



## Frequently Asked Questions

❖ **Who sponsors/runs the *Wishing Well* Program?**

The program is sponsored and administered by the Wisconsin Health Care Association (WHCA) and the Wisconsin Center for Assisted Living (WiCAL), which developed the program as part of an ongoing commitment to enhancing resident care and quality of life in Wisconsin's nursing homes and assisted living facilities. The program is developed on the premise that it is never too late to reach for our goals and see wishes come true.

❖ **How do I submit a wish or dream for my resident?**

Complete the attached form and send to WHCA (at 121 E. Wilson Street, Suite L200, Madison, Wisconsin 53703), fax to 608.257.0025 or email to [wishingwell@whca.com](mailto:wishingwell@whca.com). Association staff members initially review all requests and if necessary a committee is formed to further review the wishes and determine which ones will be granted.

❖ **What kinds of wishes/dreams are fulfilled?**

Wishes should be meaningful to the resident and come specifically from them, not from family members or friends. Some examples of dreams are relationship-based wishes – those that have to do with seeing a family member or friend that the resident hasn't seen in a number of years – or lifelong aspirations like learning to dance, driving a race car, riding a horse, going to a sporting event, or taking a hot air balloon ride. The possibilities are endless.

❖ **How often are dreams fulfilled?**

WHCA/WiCAL grants wishes based on the type of request and the available resources to support it and overall interest in the program. Each request is unique and WHCA/WiCAL will make every effort to fulfill as many dreams as possible within the program's parameters.

❖ **How is the *Wishing Well* program made possible?**

Wish fulfillment is the result of volunteer support, corporate sponsorships, and individual donations of time and resources. To help make wishes a reality, WHCA/WiCAL seeks like-minded business partners and stakeholders who share the goal of enriching residents' lives.

❖ **What are some wishes the *Wishing Well* program is unable to grant?**

The goal of the *Wishing Well* program is to create memorable experiences; therefore we do not provide material items such as cash, electronics, vehicles, or the like. We are unable to grant certain wishes due to financial reasons, resources and/or liability such as cruises, international travel, and high-risk wishes (although we may be able to provide a simulation).

❖ **May I submit more than one dream from a single facility?**

Yes, but the requests should come from different residents.

❖ **How will I be notified if a resident's dream is going to be granted?**

A staff member from WHCA/WiCAL will contact you via telephone within a month of submission to provide additional details concerning next steps.

❖ **Who is liable for the resident during dream fulfillment?**

Most requests are treated the same as any other facility activity and are therefore covered under the facility's liability insurance policy. Exceptions will be handled on a case-by-case basis with legal consultation if necessary.