Windsor Elms Village

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Windsor Elms Village

Resident Rights and Responsibilities

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

- all team members to work together
- everyone to take ownership for the work of the team
- everyone to recognize that they are all essential to the team
- communication that is open and honest
- the contribution and diversity of the team is recognized and valued
- positive working relationships among team members
- staff to engage residents and their families as team members

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

- understand the Elms' values and support team work
- be an active member of the care team and respect everyone's role within the team
- respect the talents, experience and knowledge of all care team members
- provide input into my care plan and participate in the annual Resident Care Team meetings

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

- information about infectious outbreaks and other relevant issues
- my suggestions and concerns to be listened to
- an environment that promotes teamwork and collaboration
- an environment that respects and values the contribution of all
- an environment that welcomes volunteers, new employees and families
- an environment that seeks collaboration with outside professionals, other homes and other Boards

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

- actively participate in fulfilling the Elms' Mission and Vision
- participate/volunteer in key activities in the life in our community
- actively work in collaboration with employees
- consider working together with employees and the community
- communicate expectations
- invite children, grandchildren, great grandchildren into my life
- provide input and identify barriers to my active participation

Introduction

The Windsor Elms Village strives to be a leader in Long Term Care and, with this in mind, we created the Resident's Rights and Responsibilities document.

As a member of the Windsor Elms family, every one has a role in achieving this vision. Our Residents have both rights and responsibilities. It is with these that we hold each other accountable. This can only be done if we are all aware of and understand our roles and responsibilities.

The Windsor Elms Village is committed to embracing life, providing compassionate support and encouraging meaningful relationships, keeping that in mind we encourage discussion of this document with your caregivers.

Windsor Elms has well established Mission, Vision and Guiding Principles statements. These statements are prominently displayed in the facility.

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.

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

- an environment that promotes team and relationship building and creates a home-like, fun atmosphere
- to be treated with respect and dignity by all employees, residents and their families
- to be communicated with in a respectful, non-judgmental and collaborative manner
- that confidentiality and privacy of all residents, family and employees is maintained
- properly trained staff and adequate staffing levels, within available resources
- policies that further resident care in a respectful manner

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

- participate in my own care and be involved in the life of my community
- respect the dignity of Windsor Elms, its employees and other residents and families
- communicate in a respectful, non-judgmental and collaborative manner
- maintain confidentiality and privacy of all residents and families
- respect all policies and practices, within my community appreciate that caregivers respond to resident needs by balancing quality of care and time restraints
- treat with respect community's buildings, fittings and furniture

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

- a focus on the continuous improvement of quality of care
- that employees are properly trained
- that all issues and problems are dealt with consistently, appropriately and transparently
- clear role definitions, policies and procedures
- fair and consistent decision making
- that confidentiality policies are established, maintained and communicated

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

- be involved in my own care
- follow through on commitments to others
- communicate significant family history
- appropriately raise and discuss concerns and speak honestly
- report my concerns about issues of care through appropriate means
- be responsible with use of available services

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.

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

- opportunities for self-development, social interaction and healthy living
- the highest quality care possible
- the Windsor Elms to advocate for residents who cannot speak for themselves
- families and visitors to have access according to the wishes of residents
- information about services
- fair and efficient responses to difficult ethical issues, as they arise

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
- work together with employees to provide quality care
- meet my financial obligations
- facilitate communication with employees and other residents and their families
- understand the type of care Windsor Elms provides and participate in the quality improvement of my community
- raise ethical issues and participate fully in resolving them

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

- a safe living environment
- swift decisions to correct any problems or issues
- clarity about the roles and responsibilities of Windsor Elms, its employees, other partners, residents and their families
- that only qualified people are employed
- that residents or their representatives take responsibility for their actions and choices
- that care, service and operations are reflected in appropriate policy and procedures
- that all finances are handled responsibly with documented accountability and transparency
- that reports and records are handled in an accurate and timely manner

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

- communicate with family for all care needs including end of life instructions
- relate history and work with the care team to achieve goals
- be responsible for finances
- be aware of my rights and responsibilities and act accordingly
- accept personal responsibility for my actions and choices
- appropriately report and communicate concerns
- provide input to improve processes
- respect all applicable policies and provide feedback