



in the news



Hush – No Rush has a positive impact in community: PSWs

Training provides new practices, ways to support families

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By Camille Jensen

Three personal support workers (PSWs) who work for Preferred Health Care Services delivering home care to clients in the community say receiving training on the dementia program Hush – No Rush is having a positive impact on their work.

“Sometimes the family members don’t really understand how it works... They don’t know how to deal with those family members and they get really frustrated.”

— Julianna Leung, personal support worker, Leisureworld Caregiving Centre Richmond Hill.

Developed by Preferred Health Care Services in 2007, Hush – No Rush is a dementia program

originally designed to train staff members in long-term care on best practices when working with residents who have dementia.

After experiencing success using Hush – No Rush in long-term care, the company launched a pilot project to train PSWs working in the community on how to adopt the

program when caring for seniors in their homes.

Eric Tang, a PSW who works in the Markham area, says the training has provided him with new tools to use when working with his clients.

“It’s a great idea,” says Tang, of the program, which emphasizes a quiet environment and greater flexibility

in seniors’ routines.

“I know more about clients’ behaviour and I learned new ways to (support) them.”

For Julianna Leung, a PSW who works in Richmond Hill, the program highlighted how she could better support families, which she says often struggle watching their loved one suffer from dementia.

“Sometimes the family members don’t really understand how it works,” she says. “They don’t know how to deal with those family members and they get really frustrated.”

With the new training, Leung says she can provide advice and greater resource options to families, which is proving helpful in her role.

As part of the training, PSWs participated in open-group discussions, sharing their experiences of using Hush – No Rush in the community.

This was well received by Michele Sayer, a PSW who has worked with Preferred Health Care Services for six years. She says the group sessions provide valuable feedback and new ideas for staff members.

“It was great because we could share stories back and forth and we could learn from each other,” says Sayer.

Next steps for the program include training the company’s managers on Hush — No Rush, so they can provide mentorship to PSWs and help sustain the education.

Preferred Health Care Services staff educator and co-creator of the program Sharron Hart, says the company is also promoting Hush — No Rush at conferences, to expand the practice across the province.

“Good dementia care knows no boundaries, and can be implemented everywhere,” says Hart.