



Windsor Elms Village

# A Guide for Living

Creating a Caring Community Together



174 Dyke Road  
Falmouth, Nova Scotia B0P 1L0  
Phone: 902 798 2251  
Fax: 902 798 3302  
[www.windsorelms.com](http://www.windsorelms.com)

THE  
**eden**  
**ALTERNATIVE®**  
CREATING EMPOWERED CULTURES

*An Eden Alternative Registered Home*

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# Mission

WEV is an Eden community, with a family atmosphere, connected to the local community, where people in need of continuing care can flourish and be proud to call home.



# Vision

WEV is an innovator, achieving the most compassionate, dignified, resident-directed living experience.  
The best place to live, work and visit....today and tomorrow.

# Philosophy of Care

We are an Eden Registered Home with a resident-directed philosophy of care. We embrace life, provide compassionate support and encourage meaningful relationships with residents, families, staff and the community. We are creating a home environment where residents can continue to grow and experience the fullness of life.

# Eden Principles



1. Loneliness, helplessness, and boredom are painful and destructive to our health and well-being.
2. A caring, inclusive and vibrant community enables all of us, regardless of age or ability, to experience well-being.
3. We thrive when we have easy access to the companionship we desire. This is the antidote to loneliness.
4. We thrive when we have purpose and the opportunity to give, as well as receive. This is the antidote to helplessness.
5. We thrive when we have variety, spontaneity, and unexpected happenings in our lives. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. Meaning is unique to each of us and is essential to health and well-being.
7. We are more than our medical diagnosis. Medical treatment should support and empower us to experience a life worth living.
8. Decision-making must involve those most impacted by the decision. Empowerment activates choice, autonomy, and influence.
9. Building a collaborative and resilient culture is a never-ending process. We need to keep learning, developing, and adapting.
10. Wise leadership is the key to meaningful and lasting change. For it, there can be no substitute.

# Welcome to Your Home & Caring Community

We are so happy that you are moving in! We hope this Guide will help you with getting acquainted with your new Home and those who will be serving you.

Since becoming an Eden Alternative Registered Home in April 2013 we have continued to enhance our commitment to providing you with quality of life through person-directed care; developing & maintaining meaningful relationships; and opportunities for continued growth and fulfilling life experiences.

We encourage you to read our Mission and Vision; and the Ten Eden Principles. You will also find our Guiding Principles and Key Directions at the back of this Guide. All of these reflect our commitment to you.



# Applying to Move In

To apply to move in or stay for respite ~~bed~~, the following steps must be completed by the applicant or their Sponsor(s). The “Sponsor” is normally the next-of-kin and/or the person who is the Power of Attorney (POA), and/or the Substitute Decision Maker.

**Please note:** this entire process is coordinated by the Dept. of Health.

1. Call the Department of Health & Wellness Intake Line at 1-800-225-7225 to begin the process.
2. A Department of Health & Wellness Care Coordinator will meet with you to assess your needs.
3. The first option that will be explored is whether you can continue to live in your home with the help of home care or other community services (e.g. Meals on Wheels). Your Care Coordinator will arrange these services for you.
4. If you need more support than can be provided at home, the Care Coordinator will complete an application for placement to a long-term care facility.
5. At the same time, you will need to complete a Financial Assessment. Your Care Coordinator will explain the process to you.
6. Your name will then be placed on the waiting list for long-term care homes, according to the date your application was approved.

# Moving In

**Before move-in day**, the nurse from the neighbourhood will call the appropriate family member(s) or friend(s) to arrange a moving in time. We recommend your move in day begin at 11:00am so that your loved one is settled in before lunch.

Moving In documents can be emailed/faxed to you and emailed/faxed back to our Business Office in advance of moving in day. This gives plenty of time to read over the documents before you arrive!

It is recommended that someone is appointed to oversee your financial and legal matters, as well as medical consent through a Personal Directive (Next-of-Kin or Power-of-Attorney or Substitute Decision Maker).

We strongly encourage that funeral arrangements be planned prior to admission and the funeral home's phone number given to the Business Office.

**On the day you arrive**, you will receive a warm greeting and be shown around the House where you will be living; as well as introduced to neighbours and other Care Partners.

The Nurse from the neighbourhood will then meet with you and your companion(s) to initiate a Growth Plan, determining care needs, usual routines, personal preferences and medications.

Other professional staff will meet with you and a family member to do your initial assessment ie: the physiotherapist, the occupational therapist, and the dietitian.

Once your new spacious private room has been made comfortable with your personal belongings, you may wish to enjoy a cup of tea

with your new neighbours, or perhaps have a rest after a busy day. Please check with us to see if it is possible to set up and decorate your room prior to move in day.



Environmental Service staff will assist with moving personal items into your room. See Home Policies section for Furniture & Equipment Safety for Resident Rooms Policy.

