



Pam and Amanda Ross

Caregiver Team

Submitted by Beth Treen

Creative, devoted, and tenacious are just a few words that describe the powerhouse duo, Amanda and Pam.


Their mother, Lillian, was living with daughter Amanda for years, with community and Ontario Health atHome supports and involvement from daughter Pam. When this was no longer sustainable due to the increase in Lillian's care needs, they did an abundance of research and chose a retirement home where they felt Lillian would be well cared for and supported.

With their mother living with dementia, they knew that this would be an overwhelming and difficult adjustment as she settled into a new environment. Recognizing this and wanting her transition to be as smooth as possible, they stayed with her 24/7 until the initial angst had passed.

To say that they rely on technology to support their caregiving would be an understatement. It is their secret ingredient to balancing many responsibilities. They placed a camera and speaker, with two-way microphone in the room to "drop-in" and have regular touchpoints throughout the day to aid their mom with cueing/reassurance and to assist staff, even monitoring her Apple watch to track her movements and progress. This includes real time interaction with Ontario Health atHome, Personal Support Worker, retirement home staff and visitors with guidance/helpful tips to maximize the positive impact of their interaction/intervention. They've purchased interactive photo albums and story books, weaving in memories while describing the photos.

Amanda and Pam often say, they "over communicate" to help others best support their mother by placing personalized info sheets on her door and throughout her room that provide details and descriptions of their mother's likes and dislikes, best way to approach her, and suggestions for activities that she enjoys. There is a communication book outlining the most successful ways to have positive outcomes in care provision that is also tracked meticulously in their shared google documents.

Amanda and Pam are extremely supportive daughters, engaged in all aspects of their mother's care, making themselves available 24/7 when needed. This level of dedication has taken a toll on them personally and professionally as they have prioritized their customized approach to their mother's care during this stage in her life. As her dementia has progressed rapidly, her care needs have changed significantly. That has not stopped Amanda and Pam, they respond and adjust accordingly, remaining proactive in their approach. Their ability to pivot has been critical to providing the best support for their mother and this stems from their energy and creativity. Amanda and Pam lean on one another during difficult times but always maintain their shared sense of



humour by having Lilian help with tasks like “sorting their laundry hamper “of colourful cloths to keep her engaged.

Amanda and Pam are always focused on finding resolutions to challenges and strive to do so collaboratively. They genuinely appreciate being involved in her care planning and embody the role of devoted, compassionate caregivers. They come by this honestly, as Lilian, a retired Justice of the Peace has instilled in them a passion for community and inclusion.

Knowing they are embodying the values their mother modeled throughout their lives, in speaking with Amanda, she reflected, “we’re best friends! This has been hard, but we lean on each other.” What an amazing story of love and devotion.