built on Evidence and Heart

Shepherd Lodge Long-Term Care Home is proudly a pre-designate Best Practice Spotlight Organization (BPSO) through the Registered Nurses' Association of Ontario (RNAO).

But here, BPSO is not a designation we are working toward.

It is how we live every day.

At Shepherd Village, evidence-based care and human connection exist side by side, seamlessly woven into every interaction, every plan of care, every moment of support.

Through RNAO Best Practice Guidelines, our teams strengthen:

- Dignity
- Safety
- Choice
- Belonging
- Quality of life

And at the heart of it all is something uniquely ours...

Watson Shepherd: the first BPSO mascot in Canada, named by our community and unveiled with RNAO leadership in 2025.

Watson represents something simple and powerful:

Care that is thoughtful, intentional, and always evolving.



Because at Shepherd Village, the first thing we learn is not "what is wrong"... but "who is this person?" Turn the page.

Seeing the Person First

People-Centred Care BPG

Everything begins with connection.

Through the RNAO People-Centred Care Best Practice Guideline, we have strengthened how we know, understand, and honour each resident.

Every day, something meaningful is happening:

- We build connection through "All About Me" profiles and posters
- We welcome new residents with personalized Activity Packages
- We celebrate individuality through culturally responsive menus
- We've introduced a People-Centred Care pledge
- We use people-centred language in documentation
- Residents actively shape care through Residents' Council feedback
- Staff use evidence-based screening and assessment tools

And perhaps most importantly...

We are shifting from "doing care" to **living care relationships**.

Every hallway conversation, every care moment, every shared smile carries something deeper:

"I know you."

And when you truly know someone... you begin to notice things others might miss.

Turn the page.

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When Care Sees Deeper

Dementia, Delirium & Depression BPG

At Shepherd Village, we see beyond behaviour.
We see story. We see change.

Through the Dementia, Delirium and Depression Best Practice Guideline, our teams have strengthened their ability to recognize subtle shifts early and respond with confidence and compassion.

We notice:

- The quiet withdrawal that signals more than silence
- The sudden confusion that needs urgent understanding
- The emotional changes that reflect unmet need

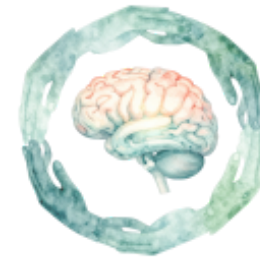
And we respond together; calmly, consistently, and with knowledge.

Supported by ongoing education:

- Living the Dementia Journey training
- Person-centred culture development through CLRI and BSO Personhood
- 3Ds

Our teams are not just trained.
They are tuned in.

Clarity in complexity.
Comfort in uncertainty.
Connection in moments of change.



But what if comfort itself could be strengthened even further... Turn the page.

Listening to What Matters Most

Pain Assessment & Management BPG

Pain does not always announce itself.
But at Shepherd Village, it is always heard.

Through the RNAO Pain Assessment and Management Best Practice Guideline, we have strengthened how we identify, understand, and respond to pain in all its forms.

Every day, this comes to life through:

- Early pain screening on admission and change in condition
- Structured clinical pathways for consistent assessment
- Tools such as PASERO, pain algorithms, and comprehensive assessments
- Individualized pain plans
- Intentional rounding focused on comfort and safety
- Weekly interprofessional pain review rounds

We anticipate pain. We respond early. We adjust quickly.

The difference: greater comfort, improved mobility, and stronger trust.

Life feels lighter for those we serve.

And when comfort is protected... safety becomes the next story. Turn the page.

Safe Steps, Stronger Moments

Falls Prevention & Management BPG

Movement is independence.

And independence is protected with intention.

Through the Falls Prevention and Management Best Practice Guideline, Shepherd Village has strengthened how we support safe mobility and confident living.

Every day, our interdisciplinary teams strive to:

- Identify risk early through structured assessments
- Adjust environments to support independence
- Respond as proactively as possible before incidents occur
- Reinforce safe mobility practices across all home areas
- Design individualized care interventions to support safer outcomes

What has emerged is not restriction... but **confidence**.

Residents move with greater assurance. Staff respond with greater clarity.

Families see a difference they can feel:

"They're supported here—not limited."



But care is not only about prevention... it is also about presence. Turn the page.

Where Care Meets Meaning

Palliative & End-of-Life Care BPG

Some moments in care are quieter. Deeper. More sacred.

Through the Palliative and End-of-Life Care Best Practice Guideline, Shepherd Lodge BPSO has strengthened how we support residents and families during one of life's most meaningful transitions.

This care is reflected in:

- Enhanced palliative comfort carts with meaningful items
- Interdisciplinary palliative care resources with SHN partnerships
- Early integration of pain and palliative planning through CAREsynch
- Family-centred education and support at every transition
- Family overnight stays and comfort provisions during end of life
- Ongoing staff development through CLRI All-In Palliative Care
- "Dignity walk" and resident honouring practices after passing
- Home area huddles by Chaplain and Social Worker

Here, care becomes **presence**.

And presence becomes **comfort**.

And comfort becomes **memory**.

*Every journey has a beginning... and at Shepherd Village, we make sure it begins with care.
Turn the page.*

The First Step Matters

Admission & Clinical Pathways

From the very first day, every resident's journey is intentional.

Through RNAO Admission Pathways and Clinical Tools, Shepherd Village ensures transitions are smooth, informed, and welcoming.

We use:

- Structured admission assessments
- Delirium screening and early identification tools
- Person- and family-centred care pathways
- Pain and falls clinical pathways embedded into care delivery
- Coordinated transitions across teams and disciplines

From the moment a resident arrives, they are supported by a system that already knows how to care for them well.

No gaps.

No uncertainty.

Just **continuity**. Powered by CAREsynch

*And when every guideline begins to connect... something remarkable happens.
Turn the page.*

One Language of Care

Integration of BPGs through Clinical Pathways

Individually, each guideline strengthens care.

Together, they define it.

At Shepherd Village, RNAO Best Practice Guidelines now function as a unified approach:

- People-Centred Care shapes relationships
- Dementia, Delirium & Depression guides understanding
- Pain Management ensures comfort
- Falls Prevention protects independence
- Palliative Care honours life's final chapter
- Admission Pathways connect every beginning

And woven through it all...

Is a shared culture of **excellence**.

Watson Shepherd stands as a symbol of this integration—not as oversight, but as **identity**.

A reminder that evidence and compassion are not separate ideas.

They are one practice.

And this is not the end of the story... It is the way we now care. Turn the final page.

The Living Story

Closing

Shepherd Village is proud to be a pre-designate BPSO through RNAO.

But more than that...

We are proud of **how care feels here.**

It feels:

- Personal
- Informed
- Responsive
- Connected
- And deeply human

Every resident's story is unique.
Every guideline strengthens that story.

And every day, Watson Shepherd reminds us:

Excellence is not a moment.

It is a practice lived together.

*The book is never finished...
because care never stands still.*