You and/or the person holding your Power of Attorney will need to visit the Business Office, on the first day (or prior to), to ensure financial paperwork is in place as well as make arrangements for phone hookup. You will receive a Moving In Kit and be asked to complete some paperwork such as

- General Financial Admission Agreement
- Resident Charge Account Application for Pharmacy Services
- Pre-Authorized Debit Plan Agreement

# Welcome to Your Neighbourhood !

## What can you expect in your new neighbourhood ?

Each Neighbourhood is home to 36 residents. Each Neighbourhood is made up of 4 houses with 9 residents living in each house.

You will be living in one of three neighbourhoods: Osprey Landing; Meadowview Landing or Fundyview Terrace.

With such a diverse group of residents, you will find that each house has its own character.

At WEV, we strive to create flexibility that mirrors life in the communities and homes our residents have chosen.

## Each neighbourhood has the following:

- 2 Therapeutic Gardens
- 2 Spa Bathing Areas
- Neighbourhood Center for events/activities
- Children's play area
- Offices for the Nurses
- Conference Room
- Convenient Parking for Visitors right outside the Neighbourhood front door.

A Family Room is located in Fundyview Terrace for families during their loved one's serious decline. See Page 26 for details.

## Each House has:

- Private rooms with bathrooms for each resident
- Dining and living areas including big screen TV, electric fire place, library, recreation area, exit to gardens
- Lots of windows to view the beautiful landscapes and outside access to gardens
- Washer & Dryer can be used for light laundry if desired.

## Care Partners Found in Your Neighbourhood

Your new home is filled with **Care Partners** who will work with you collaboratively and respectfully to enhance your well-being and ensure opportunities to enjoy enriching and meaningful relationships. Care Partners include residents, staff, volunteers, consultants, family & friends of the residents, government, and all others who contribute to the overall well-being of everyone involved in the care partner relationship with the Resident.



The Neighbourhood Care Team comes together shortly after the start of each shift for a team huddle. This creates the opportunity to plan for the specific needs and wishes of the residents, and how to maximize all things to create the best experience possible for all the care partners for that shift.

**Physicians, Registered Nurses (RNs) and Licensed Practical Nurses (LPNs)** are skilled in the assessment and management of typical chronic medical conditions. This management will reflect your individual preferences and your particular life goals.

One of the principles of the Eden philosophy is that medical management should be the servant of genuine human caring and never its master. With that in mind, your care goals will be determined by you after you have received all the information

your care team can provide. These goals will focus on your well-being. Management of your medical problems will align with those goals.

The **neighbourhood nurses** are here to advocate for and support you with managing care to the extent of your ability and desire. In addition to providing clinical/medical management related to your care plan, the neighbourhood nurses guide and work collaboratively with the Neighbourhood Care Team in meeting your needs.

The **Leadership Team** provides support and guidance that empowers staff to make team decisions based on the needs and preferences of the residents, promoting a sense of community and holistic approach to work. **(See Page 22 for contact info)**

**Continuing Care Assistants (CCAs)** will provide you with dignified personal care needs and respect at all times. They can prepare snacks for you and help you with maintaining any special diet you may be following.

**Resident Support Assistants** take great pride in ensuring your living areas, rooms and bathrooms are clean, comfortable and efficient. The Resident Support Assistant wants to make sure your living environment meets your physical, psychological, social and spiritual needs. He/she will also set your dining table and serve your meals, ensuring you enjoy your meals in a relaxed and enjoyable environment.

The **Life Enrichment Care Partner** plans activities, celebrations and events that are unique to the requests and needs of you and other Residents living within your neighbourhood, as well as activities for larger groups in the Village Hall. If you choose not to participate in group activities you might enjoy one-on-one

activities and visits from staff and volunteers. A monthly calendar is available to keep you informed of upcoming events. You can expect to be pleasantly surprised by spontaneous activities and celebrations too!

### **Physicians (Care by Design Program)**

There is a specific physician assigned to your neighbourhood.

He/she will want to become more familiar with you to strengthen the quality of medical care you need to receive. The physician is an integral part of the care team and actively participates in care planning.



### **Volunteers**

Volunteers are significant contributors to the quality of life in the Home. We have a Life Enrichment Coordinator who works with the Care Team to provide support for attracting and scheduling volunteers. They strive to ensure these caring individuals remain engaged in life of the Home.

Volunteers help by providing assistance at recreation programs, on bus trips; playing musical instruments and singing; visiting with residents; visiting with their pets; sitting with palliative residents; sewing for residents; writing letters; helping out at meal time; and so much more.

If you have family or friends who are interested in volunteering – let them know they can contact our Life Enrichment Volunteer Coordinator (902) 798-2251 Ext. 247.

## Care Partners in the Village Center

### Dietitian

We have a registered Dietitian on staff to assess each resident's nutritional status and provide follow-up as necessary.

