



Windsor Elms Village

Village Guidebook

Creating a Caring Community Together



An Eden Alternative Registered Home

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Land Acknowledgement

Windsor Elms Village respectfully acknowledges that we live, work & learn in **Kwesawatqek (Gway-Saw-Wah-d'k), Mi'kma'ki** the traditional and unceded territory of the **Mi'kmaq People**.

This land is governed by the **Treaties of Peace and Friendship**. These treaties were built not on surrender, but on a commitment to live in **peace, respect, and mutual support** — the same responsibilities that continue to this day.

As a Certified Eden Home, we are especially mindful of the Mi'kmaq tradition of **honouring Elders as knowledge keepers, spiritual guides, and vital members of the community**. We recognize the deep cultural value placed on caring for Elders with **dignity, connection, and interdependence** — values that align with our own commitment to ending loneliness, helplessness, and boredom in the lives of those we serve.

We affirm our responsibility to uphold the spirit and intent of the Peace and Friendship Treaties and to walk the path of reconciliation with humility, integrity, and care. We are all treaty people.

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Questions? We are happy to help!

902-798-2251 Ext. 221

info@winelms.ca

Mission

Windsor Elms Village (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.

Philosophy of Care

We are a certified 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.

Vision

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



Our Guiding Principles

1. **Safety** is paramount.
2. Commitment to **Equity, Diversity and Inclusion**
3. **Learning and sharing** within our home and beyond.
4. **Respect, kindness and compassion** for all.
5. **Celebration and recognition** of who we are and what we do.
6. **Trust and accountability** in and to each other.
7. **Excellence and innovation** in an ever-changing world.
8. **Collaboration**: working together, we are better.



One of our six garden areas

Strategic Plan 2023-2028

Lead the Change: Be the best example of what Long Term Care can be and use our voice to cultivate change.

Be a Village of Innovators: Everyone plays a role in making our Village work, and even the smallest innovations can make a big difference.

Support Care Partners for Success: We succeed when our people succeed. We empower our people to develop and grow in a supportive and inclusive space.

Empower People through Technology We adapt to changing needs and provide tools that empower everyone to enjoy their Windsor Elms experience.

Since becoming a certified *Eden Alternative Registered Home* in **February 2013**, we are committed to providing enhanced quality of life through person-directed care; developing & maintaining meaningful relationships; and opportunities for continued growth and fulfilling life experiences.

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.

To learn more about
The Eden Alternative,
please visit their website:
www.edenalt.org



Key Policies

Safety

We are committed to ensuring the health and safety of all and have several safety initiatives and policies/processes in place, such as:

- Regular safety inspections
- Scheduled Fire Drills (monthly)
- Joint Occupational Health & Safety Committee
- Annual review of safety policies & procedures
- Continuous Quality Improvement Projects

Designated Smoking Room for Residents

A single occupant resident smoking room is available for use by those who have been assessed by WEV's Occupational Therapist and deemed safe to smoke independently. Residents who smoke are required to sign a Resident Smoking Agreement prior to accessing the room.

Scent Sensitive

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 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 Nurse or Resident Care Manager

Resident Unaccompanied Leave

Residents are welcome to leave our building to spend time with loved ones or enjoy outings in the community. Each resident's situation is unique and decisions about outings are guided by their individual needs, preferences and safety. To support safety and well-being, when residents leave the home without a staff care partner, our nursing team will record when a resident leaves, who they are with, and their expected return time. If a resident does not return as expected, staff care partners will follow up with the resident or their contact to ensure everything is okay. We are happy to help residents and their loved ones' plan outings that feel comfortable and safe for everyone.

Key Policies

Personal Health Information Act (PHIA)

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 our residents.

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.

