Achieva Health, a privately owned Canadian health care company founded by Toula Reppas, registered physiotherapist, is committed to providing exceptional rehabilitation services to seniors in long-term care and retirement residences across Ontario. In addition to providing clinical services, Achieva Health recognizes the importance of staff education by offering on-site training on a variety of topics specific to the care and well-being of seniors.

Achieva Health's understanding of the specialized communication needs of residents has inspired the development of their Communication Program, led by speech-language pathologists Sarah Tinkler-Josephi and Dafna Saltzman. This program is a unique initiative to address the growing communication needs of an aging population. First launched in 2010, and the program has since been implemented in more than 200 long-term care and retirement residences.

The goals of Achieva Health’s Communication Program include:

• raising awareness of communication difficulties associated with common neurological conditions
• providing evidence-based strategies to promote successful communication, including the use of visual aids
• reducing the incidence of agitation, frustration, depression and anxiety among residents
• reducing health care provider’s frustration and feelings of helplessness when breakdowns in communication occur
• providing education and resources to create visual materials with the goal of improving communication, socialization, orientation, independence, and quality of life
• incorporating the use of communication strategies and visual aids into the Resident Assessment Instrument Minimum Data Set (RAI/MDS) Nursing Rehabilitation and Restorative Care initiative.
Michelle Bourgeois’s *Memory Books and Other Graphic Cuing Systems* has been instrumental in the development and implementation of Achieva Health’s Communication Program as well as in facilitating the education and training of health care providers in the use of memory aids in long-term care and retirement residences. In addition to providing current evidence-based information, this book offers practical and functional strategies that are relevant to an increasing aging population. As part of the education and training, each long-term care or retirement residence is provided with a copy of the book as a complimentary resource. The speech-language pathologists introduce health care providers to the book and discuss the importance and practical uses of visual materials during the on-site training. Staff are encouraged to use this text to adopt functional and practical strategies to improve communication and care for residents with dementia. The speech-language pathologists also provide resources (e.g., samples of visual aids) and consultation to the long-term care and retirement residences to facilitate the creation and implementation of memory aids as well as to address any on-going concerns.

Achieva Health looks forward to incorporating this revised edition as part of its continuing efforts to implement its Communication Program.