### Foodservice Workers in the Village Café

The people who work in the Village Café also prepare and deliver home-cooked meals to the Neighbourhoods! The Village Café is located in the Village Center and is available to friends and families to enjoy a meal or snack. Residents can enjoy a trip to the Village Café on their own or with friends, families and staff for a nominal fee.



### Café Hours of Operation 6:00am – 6:20pm

Hot Breakfast 7:30-11:00am

Hot Dinner 12:00noon–1:30pm

Hot Supper 5:30-6:20pm

Café is closed 7:45-8:30am and 4:15-5:30pm to accommodate the preparation and delivery of resident meals.

### Central Kitchen Cooks

The Cooks take great pride in their work and are proud of the home cooked meals they serve to the residents. Foodservice staff prepare meals in the central kitchen and deliver them to each house. The Foodservice Department is government inspected

biannually to ensure food safety standards are met. All Foodservice staff have completed professional food safety training.

### **Dining Experience in Your Household**

You can choose from a number of dining options. You may prefer to partake in a home-cooked meal with your neighbours in your dining room during scheduled mealtimes; enjoy a lighter meal/snack in the privacy of your room at another time; or dine at the onsite Village Café with friends, for a nominal fee.



Our cooks are proud of the hot cart system used to deliver meals to the houses – thereby guaranteeing consistent food temperatures and allowing for flexibility in food portions and preferences. You will become familiar with the cooks and have an opportunity to inform them of your food choices and needs.

Staff are ready and willing to assist you with your dining experience. It is their priority to ensure residents receive their meal in a relaxed and dignified manner. Volunteers may also help out at meal time occasionally.

Snack foods are readily available in the neighbourhood kitchens including puddings, yogurt, cookies, breads, eggs, fresh fruit, and refreshments.

Family members have been known to bake bread and cookies with their loved one in the house kitchen which adds to the feeling of home – not to mention wonderful aromas being enjoyed by residents and staff in the neighbourhood !

We are always seeking creative ways to improve upon the dining experience for our residents and it is our ultimate goal to ensure the most pleasurable experience possible for the individual.

Our **Physiotherapist; Physiotherapist Assistant and Occupational Therapist** will pay regular visits to your neighbourhood to conduct assessments and provide you with one on one care to support you with maintaining or restoring your mobility and independence.

Our well-equipped **Therapy Center** is used by residents for peddling bikes; lifting weights and other strength and balancing exercises.

The Physiotherapist and Occupational Therapist can coordinate access to specialized equipment, through the Red Cross, and the Department of Health and Wellness, for eligible residents.



## **Spiritual Care**

A student Chaplain or a minister from a local church (various denominations) will provide regularly scheduled worship; praise service and spiritual guidance,



either in the Village Hall or in the Neighbourhoods. Families and residents are encouraged to maintain a relationship with their own minister and congregation if desired. If further spiritual support is desired please reach out to the Neighbourhood Staff Care Team for guidance.

## **Music Therapist**

The Music Therapist can provide you with a variety of musical experiences to stimulate your senses. To name a few fun activities residents can enjoy singing, listening and/or dancing to old songs and music; participating in a Chime Choir and playing in concerts; and for those in a wheelchair – how about wheelchair square dancing !

## **Maintenance Crew**

Our men in maintenance are “jack of all trades” and make sure the home and equipment are maintained on a regular basis. Please report any maintenance needs to the nurse, the reception desk or phone the Director of Environmental Services at 472-3656 to leave a message.

## **Hairstylists**

Sit back and relax as you are pampered by our Hairstylists Monday to Friday from 9 am to mid afternoon at the beauty salon **Belles & Beaus** in the Village Center.

Appointments may be made by staff or family members directly with the hairdresser. Residents pay for this service at a reasonable rate.



## **Financial & Resident Services**

The people in the Business Office are here to give you guidance and reassurance regarding the efficient management of your finances. Feel secure knowing your finances are in order and enjoy life in your new home!

It is the responsibility of the Resident or his/her family designate to make arrangements for the payment of monthly fees. Accounts are payable monthly in advance through Automatic Debit.

Monthly fees cover most of the expenses involved in living at Windsor Elms Village. They do not include the co-payment charge on prescription drugs, special medical equipment ordered by a physician or a therapist, special duty nursing (when required), or over-the-counter medications which an individual Resident prefers to those supplied by the Home.

## ***Setting up a Personal Trust Account/Comfort Fund***

Residents are encouraged to open a Personal Trust Account with the Business Office. This allows for the payment of in-house and incidental expenses. It also eliminates the need to keep cash on hand.