Certified Electronics

All items that plug in must have one of the following certification logos:



Committees

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

- Clinical Practice Advisory Committee
- Resident Council & Family Council
- Eden Committee
- Joint Occupational Health & Safety Committee (JOHS)
- Palliative Care Committee
- Equity, Diversity & Inclusion Committee (EDI)
- Pharmacy & Therapeutics

Infection Control

Creating a safe and healthy environment is a shared responsibility among residents, families, visitors, and staff care partners. Nova Scotia's long-term care facilities follow provincial Infection Prevention and Control (IPAC) standards and Public Health recommendations to reduce the spread of respiratory and other communicable infections.

Common Terms

PPE (Personal Protective Equipment): Items such as masks, gloves, gowns, or face shields that help prevent the spread of infections. Signage will guide when and how to safely put on (**don**) and remove (**doff**) PPE.

Precautions: When a resident shows a symptom(s) that is new or different from their usual health, they are placed on "precautions". This involves isolation and completing a series of swab tests (initial testing, with repeat swabs at 48 and 72 hours if symptoms continue). Residents on precautions will have a sign and PPE outside of their door.

Swab/Test: A swab test is used to check for respiratory. A soft swab (similar to a long Q-tip) is gently used to collect a sample from the nose.

Universal Masking: The practice of requiring all individuals to wear masks in a specific location to reduce the spread of infection and protect residents.

Isolation: Staying in one's room for a period of time to help prevent the spread of illness. Care and supports, including meals, bathing, and comfort, continue as usual.

Vaccinations

Routine adult immunizations are available to support the health and well-being of residents. Vaccines offered in long-term care include influenza (flu), COVID-19, pneumococcal, RSV, tetanus, and shingles. These immunizations are offered in accordance with Public Health recommendations and are publicly funded for eligible residents in long-term care.

Infection Control

Outbreaks

Suspected Outbreak:

When two or more residents in the same household develop symptoms within a short period of time.

Confirmed Outbreak:

Declared by Public Health when there are two or more laboratory-confirmed infections within a household.

What To Expect During an Outbreak

- Residents must remain inside their Household.
- Residents who are unwell are supported to remain in their room when possible.
- Household entry doors are closed, and outbreak signage is posted.
- Masks are required in outbreak areas. Masks should be removed immediately after exiting an outbreak area.
- Masks and hand sanitizer are available at all entrances.
- Group activities are paused within the household.
- Residents who are on precautions may go outside for one hour of fresh air each day.
- Communication is shared with families via email.
- Pets are not permitted in outbreak areas
- It is not recommended that residents leave the building, but essential outings (e.g., medical appointments) can continue with appropriate precautions.

Outbreaks are carefully monitored and are discontinued at the direction of Public Health when it is safe to do so.

Questions or concerns about infection control?

Please don't hesitate to speak with any Neighbourhood Nurse or our Assistant Director of Care.

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 quality of life by providing companionship and comfort!

You may come into contact with one of the house cats or be visited by a therapy dog or a pet of a friend or family member. Sometimes there may even be an occasional farm animal such as ponies, sheep or chickens dropping by for a visit!



Visiting Pet Policy

All animals, whether owned by Windsor Elms Village or brought in by volunteers, staff or visitors must adhere to guidelines as set forth in the policy “Pet Management and Care Policy”. This includes the provision of annual veterinarian records prior to a pet’s first visit.

To arrange for your pet to visit or for more information about our Pet Management and Care Policy, please speak with a Resident Care Manager

Care Partners

Care Partners include residents, staff, volunteers, consultants, family & friends, government, and all others who support and care for a resident. Windsor Elms Village 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 activities and relationships.

To ensure our residents have access to services that are not provided at the Elms', visits from other healthcare professionals are welcomed! *All related costs are the responsibility of the resident.*

Board of Directors: We are fortunate to have a highly engaged board of eleven members who care deeply about the wellbeing of our residents and care team. Board members have expertise in various fields, thereby providing guidance and support regarding finances, policy, visioning for the future, connections with the community and government and risk management. Our board convenes, five times each year with sub-committees meeting more frequently. Our sub-committees include the Finance Committee, Quality Committee and Governance Committee. Everyone is invited to join their Annual General Meeting held in June.

