

Resident Rights and Responsibilities

This document is a summary of our Rights and Responsibilities. A full copy can be found on our website

Quality

We are committed to maintaining high standards of care and service by continually exceeding resident and family expectations.

As a Resident of Windsor Elms, I have the right to expect...

- the highest quality of care and the opportunity for self-development, social interaction and healthy living

As a Resident of the Windsor Elms I am expected to ...

- be involved in the life of my community, respect common courtesy, and support the continued growth of our community

Respect/Harmony

We respect the dignity of all individuals, value residents' freedom of choice, and involve them in decision-making regarding their care. We strive to create a warm, friendly home-like environment for everyone at Windsor Elms.

As a Resident of Windsor Elms, I have the right to expect...

- to be treated with respect and dignity and that confidentiality and privacy of all residents and family is maintained

As a Resident of the Windsor Elms I am expected to ...

- participate in our own care and respect the dignity of Windsor Elms, its employees and other residents and families

Accountability

We are accountable for our actions, celebrate our successes and learn from our mistakes. Our lines of communication, at all levels, are open. We are transparent in our reporting, operations, and financial matters. We maintain environmental stewardship.

As a Resident of Windsor Elms, I have the right to expect...

- a safe living environment and that all finances are handled responsibly with documented accountability and transparency

As a Resident of the Windsor Elms I am expected to ...

- accept responsibility for my actions and choices. Communicate with family for all care needs and end of life instructions

Integrity

We are committed, trustworthy, honest & reliable. We practice ethical and professional standards.

As a Resident of Windsor Elms, I have the right to expect...

- That all issues and problems are dealt with consistently, appropriately and transparently

As a Resident of the Windsor Elms I am expected to ...

- appropriately raise and discuss concerns and speak honestly

Collaboration

We value community partners. We utilize a collaborative approach at all levels while fostering meaningful relationships with our community.

As a Resident of Windsor Elms, I have the right to expect...

- an environment that respects and values the contribution of all

As a Resident of the Windsor Elms I am expected to ...

- work together with employees and actively participate in fulfilling the Windsor Elms' Mission and Vision

Team Work

We believe we can achieve our goals and enhance the quality of life for residents by recognizing the value of teamwork. Everyone plays a part in our success.

As a Resident of Windsor Elms, I have the right to expect...

- staff to engage residents and their families as team members

As a Resident of the Windsor Elms I am expected to ...

- be an active member of the care team by providing input into my care plan and by respecting everyone's role within the team