## **Basic Services included in daily charges**

1. Clinical and/or personal care
2. Selected, over the counter medication/treatment products
3. Safety engineered insulin syringes for insulin dependent diabetics.
4. Supplies/equipment needed for resident care, including the management of skin care, incontinence and precautions for infection control.
5. Standard supplies/equipment for personal hygiene/grooming, including skin care products, shampoos, soaps, toothpaste, toothbrushes, denture cups, toilet/facial tissue.
6. Equipment for general use (ie: portering wheelchairs, commodes, mechanical lifts, shower chairs, and raised toilet seats. Please Note: This does not include items that are individualized for specific residents.
7. Meal Services – Includes 3 meals daily, afternoon/bedtime snacks. Therapeutic diets/dietary supplements will be provided when necessary.
8. Social, recreational and physical activities and programs.
9. Laundry, labeling, machine washing/drying of personal clothes.
10. Bedding, including mattresses, pillows, bed linen, washcloths and towels.
11. Bedroom furniture (bed, bedside table, dresser, wardrobe.
12. Private accommodation with private washroom. Room assignment may change based on resident care need.
13. Housekeeping/maintenance
14. Living and leisure spaces for relaxation inside/outside
15. Resident trust account services are available if desired.
16. Physicians assigned to each Neighbourhood.

## **You are responsible for covering the cost of the following:**

1. Appropriate clothing & adequate footwear on an ongoing basis
2. Medications: Will be coordinated by Windsor Elms Village through a Pharmacy selected by Windsor Elms Village.
3. Other treatments or aids ordered by a physician unless otherwise provided as “basic services” of the facility or as benefits of Medical Services Insurance (eg. Footcare)
4. Assistive devices (eg. Wheelchair, walker, cane, etc.) These items may be available through the Red Cross Program.
5. Eyeglasses, dental care, prosthetic devices (eg. Dentures, hearing aids, etc) anything else which may be necessary for the resident’s safety, health and welfare
6. Needed repairs and/or replacements of the above personal effects. For Residents who are no longer able to care for their personal effects there is a potential risk for lost, misplaced and/or damaged personal items.
7. Transportation charges, including cost for any ambulance & escort services, if and where applicable to/from hospital or any medical related appointments as ordered or deemed necessary. Emergency situations may not allow time for pre-approval with power of attorney (POA).
8. Costs associated with the funeral of the resident is the responsibility of the resident or his/her estate. Please advise the Home of any funeral arrangements that are in place.
9. Café Services

# Other Care Partners

## Visits From Other Healthcare Professionals

A variety of health care professionals visit our Home so that Residents have access to other types of health care not provided at the Elms, such as Dental Hygienists & Denturists; Vision; Audiology, Podiatrist, etc.

Arrangements can be made for these visits either through the Nursing Care Team or by the family themselves. It is requested that families do notify the nursing care team in the neighbourhood when they have made arrangements themselves.

We are fortunate to have our own Clinic Room located in the Village Centre which is booked by certified healthcare professionals, who will bring their own equipment.

Any related costs are the responsibility of the Resident.

## Our Board of Directors

The Windsor Elms Village is thankful for a highly engaged board who care deeply about the quality of life for our residents and staff. Each member brings to the table an expertise in various fields, thereby providing guidance and support to the staff with regard to finances, policy, visioning for the future, connections with the community and government and risk management – all aspects that may impact upon life in the home.

Eleven members meet February, April, June, September and November each year; with members applying their expertise to board committees: Finance Committee; Quality Committee and Board Development/Nominating Committee.

## Contact Numbers

|   |  |
|---|--|
| CEO, Susan Hayes .....  | 472 – 3662<br><a href="mailto:Susan.Hayes@winelms.ca">Susan.Hayes@winelms.ca</a>               |
| Director of Care<br>Lisa Beckwith                             | 472 – 3652<br><a href="mailto:Lisa.Beckwith@winelms.ca">Lisa.Beckwith@winelms.ca</a>           |
| Assistant Director of Care<br>Valerie Campbell                | 472 – 3651<br><a href="mailto:Valerie.Campbell@winelms.ca">Valerie.Campbell@winelms.ca</a>     |
| Director of People Operations<br>Denise Turnbull              | 472 – 3659<br><a href="mailto:Denise.Turnbull@winelms.ca">Denise.Turnbull@winelms.ca</a>       |
| Dir. of Environmental Services, .....<br>John Smith           | 472 – 3656<br><a href="mailto:John.Smith@winelms.ca">John.Smith@winelms.ca</a>                 |
| Director of Finance and Facilities...<br>Don van Nostrand     | 472 – 3657<br><a href="mailto:Donald.vanNostrand@winelms.ca">Donald.vanNostrand@winelms.ca</a> |
| Resident Care Manager .....                                   | 472 - 3658<br><a href="mailto:Rhonda.Church@winelms.ca">Rhonda.Church@winelms.ca</a>           |
| Education & Eden Coordinator.....<br>Tanya Carey              | 472 – 3653<br><a href="mailto:Tanya.Carey@winelms.ca">Tanya.Carey@winelms.ca</a>               |
| Foodservice Manager .....                                     | 472 - 3654<br><a href="mailto:gail.pemberton@winelms.ca">gail.pemberton@winelms.ca</a>         |
| People Operations Coordinator.....<br>Candace Lyon            | 472 – 3655<br><a href="mailto:Candace.Lyon@winelms.ca">Candace.Lyon@winelms.ca</a>             |
| Resident Services & Accounting<br>Coordinator - Teena Balding | 472 – 2600<br><a href="mailto:Teena.Balding@winelms.ca">Teena.Balding@winelms.ca</a>           |
| Volunteer Coordinator .....                                   | 472 – 3653<br><a href="mailto:Tanya.Carey@winelms.ca">Tanya.Carey@winelms.ca</a>               |