Facility & Environmental Services

Laundry: Handle each item with care and ensure residents always have clean, fresh clothing and linens.

Custodians: Help create a clean, safe, and comfortable environment. They take pride in maintaining high standards of cleanliness throughout our community.

Utility Worker: Supports the smooth operation of our community by managing shipping and receiving, maintaining inventory, ordering of essential supplies. They conduct environmental audits and equipment inspections, to help uphold a safe, well-equipped, and efficient environment for all.

Maintenance: ensure that all equipment and facilities are regularly inspected, repaired, and well-maintained to ensure a comfortable environment.

The Facility & Environmental Services team ensures Windsor Elms Village meets and exceeds provincial standards.

Care Partners

Finance

Payroll/Benefits: Ensures that our care team members are paid accurately and their benefits are properly managed.

Residents Services and Finance Coordinator: Supports residents and families with admissions, billings, and service-related questions.

Receptionist: Helps keep our community running smoothly and is always ready to assist with questions or directions.

Foodservice

Café Workers: Serve food in the Village Café, prepare food and deliver meals to residents' houses.

Central Kitchen Cooks and Cook Helpers: Prepare and serve home cooked meals to residents.

Dishwashers: Play a vital role in maintaining cleanliness and hygiene by ensuring all dishes, utensils, and kitchen equipment are thoroughly cleaned and sanitized.

Registered Dietitian (RD): Supports residents' nutrition and enjoyment of meals by helping ensure diets are safe, balanced, and tailored to individual needs.

The Foodservice Department is government inspected biannually to ensure food safety standards are met. All Foodservice staff have completed professional food safety training.



Village Café

Care Partners

Life Enrichment & Recreation:

Chaplain: Provides spiritual care and emotional support to residents, families, and care partners, respecting all faiths and beliefs within our community.

Life Enrichment & Recreation Care Partners: Support residents' participation in activities and meaningful experiences to enhance well-being.

Music Therapist: Uses the power of music to support residents' emotional, cognitive, physical, spiritual and social wellbeing through individual and group sessions tailored to their needs and preferences.



People Operations

People Operations Coordinator: Leads the hiring and onboarding process to ensure new care partners, including students and internationally educated staff, feel welcomed, supported, and prepared to begin their roles with confidence.

Staffing Coordinator: Manages staffing schedules across all departments to ensure shifts are covered, resident care needs are consistently met and the safety and operational needs of every department are maintained.

People Operations Support: Assists with staff scheduling, onboarding paperwork, and orientation to help new team members get off to a strong start.

Care Partners

Resident Care

Continuing Care Assistants (CCAs): Provide compassionate, dignified support with personal care such as bathing, dressing, and mobilizing. They also assist with meals, prepare snacks, and help create a safe, comfortable environment.

Neighbourhood Nurses - Registered Nurses (RNs) & Licensed Practical Nurses (LPNs): Provide skilled clinical care, serve as neighbourhood leaders and are the main point of contact for care questions and concerns. Neighbourhood nurses lead the development and implementation of individualized care plans that reflect resident's preferences, needs and goals.

Occupational Therapist (OT): Helps residents stay independent by recommending and providing equipment and supports for daily activities.

Physical Therapist (PT): Helps residents maintain mobility, strength, and independence through exercises, equipment, and safe movement strategies.

Physical Therapy Assistants (PTA): Supports residents with exercises, equipment, and safe movement plans in collaboration with the Physical Therapist

Physicians: Through the Care by Design Program, each neighbourhood has an assigned physician who visits weekly. The Care by Design is recognized for its innovative, sustainable approach to managing complex healthcare needs in long-term care settings. A Care by Design physician is on call 24/7 for emergencies.

Resident Support Assistant (RSAs) and Long-Term Care Assistant (LTCAs): Take pride in keeping your room, living areas, and bathroom clean and comfortable. They also set your dining table and serve meals, helping you enjoy mealtime in a relaxed environment, and assist CCAs with personal care.

