



49th Annual Conference  
Fairmont Chateau Whistler  
May 24-26, 2026



# Bright Ideas: Partnerships in the Spotlight

**Transforming Long-Term Care with Person-Centred Dementia Training**  
presented by Sarah Eveneshen, Debbie Pigeon, and Julie Markovic

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#BCCPA2026

#TakeMeHome2026

# Transforming long-term care with person-centred dementia training: Lessons from Broadmead Care Society

May 25, 2026

BC Care Providers Association  
Annual Conference



What does your care home do to incorporate person-centred care practices?



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**We acknowledge that our work takes place on traditional, ancestral and unceded territories of Indigenous Peoples around the province and territory.**

**The provincial office of the Alzheimer Society of BC and Yukon is located on the traditional territories of the x<sup>w</sup>məθk<sup>w</sup>əy'əm (Musqueam), Sk̓wx̓wú7mesh Úxwumixw (Squamish) and səlilwətał (Tseil-Waututh) Nations.**

**We also recognize and honour the Lək<sup>w</sup>əŋən (Songhees and X<sup>w</sup>sepsəm/Esquimalt) Peoples, on whose territory the Broadmead Care Society's head office stands, and the enduring relationship the Lək<sup>w</sup>əŋən Peoples continue to have with these lands.**

# Who we are

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## **Broadmead Care Society (BCS)**

Registered charity and non-profit care provider serving the Victoria area through five locations, offering long-term care and daily support programs, while building communities where every person can experience wellbeing and happiness.

***Julie Markovic & Debbie Pigeon***

*RAI & Education Coordinators*

## **Alzheimer Society of BC and Yukon (ASBCY)**

Registered charity and non-profit organization that provides education, support, and advocacy to improve the quality of life of people living with dementia and those who care for them across British Columbia and the Yukon.

***Sarah Eveneshen***

*Manager, Healthcare Provider Education*

# The need for dementia education in long-term care

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- **62%** of people living in long-term care homes in B.C. were **living with dementia** in 2024.
- **29.5% of B.C. residents in long-term care** were prescribed antipsychotics without a diagnosis of psychosis. These medications increase risks of strokes, falls, and fractures.
- Person centred care can support reduced anti-psychotic use.



Source: Office of the Seniors Advocate (2024); Healthcare Excellence Canada (2024)

# About U-First!®

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- Standardized person-centred dementia training program designed for **frontline health-care providers**
- Built on the understanding that **all behaviour has meaning**
- Uses PIECES™ framework
- Team-based approach to care

# Lessons from Broadmead Care Society

First organization to implement U-First!<sup>®</sup>  
in British Columbia



# Investing in U-First!®

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## Why:

- Staff needed skills to reduce injury and take the path of least resistance
- U-First! links to PIECES & the BSO-DOS

## How:

- Trained as U-First!® facilitators
- Mandatory training for all staff
- Workshops facilitated quarterly
- Staff paid in straight time to attend

# Lessons from implementing U-First!®

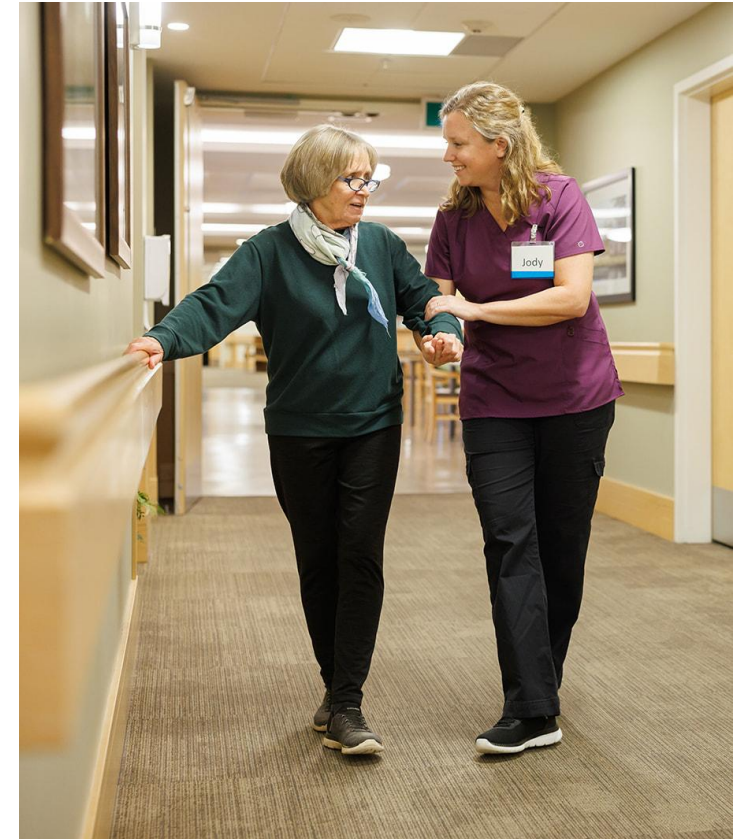
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## Current state:

- Over 600 staff trained in 3.5 years

## Key learnings:

- You have time to make moments meaningful
- Training is not a “one and done”



# The value of dementia education in long-term care

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## Key outcomes:

- Shared language and understanding of dementia and person-centred care
- Reduced severity and frequency of incidents of injury
- Greater avenues for feedback and open communication on issues or areas for improvement
- Improved care quality for all residents
- In house facilitators: Tailored training and increased buy-in



# U-First!® across B.C.

- Over **2,500 staff** from **184 long-term care homes** trained
- **97%** of staff report **satisfaction with the training**
- **99%** would recommend the training to others



# Accessing U-First!®

- Available to all staff in publicly-funded long-term care homes.
- Register staff directly through our registration site, or book an in-service workshop for your care home

**Book a workshop:**  
[alzbc.org/bookufirst](https://alzbc.org/bookufirst)

**Contact us:**  
[ufirst@alzheimerbc.org](mailto:ufirst@alzheimerbc.org)



“I learned so much about **PIECES** and it helped me realize how green I am. How much more I have to learn. I **am inspired to be a better nurse** for the residents I aid.”

“One of the **best interactive educational experiences** I've experienced in nursing.”

“I loved this course and **would love to see it be mandatory** for all care staff.”

“I loved that my coworkers were here to share this information with me so **we can all use it daily** in our workplace.”

“The **course gave me so many more tools** when dealing with residents, the very first being Understanding!!!”



# First Link<sup>®</sup> dementia support for families

- Education workshops
- Support groups
- One-on-one support calls
- Multilingual supports
- Families can self-refer or be formally referred by care home staff

[alzbc.org/refer](https://alzbc.org/refer)

# Connect with us!

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## Broadmead Care Society

**Julie Markovic and Debbie Pigeon**

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## Alzheimer Society of BC and Yukon

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