# Other Home Services

## **Guest (*Respite*) Services**

Respite Care is a time-limited, pre-planned admission to the Home. There is one bed available for respite care in our Home. This service can provide primary caregivers with the necessary support services in case of emergency, vacation periods, or sporadic breaks.

**How long can someone stay in a respite bed?** A person may stay in a licensed respite bed for up to a total of 60 days within a calendar year. However, to ensure fair access to the beds during the high demand periods (July 1 to October 1) no more than 30 days can be scheduled.

**How can I schedule a respite bed?** You can apply for a respite bed by calling toll-free **1-800-225-7225**. A Care Coordinator will assess the applicant's care needs and eligibility. Once the applicant is confirmed eligible for the service, the Care Coordinator will arrange for a respite bed for the applicant on a first-come, first-served basis.

## **Newspaper**

Residents or their Power of Attorney are asked to subscribe directly with Newspaper companies, and make arrangements for delivery to the Windsor Elms.

The Halifax Herald is delivered daily to the neighbourhoods. Hants Journals are ordered by subscription through the Hants Journal office by resident or family member and mailed to the Elms. Residents or their Power of Attorney are asked to subscribe directly with the newspaper companies, and make arrangements for delivery to the Windsor Elms.

## **Mail**

A mail slot is available at the reception desk for outgoing mail. Mail is delivered and picked up at the reception desk Mon- Friday (excluding holidays) around 11 AM. Mail is delivered to the resident by staff members.

## **Transportation to Special Appointments Outside the Home**

When special appointments at the hospital are necessary, a family member is contacted to provide transportation and, if unable to do so, the RN in charge arranges for transportation and for a staff member if necessary, to accompany the Resident. Charges for ambulance, taxis, and staff care when accompanying a Resident, are the responsibility of the Resident.

## **Clothing and Laundry**

In-house laundering of personal clothing is included in daily rates. Clothing should reflect the Resident's current lifestyle. Numerous coats, hats, boots, shoes, mittens, dresses, sweaters are not needed and can clutter the limited closet and dresser space available. Seasonal clothing must be stored either at home or in the Resident's room. We strongly recommend that all clothing be of the wash and dry variety. All clothing must go to the laundry department for labeling at the time of moving in and as purchased.

It is the responsibility of the resident/families to go through clothes once or twice a year and discard any garments which are no longer appropriate.

There is also a washer and dryer located in the houses for light laundry items. Family are welcome to use this for their residents belongings while visiting. Residents are also welcome to use this for their personal laundry.

## Telephone

Residents may have their own telephone for a monthly charge payable to Windsor Elms Village. The Business Office can manage hook ups and disconnects as requested. Residents, using the Windsor/Falmouth exchange (798 – XXXX) can keep their own local telephone number from their home. Residents must provide their own handset. Please contact the Business Office before disconnecting your home phone, otherwise a new phone number will be assigned when it is hooked up.

## Spa Experience

The Care Team collaborates with residents around preferences for bathing and identifying what assistance is needed to provide a relaxing experience.



**Cable Television** is an option that may be purchased as part of the monthly rate, and payment can be made through the Business Office.

## Parking / Building Hours / Door Security

Visitors may park in the Parking lot by the neighbourhood they are visiting. We also have a parking area by our Main Entrance.



Between 7am and 9pm visitors must enter the code 1423# to access the building. From 9pm to 7am visitors must ring the doorbell for staff to open the door.

## Guest Services & Accommodations

### Family Room

We want families to feel welcome and connected during their loved one's serious decline and recognize that both may benefit from each other's company.

To this end, we may be able to offer overnight accommodation for a short period of time in our private and comfortable Family Room located in Fundyview Neighbourhood.

It is important to recognize that this is not to be considered an alternative to usual accommodations for family that is visiting the area from out of town.



Use of the Family Room will be based on priority need if there is more than one request at the same time. Requests will be considered by the Charge Nurse.

It is important that our residents and staff are aware when there are guests staying overnight in the Home. We therefore, ask that you provide us with some basic information to be passed onto our Nurse in Charge. This information would also be communicated to responders in the event of an emergency.