Social Worker: Supports residents and families with emotional well-being and practical resources.

Leadership Team

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

CEO

Candace Lyon

Director of Care

Lisa Beckwith

Assistant Director of Care

Allison Wheaton

Director of Finance

Don van Nostrand

Director of People Operations & Education Coordinator

Tanya Carey

Director of Facilities & Environmental Services

Paul Turgeon

Safety & Environmental Services Manager

Trish Swinamer

Director of Foodservice & Clinical Dietitian

Joanna Osborne

Manager of Foodservice

Cheryl Harvey

Executive Assistant

Melissa MacAskill

Life Enrichment Manger & Volunteer Coordinator

Michaela Tracy

Fundyview Resident Care Manager

Michael Wood

Meadowview Resident Care Manager

Linda Jamieson

Osprey Resident Care Manager

Katie Southall

Visitors

Meaningful and enriching relationships are key to creating a caring community for our residents. Visitors are welcome day and night!

Parking

Visitors may park in the parking lot by the neighbourhood they are visiting or in the parking area by our Main Entrance. All parking is free.

Building Hours / Door Security

Visitors are welcome anytime, day or night! Between 7am and 9pm visitors must enter the code 1423# to access the building. From 9pm to 7am visitors must ring a neighbourhood doorbell for the door to be opened. Please note, the main entrance doorbell is not answered after 4:30pm.

Recommended Visiting Areas

- Kitchen, Living Room or Dining Room
- The Den (Located in Fundyview outside Houses 3 & 4)
- Hallway Alcoves
- Neighbourhood Center
- Village Hall
- Village Café
- Magazine Corner
- Gardens



Meadowview Lane Alcove

When Not to Visit

To help protect residents, please do not visit if you are feeling unwell. You may return when your symptoms are improving and you have been fever-free for 48 hours. Please check yourself for cold or flu-like symptoms before visiting.

Visitors

Mealtime Guests

Guests are welcome to join residents in your house for a meal. Guests are asked to provide Central Kitchen at least 1 hour notice to ensure enough food is prepared and sent to the house. Guests pay in advance of the meal at the Village Café and provide a receipt to staff in the house upon receiving the meal.

Food Brought into the Home from Family and Friends

Visitors are welcome to bring in favourite foods to be served to your loved one as their meals or snacks. Please keep in mind the storage capacity of our fridge and cupboards may be limited. Due to the variety of dietary needs, sharing of these foods with other residents is not permitted unless the resident (or their substitute decision maker) understands that the foods were not prepared on site, the associated risks and provides consent.

Gatherings

Those who would like to host a special celebration are welcome to book one of following spaces:

- 1) Village Hall (capacity 40)
- 2) Neighbourhood Conference Room (capacity 8)
- 3) Village Board Room (capacity 25)
- 4) The Den (capacity 5)

To schedule a gathering, please contact our Life Enrichment Manager at 902-798-2251 ext. 285



Village Hall

Visitors

Overnight Accommodation

We understand how important it is for loved ones to be close and feel connected during difficult moments, particularly when a loved one is approaching end of life. We are pleased to offer two overnight accommodation options.

1. **Cots:** Cots are available to be placed in a resident's room, allowing loved ones to remain nearby.

2. **The Den:** This cozy, private space is located outside of Fundyview Terrace House 3 & 4 and includes a comfortable pull-out couch, chair, a small dining table with two chairs, a counter with a kitchen sink, a mini fridge and a private bathroom.

Please speak with a neighbourhood nurse to arrange an overnight stay.

We ask that these options not to be considered an alternative to usual accommodations for family that is visiting the area from out of town.



The Den (Located in Fundyview outside Houses 3 & 4) is open 24/7 for residents and visitors. You are welcome to use the room anytime it is unoccupied!

Volunteers

Volunteers play a vital role in enriching the lives of our Residents and helping create meaningful moments each day.

