

BC Care Provider of the Year Award (Long-Term Care)

The BC Care Provider of the Year Award (Long-Term Care) is awarded to a care provider employed by one of our members who has demonstrated a commitment to quality, compassion, and excellence in delivering or supporting the delivery of care to residents.

Award recipients will be selected by the Events and Recognition Committee. All nominees will be profiled on our website and will receive a certificate recognizing their nomination.

Award recipient will receive the following:

- Travel expenses to Victoria and two nights accommodation at the Fairmont Empress Hotel
- Engraved crystal heart trophy
- Award certificate
- Profile and recognition on the BC Care Providers Association website

Nominator Name	Twila Thomson
Organization	St. Charles Manor
Nominator Job Title	Senior Executive Director
Nominator Phone Number	778-533-9202
Nominator Email	t.thomson@trilliumcommunities.com
Nominee Name	Mia Hagen
Organization	St. Charles Manor
Nominee Job Title	Activity Assistant
Nominee Email	m.hagen@trilliumcommunities.com
Nominee Phone Number	250-886-0899
Which health authority does the nominee work in?	Vancouver Island Health Authority

How has the individual demonstrated a commitment to quality, compassion, and excellence in delivering and/or supporting the delivery of care to one or more of your residents?

Mia was first introduced to the long term care field when she applied for a position in our support services department during the first year of Covid. She felt a kinship to the residents and asked to be apart of the HCAP program. Prior to her education beginning, it was hard to miss her dedication to the residents. Often, I would find Mia doing the residents hair, painting their nails and assisting them with one on one activities. From the get go, Mia was gentle, empathetic and showed such care to the residents. She would provide a hug when needed and would be there to support and validate the residents feelings. Mia had a deep connection with one resident in particular. Inge was a 90 year old fashionista. Mia would assist Inge with putting together amazing outfits and would make sure her hair, make up and jewelry were spot on. Mia understood the importance of these small details to Inge and their friendship developed fast. They were a force to be reckoned with. Inge wasn't with us for very long but the impact Mia had on Inge resonated with the team that worked with her and Inge's family. What I didn't know during this time was that Mia was supporting a loved one at home who was terminally ill. She would still come to work everyday, put her personal life on hold and continue to give loving and supportive care to all the residents she was working with. It took over two years for me to learn what she was actually dealing with outside of work. After 9 months, Mia then went on to complete her education and she returned to the home as a registered care aide. It was immediately apparent of Mia's commitment and dedication to supporting our senior population. She provided exceptional care that was personalized to each residents wants and needs. She was acutely aware of the importance of having enriching and engaging activities for each one of her residents which inspired her to take on the role of activity assistant. This has been Mia's calling and has created some amazing events and activities for our residents.

Please provide specific examples of how the nominee goes above and beyond the scope of their job.

Mia's out of the box thinking has been a true asset to our home and residents. Mia has taken our residents to a baseball game, the ballet, the local museum, butterfly gardens and to the beach. She has hosted events that included a rodeo, Italian day, an English tea party, Oktoberfest and multiple non alcoholic happy hours. Her goal is to find activities that support all our residents regardless of their cognitive ability. She includes the families and encourages the entire team to participate. She is beyond resourceful and often will be coming up with ideas on her time off. She has been a champion in having animals in our home including chickens and our bunny Charlie. Mia has taken home many projects and often is working well outside of her normal schedule. Mia has been working closely with a resident without family and ensures that she gets a little extra love throughout the day. This has included taking her on walks, growing tomato plants together and finding purposeful tasks in the home. The love Mia shows for her residents is inspiring and heart warming. Mia advocates for her residents and is not shy to speak up when a resident needs something extra. Her bi weekly Diner's club are a huge hit and she always ensures that her events have an elevated delivery.

On top of all of this, Mia has been mentoring new HCAP students and stressing the importance of having HCA's who are truly involved in all aspects of activities of daily living. Mia's energy and enthusiasm shows in her work and the connections she makes with our residents is unmatched. We are extraordinarily fortunate to have her.

Please include brief testimonials or endorsements from peers and/or resident family members.

Mia is fantastic at her job. She makes it fun to come to work and I am always interested to see what her next event will be.

My loved one has been at St. Charles for over a year and I am so pleased with the activities that are offered. Mia is easy to talk to, she is open to feedback and encourages me to participate in the activities with my Mom. I love the inclusiveness.

Not only has Mia been incredible with the activities she has been hosting, she is a great care giver. She is gentle, kind and focused on giving the best care to the residents at our home.

Please upload a photo of the nominee

