

Living our Values



Melissa Travassos



L-R: Resident Maxine P. with Ruby Reedman

Come From the Heart

What better way to welcome a resident to their new home than with a warm blanket?

Nursing attendant Melissa Travassos lovingly crochets and donates blankets to new residents of CapitalCare Dickinsfield.

Spiritual care coordinator Ruby Reedman came up with the idea as an example of living the value Come From the Heart.

This value encourages staff to learn enough about the person they are interacting with to build connections. They are encouraged to listen (not just with their ears) and respond accordingly.

Ruby meets with each new resident upon admission, gets to know a bit about them, and presents them with a blanket - welcome note attached.

“Moving into a care home is a big transition for people,” says Ruby. “Giving someone a blanket instantly communicates that they are welcome and safe in their new surroundings.”

The gesture also creates a positive connection between the people who live and work in the home.

For Melissa, to make these blankets is a labour of love: “When I come to work, it’s not just a job; it’s doing what I can for the people in my care,” says Melissa.

For more information contact:

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