If you're interested in volunteering, you can pick up an application form at reception or contact our Volunteer Coordinator for more information. All volunteers require an up-to-date Vulnerable Sector Check. We welcome volunteers ages 14 and up —there's always something to get involved in, and a variety of opportunities to choose from!

Some Ways Volunteers Can Help:

- ◆ One-on-one visits with Residents – reminiscing, chatting, reading the newspaper, writing letters, or looking at photos
- ◆ Helping gather and accompany Residents to programs
- ◆ Supporting recreation events like parties, large programs, live music or holiday celebrations
- ◆ Calling or assisting with Bingo
- ◆ Playing cards or table games (Scrabble, checkers, puzzles, Monopoly, cribbage, UNO, etc.)
- ◆ Supporting weekly religious services or offering spiritual companionship and prayer
- ◆ Sharing musical talents—singing or playing instruments
- ◆ Sewing or crafting with or for residents
- ◆ Assisting with bus trips and outings (scenic drives or special excursions)
- ◆ Walking with or wheeling residents indoors or outside
- ◆ Assisting during mealtimes (requires additional training)
- ◆ Visiting with well-mannered pets or little ones
- ◆ Sharing a special skill, talent, interest, or hobby
- ◆ Offering quiet companionship with palliative residents

For more information on ways to get involved, please visit our website or contact our Volunteer Coordinator

Windsor Elms Village

Windsor Elms Village is home to *107 residents* and *1 respite room*

Our Village is made up of **3 Neighbourhoods.**

Each Neighbourhood is made up of **4 houses,**

Each house is home to **9 residents.**

Each Neighbourhood has its own lane that connects it to our **Village Centre** (yellow) where you will find:

Reception

Café

Village Hall

Financial Services

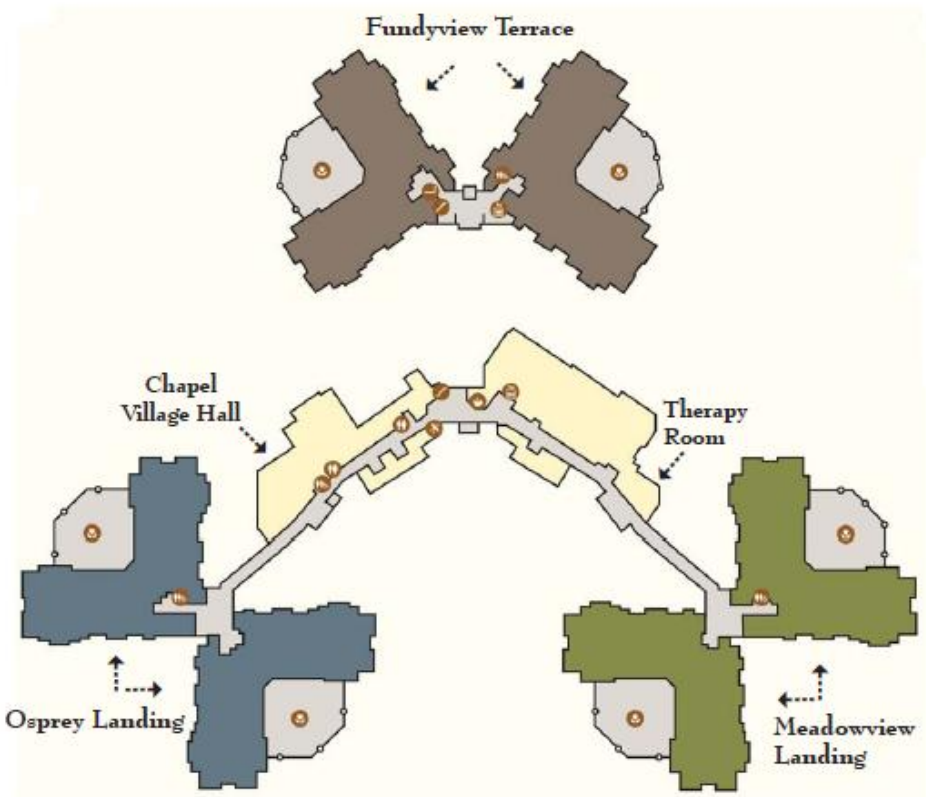
Salon

Leadership Offices

Social Worker

Dietitian

Physical Therapy Clinic



Neighbourhoods

Osprey Landing

Fundyview Terrace

Meadowview Landing

Each neighbourhood has the following:

