

For Immediate Release

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Pilgrim Place Health Services Center Continues to Refine Person-Centered Care

CLAREMONT, CA--Three staff members from Pilgrim Place are now certified as Master Trainers in the Best Friends™ approach for caring for Alzheimer's and dementia patients.

Sue Fairley, Sharon Berry and Andrea Smith recently completed a course of study with the Best Friends Institute in Baltimore, MD.

The Best Friends™ Approach is a person-centered, compassionate care philosophy grounded in the understanding that relationships are supremely important to dementia care and that they require the essential elements of friendship: respect, empathy, support, trust, and humor. With Best Friends™, the focus is on the individual—the person's rights, history, and relationships with all care partners. The core components of the Best Friends™ philosophy include the Alzheimer's disease Bill of Rights, the Life Story, and the art of communication. Those who have used and endorsed the approach, including internationally recognized dementia experts, state-level agencies, Alzheimer's Association chapters, and corporations providing care in a variety of settings, have found that the use of this adaptable approach improves the quality of care for the people they serve.

“For several years now, Pilgrim Place has been dedicated to person-centered care,” said Sue Fairley, Vice President of Health Services at Pilgrim Place. “Respect for the person is one of the major pillars of our philosophy here at the Health Services Center. Those of us who are certified as Master Trainers will lead the rest of the staff in adopting this person-centered care model.”

Master Trainer certification in The Best Friends™ Approach requires completion of yearly certification standards, which ensure fidelity in ongoing implementation and sustainability.

Pilgrim Place is a 32-acre senior community in Claremont, home to more than 340 retired clergy, missionaries and individuals who served in charitable organizations. This intentional community is committed to issues of social justice, world peace and sustainability. Pilgrim Place celebrates its centennial anniversary in 2015.

The Health Services Center at Pilgrim Place is a 62-bed skilled nursing facility, available to both Pilgrim Place residents and members of the surrounding community. The Health Services Center maintains a philosophy of a person-centered approach, with opportunities for residents to have control over their lives and to be a participant in daily decision-making. This method of care is also characterized by regularly assigned staff, great rooms with a living space and dining area where meals are served from a buffet rather than on trays. Residents thrive in this new model. Even dementia patients show renewed vigor and awareness. Pilgrim Place Health Services Center is a Five Star rated community.