Family members, who wish to stay overnight, will be asked to provide basic information on a “Request for Overnight Stays Form”.

### **Family Gatherings**








Families and friends who would like to have a special celebration with their loved one are welcome to use one of the meeting rooms at no charge. Please talk to the Neighbourhood RN to make arrangements.

### **Mealtime Guests**

Your friends & families are welcome to join you in your house for a meal. Guests are asked to provide at least 1 hour’s notice to the Foodservice Dept to ensure enough food is prepared and sent to the house. Your guests can pay for their meal in advance of the meal at the Café and provide a receipt to staff in the house upon receiving the meal.

# Family Communications

Since family members are viewed as care partners, we greatly value and encourage their involvement and input into the care that is provided to you, their loved one. There are several options available for influencing the quality of life in this Home:

-  **Community Council** – Provides a forum for all care partners (residents, families, NH staff, volunteers) to gather together to share information, ideas, concerns, learn from each other, and most importantly, become well-known to each other, identifying those opportunities to enhance well-being for all.
-  **Resident Reviews** – Family members and/or Residents are invited to an annual meeting to discuss the individual care of the Resident. This meeting consists of a 30 minute consultation of staff members from each department regarding the care of the Resident. The staff members discuss the Resident's care in terms of changes in the Resident's health and functioning. Concerns are noted, as are goals for continuing care.
-  **Comments** may be given confidentially through our website ([www.windsorelms.com](http://www.windsorelms.com)) or completing a comments card located by the Village Café.
-  **A Simple phone** call or in-person conversation with the Charge Nurse or other care partner in the Home.
-  **Various stakeholder feedback initiatives**
-  **Family and Resident Eden Warmth Surveys** conducted annually in September.
-  **Office of the Ombudsman** 1-888-839-6884

# Other Important Relationships

Meaningful and enriching relationships are key to creating a caring community for our residents.



## Youth Visiting the Home

Resident and youth relationships are encouraged

Besides planned visits from Falmouth Elementary School and our local 4H group, youth volunteers from local schools, clubs, community at large and younger family members are encouraged to visit the residents regularly and during special holidays, celebrations and events occurring regularly in the Home. Not only do our residents enjoy these connections but the youth also report gaining a deeper meaning in their life and a gaining of valuable life lessons.

## Pets Visiting & Living in the Home

We feel that pets and animals visiting the home fit into the category of 'Care Partners' since they definitely can enhance your quality of life by providing companionship and comfort!

You will probably come into contact with one of the Home cats or budgie bird from time to time during the day or be visited by a therapy dog or a pet of a friend or family member.

There will even be an occasional farm animal such as ponies, sheep, chickens, etc. drop by for a visit!









### Pet Policy & Visiting Pets

All animals, whether owned by the Home or brought in for a visit by volunteers, staff or family, must meet certain criteria, including provision of annual veterinarian records and adherence to guidelines as set forth in the policy "Pet Management and Care Policy" (found at [www.windsorelms.com](http://www.windsorelms.com)). The Resident Care Manager must receive health care information such as vaccination dates for tracking, before a pet visits or is adopted by the Home. This health care information needs to be provided annually in order for those visits to continue or for pets that reside in the Home.

# Home Policies

## Safety

We are committed to ensuring the health and safety of you and all who work in and visit your Home. These are a number of the safety initiatives and policies/processes in place such as:

-  Regular safety inspections
-  Scheduled Fire Drills
-  Joint Occupational Health & Safety Committee
-  Code Yellow Drills (staff practice their response to possible resident elopements)
-  Annual review of safety policies & procedures
-  Continuous Quality Improvement Projects

## Designated Smoking Room for Residents

Residents who have been assessed and deemed safe to smoke independently are offered the use of a controlled Resident Smoking Room. The Occupational Therapist will complete the Safe Smoking Assessment with the Resident /Substitute Decision Maker. All residents who smoke will be required to sign a Resident Smoking Agreement during the Moving In process.

## Scent Sensitive Home

For the comfort of our residents, staff, volunteers and visitors, everyone is asked to refrain from wearing or bringing in scented products and strongly scented flowers (such as lillies)to the home.

## Complaint/Concern Resolution

We strive to continuously improve our care and services. You can help us by letting us know if you have a complaint or concern about the Home or any procedure or possible breach of Home or Legislative policy. We will ensure that they are investigated quickly and efficiently, while maintaining the dignity and privacy

of those involved. A complaint/concern should be presented as soon as possible to the Neighbourhood RN/LPN.

### **Confidentiality / Privacy**

We are committed to respecting and safeguarding the privacy of our Residents, Families, Employees and Volunteers. Maintaining confidentiality and privacy of information is paramount to the way we do business. We ask that you do not photograph or video-tape staff or residents while visiting.