- 4 Houses, each with 9 residents
- 2 Spa Bathing Areas
- Neighbourhood Centre for events/activities
- Neighbourhood Nurses Office
- Resident Care Manager Office
- Conference Room
- Life Enrichment and Recreation Office Nook
- Convenient Parking for visitors right outside the Neighbourhood front door.
- 2 Community Gardens

Houses are paired together and connected by a shared spa area. Two houses connected by a shared spa area are referred to as a **Household**.



Neighbourhood Centre

Houses

Kitchen

Each house has a complete kitchen which is accessible to residents and their guests. 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. Snack foods and quick meals readily available including puddings, yogurt, cookies, breads and eggs. Coffee and tea is available for guests.

Dining Area

Enjoy home-cooked meals in our cozy dining rooms. Meals are delivered fresh from the kitchen using our hot cart system. Staff are ready and willing to assist you with your dining experience. It is their priority to ensure residents receive their meals in a relaxed and dignified manner.

Living Room

A comfortable seating area with a television, electric fireplace and garden view



House Living Room

Private Bedroom and Bathrooms

Our private bedrooms and bathrooms are furnished and organized to allow for safety, comfort, personal preference and cleanliness in a home-like setting.

All rooms are furnished with a wardrobe, dresser, night table and bed.



At Windsor Elms we strive to create the flexibility that mirrors life in the communities and homes our residents have known. Our maintenance team is happy to help hang your décor to make your room feel more like home.

Spa Bathing Areas

Our Spa Bathing Areas are designed to offer a safe, comfortable, and dignified bathing experience for all residents.

The Care Team works closely with each resident to understand their personal preferences and determine the level of support needed. Our goal is to promote safety while preserving independence, ensuring that each bath or shower is a relaxing and respectful experience.

To meet a range of needs and preferences

The **Shower Room** features multiple seating options and an adjustable shower head for comfort and ease.

The **Tub Room** includes a mechanical lift to assist residents with getting in and out of the tub safely.



Village Services

Belles and Beaus Salon

Residents and respite visitors can enjoy being pampered by our Hairstylist. Services are offered at reasonable rates.

Hours of Operation: Monday/Tuesday 8:00am – 3:00pm

Wednesday 8:00am – 12:00pm

Financial & Resident Services

Residents are required to open a Personal Trust Account. This allows for the payment of in-house and eliminates the need to keep cash on hand. The Financial & Resident Services Coordinator also supports residents and their loved ones with financial questions, billing and payment and admission-related paperwork.

Social Worker

Our Social Worker provides personalized support to residents, families, and care partners by helping navigate both the emotional and practical aspects of long-term care. They advocate for resident well-being, assist with care planning, and help address any challenges that may arise. The Social Worker helps ensure that residents' and their loved ones' voices are heard and respected.

Chaplain

Our Chaplain offers spiritual support, guidance, and companionship to residents and their families. They provide comfort, a listening ear, and help residents explore meaning and connection during their time in the community. The Chaplain also hosts services and programs to bring residents together and nurture spiritual well-being.

Music Therapy

Our Music Therapist supports residents emotionally, socially, physically, spiritually and cognitively through music. Residents may participate in singing, instrument play, or listening activities that promote joy and connection. The Music Therapist facilitates one-on-one and group programs, using music to reach non-musical goals. No music experience necessary!

Village Services

Village Café

Offering both meals and snacks for a nominal fee, The Village Café is open for all visitors, residents and care team members to enjoy.

