

PHILOSOPHY OF CARE

THESE ARE THE **FOUNDATIONAL PRINCIPLES** AND **VALUES** WE WANT THE LONG-TERM CARE HOMES TO EMBODY:



INDIVIDUALITY

Each resident is recognized as unique. Homes are personalized (i.e. memory boxes). Plans of care are personalized and developed under resident direction and updated with their input.



CHOICE

Residents make decisions every day about their individual routines and connections with their identity and community. When not capable of articulating needs, **staff honor observed preferences and lifelong preferences and choices.**



PERSONAL GROWTH

Each person, resident and employee regardless of age, has the **capacity for personal growth, enrichment of their living experience and personal satisfaction.**



EMPATHY

Focus on well-being, comfort and optimal independence for all residents. Focus on the perspective of the resident and ensuring they **experience a home-like environment.**



LIVING WITH PURPOSE

Daily life is to be imbedded with variety and spontaneity, with room for the unexpected. Residents, regardless of age and abilities, are **engaged in meaningful activities in all aspects of daily life** in the Home.



HONOURING LIVES & WISHES

The life, personal history, and values of residents are respected from move in day to death. **Personal wishes are discussed and updated,** so they can be upheld at end of life.

RESIDENTS AND FAMILIES

STAFF AND PHYSICIANS

LEADERSHIP

Staff connect meaningfully with residents and families to understand their needs and expectations. Care accommodates the unique needs, values, and retained abilities of the resident.

Staff are able to be dynamic and flexible in the plan of care to support the rights, choices and uniqueness of each individual. There is flexible division of work, including staff cross-training.

Personal responsibility and accountability for growth and development are expected and encouraged. **Staff support each other to be curious and work together** to improve life in the Home for residents and staff.

Staff seek to understand from the perspective of the residents and families being served. Staff interpret behaviours as expressions of feelings, and adapt their approach to meet residents' emotional needs.

Staff build relationships with residents to understand what would be most meaningful and engaging. **Staff work together to create a vibrant and social home life for residents.**

Staff seek to understand resident's wishes and values, and **provide care throughout life and end of life that reflects what is important to the resident** and is not biased by staff personal beliefs.

Leadership provides, facilitates and promotes collaboration to ensure the best possible outcomes for residents, families and staff, including advanced technologies which enhance the quality of living and work life.

Leadership seeks input from residents, families, and staff before making decisions. **Leadership that builds trust at all levels** and serves the highest needs of others.

High quality evidence based care, quality improvement and personal and professional growth are supported by **ongoing training, coaching, role modelling**

Leaders seek to understand from the perspective of the residents, families and staff. **Leaders promote connection and belonging.**

Leaders support a diverse culture of community and assist in creating meaningful experiences for residents and staff

Leaders develop systems that **support openness, comfort, and confidence in having discussions** about matters to residents at end of life.