Your care team will work with you and your neighbours to create a level of privacy that meets your needs in your living spaces.

Windsor Elms Village complies with the Personal Health Information Act (PHIA) and fundamental privacy principles thereby enabling efficiency and effectiveness in providing better care delivery for our residents and their families.

**PHIA (Personal Health Information Act)** balances your right to have your privacy protected with the need of the health care sector – including the Windsor Elms Village – to collect, use and disclose it to provide appropriate care to you. As a “custodian” of personal health information under this Act, we have an obligation to protect the privacy of the information we collect, use and disclose about you. New residents moving in, and their Substitute Decision Maker will receive a “Notice Of Purpose” outlining our obligation. Our “Privacy Statement” can also be found at [www.windsorelms.com](http://www.windsorelms.com).

### **Food Brought into the Home from Family and Friends.**

Staff must ensure that family and/or friends bringing in foods offer them only to the resident for whom they were intended. Due to the variety of diets and textures our residents may need, sharing of these foods to other residents is not permitted unless the resident (or substitute decision maker) understands that the

foods were not prepared on site and the risks associated and provides consent.

### **Furniture & Equipment Safety for Resident Rooms**

Resident rooms are furnished and organized to allow for safety, comfort, personal preference and cleanliness in a home-like setting.

**Electrical items** brought into the home must be inspected by maintenance and have safety certification such as CSA. The following items are not permitted:

- Microwaves, convection ovens, toaster ovens, irons, toasters, kettles, extension cords, power splitters
- Air conditioners, Humidifiers, additional heating sources such as space heaters, electric blankets, hot water bottles or magic bags, open top halogen lamps

Fridges in rooms are acceptable for low risk foods such as individual portions of commercial puddings, drinks, etc. The maintenance and cleaning of the fridge is the responsibility of the resident and/or family.

**Furniture** – Our bedrooms are furnished with a wardrobe, dresser, night table and bed. You can bring a comfortable living room chair, and pictures to decorate their rooms.

The Physiotherapist and Occupational Therapist are available to support families when purchasing chairs and mobility aids for proper support, height, color and arm length.

### **Pet Policy & Visiting Pets – see Page 30**

# Committees

These are just a few of our committees that contribute to strengthening our Mission and Vision:

Clinical Practice Advisory Committee

Community Council Committee

Joint Occupational Health & Safety Committee

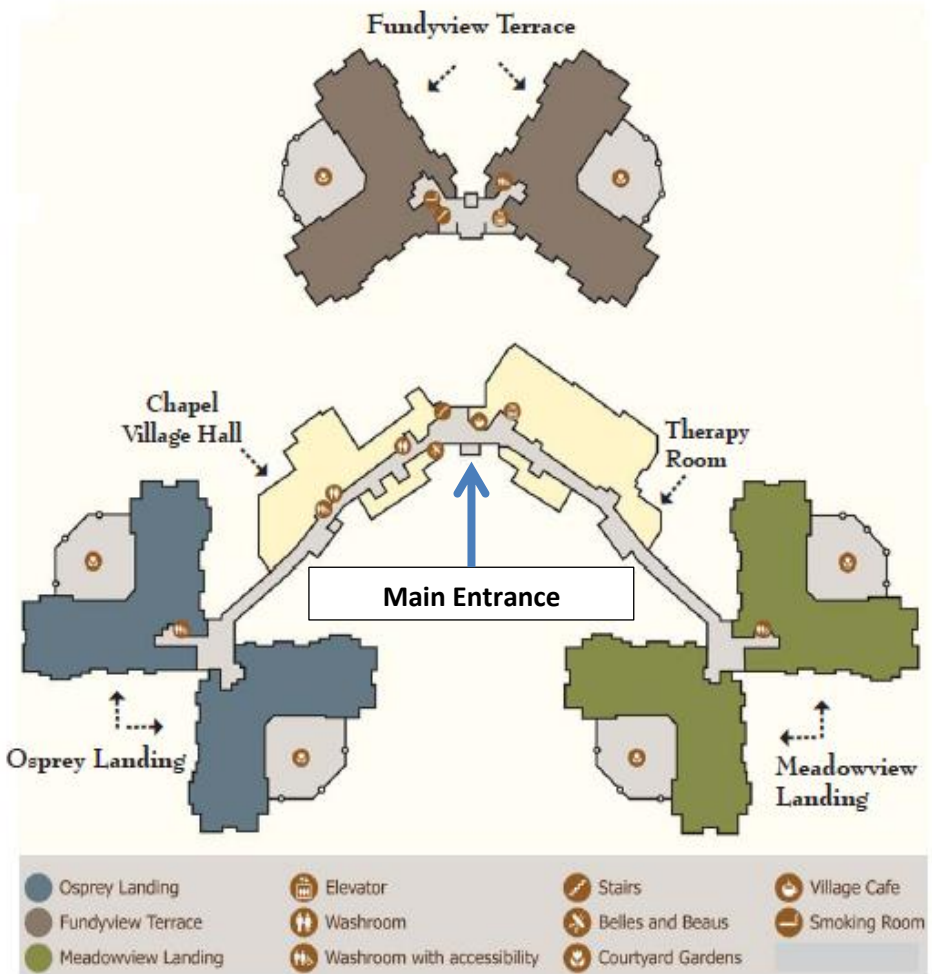
Palliative Care Committee

Pet Committee

Pharmacy & Therapeutics

To learn more about these and other committees talk to our Director of Care.