Hours of Operation: 6:00am – 6:15pm

Hot Breakfast: 8:30am – 11:00am

Hot Dinner: 12:00pm – 1:20pm

Hot Supper: 5:30pm – 6:10pm

Village Café is closed 11:15am-11:30am and 4:00pm-5:30pm to accommodate the preparation and delivery of resident meals.

Life Enrichment & Recreation

Our Life Enrichment and Recreation Team is dedicated to creating meaningful, engaging experiences that support the emotional, social, physical, cognitive, and spiritual well-being of our residents. We strive to offer a wide variety of one-to-one, small and large group programs that are adaptable and tailored to meet the unique needs, interests, and abilities of residents at any age or stage. Alongside our scheduled programs, we also embrace the joy of spontaneous programs! Whether it's a walk in the sunshine, a dance party, or a surprise treat cart. These moments of fun and connection often bring the most laughter.

Residents are encouraged to take an active role in shaping their daily lives by suggesting programs for the monthly activity calendar and participating in Resident Council, a space to share ideas, voice preferences, and help guide the overall direction of programs, decisions and life in our community.

Please visit our website to view our Activity Calendar!



www.windsorelms.com/live

Together, we create a home where life is not just lived but celebrated.

Village Services

Personal Care

Our care partners provide support with daily activities such as bathing, dressing, grooming, and mobility, always respecting each resident's preferences, routines, and dignity.

Healthcare Services

Residents have access to a range of health services to support their overall well-being. Our interdisciplinary team works together to provide ongoing assessment, care planning, and support based on each resident's individual needs and wishes.

Physical Therapy

Our well-equipped **Therapy Centre** offers residents access to a range of equipment including stationary bikes, weightlifting, and various tools for strength and balance exercises.

Our **Physical Therapy Team** regularly visits residents to perform individual assessments and provide personalized care. They also offer walking sessions and group exercises to keep residents moving and engaged.



Physical Therapy Centre

Accommodations

Housekeeping

Regular housekeeping services help maintain a clean, safe, and comfortable living environment. This includes routine cleaning of resident rooms and common areas.

Meals & Dining

Nutritious meals and snacks are provided daily and enjoyed in a shared dining environment that encourages connection and community. Meals are delivered to each home using hot carts to ensure food is served at the appropriate temperature.

Special diets and food textures are accommodated based on individual needs and recommendations. Our Dietitian works closely with residents and the care team to support nutritional health and address any dietary concerns.

Tenera Care System

The Tenera Care system uses a discreet wearable device, often worn as a wristband or clothing clip-on. The device has an emergency alert button that residents can use to call for help at any time. It also allows the care team to locate residents within the home when needed, such as for meals, medications, or visitors. This system supports timely care while allowing residents to move freely and comfortably throughout the home.

Mail Services

A Mailbox for sending out mail is located at reception. Mail received may be picked up at reception or delivered directly to the resident.

Maintenance

Our maintenance team helps keep the home safe, comfortable, and personalized by completing repairs and safety checks, engraving personal items (such as glasses and watches) to help prevent loss, and assisting with hanging décor to help residents feel at home.

Accommodations

Laundry:

Full laundry services are provided for all residents. Each home also includes its own washer and dryer for residents who prefer to do their own laundry.

All clothing and bedding must be labeled to help ensure items are returned to the correct resident after laundering. Items can be sent for labeling by placing them in a bag with the resident's name and giving it directly to a care partner. Please do not place clothing in black garbage bags, as they may be mistaken for waste.

Laundry is collected daily at approximately 4:00pm and washed the following day. Hanging items are typically returned daily, while folded items are returned on scheduled delivery days:

- Osprey: Monday & Thursday
- Fundyview: Tuesday & Friday
- Meadowview: Wednesday & Saturday

Laundry services are closed on Sundays. The longest anticipated turnaround time is approximately three days.

