



Windsor Elms Village

Resident Support Assistant

The Resident Support Assistant (RSA) fills a dual role in the daily life of our communities. First, the RSA helps to ensure a dining experience that is filled with meaning, memory and relationships where food is served with pleasure and appeal to all of the senses. Food and beverages should reflect the preferences of the residents with a few surprises thrown in for spontaneity. Spurred by appetite or interest, all should be able to fix, request, and enjoy foods of their choosing, just as we do in our own home. Secondly the RSA helps to create clean, sanitary and comfortable surroundings for all care partners so that the residents have a home they are proud to share with family and friends. Doing housekeeping is a comforting and meaningful function that many of our residents have been doing for years. You should look for opportunities to involve interested residents in your efforts related to food service and housekeeping.

As a member of our team, your roles will include:

- Aligning your actions and decisions with the mission and vision of WEV and our philosophy of care, while role-modeling the guiding principles of WEV
- Creating a dining atmosphere that is welcoming, relaxed and relationship driven, where everyone feels at home.
- Helping people become well known in the neighbourhood
- Collaborating with the care partner team to create a home where people are safe, respected, and comfortable
- Keeping the residents' preferences and needs at the center of all your decisions, conversations and actions
- Supporting the rhythm of daily life under the guidance of the licensed staff member on your team and in accordance with the preferences of the residents
- Actively participating in Household events
- Being a good neighbour to others in the WEV community
- Sharing your unique skill set to help others grow.
- Being an advocate for people and show what it means to genuinely care for others

Your Household licensed care partner will assist you in your role by providing support, guidance, timely feedback, evaluation, and education

Our Mission ... who we are

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.

Our Vision ... what we are striving for

WEV is an innovator, achieving the most compassionate, dignified, resident-directed living experience.

The Best Place to Live, Work and Visit.... Today & Tomorrow.

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 needed to ensure your success as a care partner in our community.

Fulfilling this Care Partner Role

To ensure that candidates with the right education and skills are in this role, the RSA role at WEV has the following requirements:

- Hospitality skills
- Well-developed interpersonal communication skills
- Respect for all persons
- Food safety awareness
- WHMIS
- Standard Precautions
- Body Mechanics Training
- Ability to operate equipment
- Feeding with Sensitivity
- Skills in mentoring
- Knowledge of basic computer skills
- Dementia Care training

Physical and Psychological demands of this role include:

- The ability to deal with challenges including, but not limited to, shift rotation, weekend and holiday schedules, fluctuating temperatures, unusual or unexpected behaviors by residents, complex family dynamics, death and dying, etc.
- The ability to move freely about – sitting, standing, pushing and lifting up to 35 pounds safely.

Agreement:

I understand and have received a copy of this care partner role. I am committed to fulfilling my role to the best of my abilities, as a care partner in this community.

Care Partner Signature: _____

Date: _____