# Map



**To reach the Neighbourhoods call 798-2251 & the following extensions:**

## **Osprey Landing**

House 1 (251); House 2 (252); House 3 (253); House 4 (254)

## **Meadowview Landing**

House 1 (261); House 2 (262); House 3 (263); House 4 (264)

## **Fundyview Terrace**

House 1 (271); House 2 (272); House 3 (273); House 4 (274)

# Guiding Principles

## **Safety is paramount**

- We keep each other safe so no one gets hurt.
- We intervene to prevent injury.

## **Collaboration; working together, we are better.**

- We call on each other for support, ideas and problem-solving.
- We build on each other's strengths
- We solicit and honour all contributions.

## **Learning and sharing; within our home and beyond**

- We support each other in our continued growth and development.
- We use our mistakes as opportunities to learn.
- We seek ways to contribute.

## **Respect, kindness and compassion for all.**

- We treat each other with kindness.
- We respect and acknowledge each other's contributions.
- We listen to one another to understand.
- We treat others as they wish to be treated.
- We honour the dignity and freedom of choice for residents.

## **Celebration and recognition of who we are and what we do.**

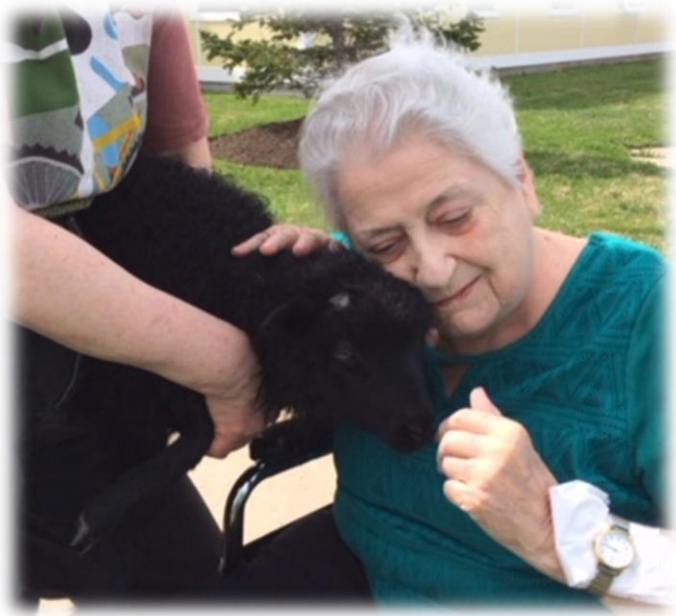
- We seek opportunities to celebrate our successes.
- We honour special moments.
- We look for ways to enrich each other's lives.

## **Trust and accountability in and to each other.**

- We share what we are doing and why.
- We take responsibility for our actions, decisions and impacts.
- We tell the truth.

## **Excellence and innovation in an ever changing world.**

- We don't settle for good enough.
- We challenge ourselves and each other to do better.
- We challenge the status quo.



# WEV Key Directions 2018-2021

## Key Direction 1: Learning & Leadership

- Supporting lifelong learning
- Providing professional development; formal leadership training.
- Enhancing leadership capacity in all care partners.
- Recruiting and retaining of the best employees.

## Key Direction 2: Our Eden Journey

- Recognizing Eden as our current basis for quality of life – well-being for all.
- Evolving our journey with Eden.
- Sharing our uniquely WEV philosophy and best practices in the field.
- Supporting continuous improvement in resident-directed care.

## Key Direction 3: Collaboration To A New Level

- Supporting the changing needs of residents through resourcefulness and collaborative problem solving.
- Strengthening relationships and communication.
- Recognizing and supporting employee engagement.
- Expanding and enhancing roles for volunteers.
- Supporting care partners to enhance quality of life and resident-directed care.

## Key Direction 4: Community Connectivity and Contribution

- Influencing perceptions of continuing care/nursing homes.
- Advocating for well-being in any setting.
- Sharing our experience; WEV as a learning hub.
- Linking community needs and available resources; WEV as a resource hub for the community.
- Bringing people into WEV and bringing residents out into the community.
- Welcoming opportunities for all ages to connect and contribute.
- Enhancing and supporting economic development.

