

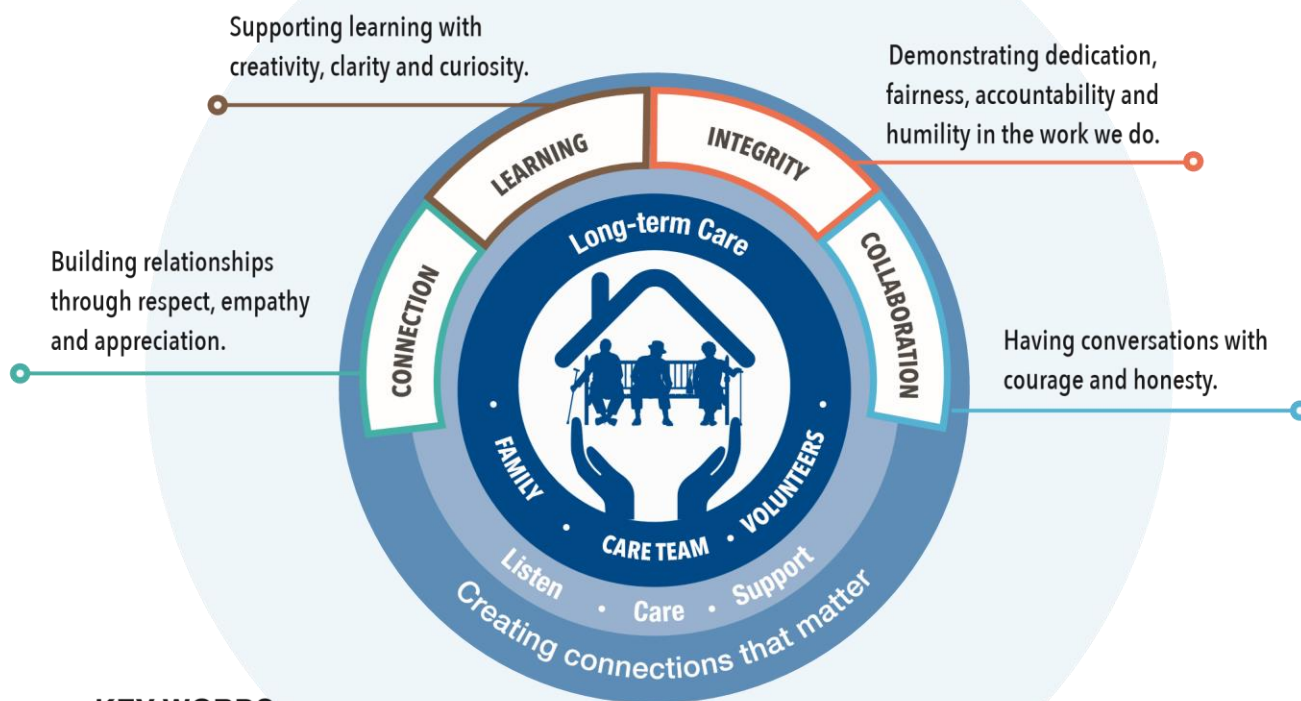
OBJECTIVE:

To unite the Long-term Care (LTC) program in a shared value system for providing resident and family centred care and what it means to be held in trust with the responsibility of creating a safe, happy and content place for persons to live and work.

To reflect on how do we plan our days in the service of others while remaining true to our values and commitment to residents, families and the care team.

CONCEPT:

- To deliver quality driven, resident and family focused care in an environment that is home-like, welcoming and inclusive for our residents and their families.
- Residents are at the centre of, and are included in decisions that affect their care, living in a “home-like environment”.
- Families, care teams and volunteers support residents on their journeys by listening to them, and by caring for their needs.
- Approaching opportunities for conversations within the community, the care team, families, volunteers and residents.
- Create and support opportunities for learning in our daily work.
- Building relationships through respect, empathy, and appreciation.
- Demonstrating dedication, fairness, accountability and humility in the work we do.
- Promoting a nurturing and compassionate lived experience including preservation of dignity, and maintenance of residents personal autonomy.



KEY WORDS:

- Integrity
- Community
- Connections
- Support
- Care
- Acknowledge
- Listen
- Engagement
- Empathy
- Human connection

- Participate
- Learning
- Collaboration
- Building relationships
- Humility
- Safety
- Day to day activities
- Mindfulness
- Great place to work and learn

- Resident centered
- Inclusive
- Home-like environment
- Respect
- Helping
- Families
- Quality of care
- Creativity
- Mentors
- Protection