To help keep items in good condition, we recommend sending washable, durable clothing and avoiding delicate or dry-clean-only items.

Internet (Wi-Fi)

Wi-Fi is available throughout the home and is free for residents and visitors. This allows residents to stay connected with loved ones, access entertainment, and use personal devices.

Optional Accommodations (Additional Cost)

Cable Service (television not included)

Phone Service (phone not included)

Included Accommodations & Services

A resident's Daily Accommodation Rate covers most of the expenses involved in living at Windsor Elms Village. It is the responsibility of the resident or their delegate to make arrangements for the payment of monthly fees.

Included Services:

1. Clinical and/or personal care.
2. Select, 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 (i.e.: 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. Housekeeping/maintenance
13. Resident trust account services are available if desired.
14. Physicians assigned to each Neighbourhood.
15. Tenera: WEV's advanced Resident Tracking and Call Bell System which uses wearable technology and real-time location tracking to ensure resident safety and streamline caregiver response with instant alerts and detailed activity insights.

Additional Costs

Items and Services Not Included:

1. Appropriate clothing & adequate footwear on an ongoing basis
2. Co-payment charge on prescription drugs and over-the-counter medications which an individual Resident prefers to those supplied by the WEV.
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 (e.g. Footcare)
4. Assistive devices (e.g. Wheelchair, walker, cane, etc.). These items may be available through the Red Cross Program.
5. Eyeglasses, dental care, prosthetic devices (e.g. Dentures, hearing aids, etc.) and other items 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 of ambulance and escort services to/from hospital. Emergency situations may not allow time for pre-approval with power of attorney (POA). When special appointments are necessary, a family member is contacted to provide transportation. If unable to do so, a nurse will make arrangements. Charges for transportation and staff care when accompanying a Resident, are the responsibility of the Resident.
8. Newspaper: Residents or their Power of Attorney are asked to subscribe directly with Newspaper companies. Please let a care partner know of any subscriptions.
9. Costs associated with funeral services
10. Café Services
11. Cable television may be purchased at a monthly rate.
12. Residents may have their own telephone for a monthly charge payable to Windsor Elms Village. Residents must provide their own handset.

Applying to Move In

To apply for permanent residence, the following steps must be completed by the applicant or their delegate(s). The “Delegate” is typically the next-of-kin and/or the person who is the Power of Attorney (POA), and/or the Substitute Decision Maker (SDM).

To Apply to Move In:

1. Call the Continuing Care Intake Line at 1-800-225-7225 to begin the process.
2. A Care Coordinator will meet with you to assess your needs. 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.
3. 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. *You will be asked to identify your top 3 preferred facilities. Requesting tours of different facilities can help with this decision.*
4. Your name will then be placed on the waiting list for long-term care homes, according to the date your application was approved. Wait times vary depending on bed availability, waitlists and level of urgency.

Cost of Long-Term Care:

The cost of long-term care is shared between residents and the provincial government as the **Department Seniors and Long Term Care** covers the cost of health care services.

Each year, the Department sets a **standard accommodation rate** for long-term care and calculates each resident’s **daily accommodation rate** based on their income from the most recent tax year.

It is the **resident’s responsibility** to pay their **daily accommodation rate** as well as all **personal expenses** (please see pages 31).

Respite Visits

Being a caregiver can put a lot of physical, mental and emotional stress on the caregivers themselves. To support them and their families, the Department of Health and Wellness helps caregivers by providing access to respite beds for their loved ones in licensed long-term care facilities across the province.

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.

How much does a respite bed cost?

There is a standard charge for a licensed respite bed. This charge may change, so please contact Continuing Care at 1-800-225-7225 for the current rate. People in need of a respite bed or family member can apply to receive a reduced rate by completing an application form and undergoing an income assessment.

How quickly can a respite bed be found in an emergency?

In emergency situations, every effort is made to complete the application process prior to admission into a long-term care facility. However, if necessary, applicants can be admitted to a long-term care facility respite care bed before the application process is complete.

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