

Our Caring Philosophy



We are pleased to introduce **Our Caring Philosophy** approach that we believe embodies all of the things that make a house a home to our residents.

This philosophy incorporates three pillars, **Embracing, Empowering, Engaging**, our vision and mission, our corporate pillars of people and quality, and residents' rights.

Our Caring Philosophy Pillars

PILLAR I: The first pillar is **embracing life stories**.

The goal of this pillar is to build on residents' life stories and raise the bar in terms of how we respond to their needs based on their past experiences and wishes. Our senior adults bring rich life stories and memories with them when they move into our homes; they have a life full of experiences and we need to listen to what is important to them. An example of embracing life stories is how we welcome our residents and family members on the day of admission. We now have an inter-professional team that meets with the resident when they first arrive at the home. In each of these meetings we need to ensure that Leisureworld staff are asking the residents to share their life stories or family members to share their loved one's life stories; telling us what is important to them and describing what their needs are. Based on this information, the members of the team return to their areas of responsibility and incorporate what they have learned about the resident into their approach to care.

PILLAR II: The second pillar is **empowering voice and choice**.

As individuals age, they may have physical ailments or have problems with their memory. Things that were taken for granted at a younger age can become more challenging at this stage in their life. We need to recognize the power and the human need for autonomy and advocate on behalf of the resident. We can do this by listening to, and being their voice and encouraging their choices. Our aim is to give back to the resident as many choices and decisions as possible.

PILLAR III: The third pillar is **engaging body, mind and spirit**.

This pillar acknowledges the holistic approach to wellness by focusing on recreational, spiritual and the physical care of residents. It is not unusual for older people to experience loneliness and depression. By engaging our residents' minds, bodies and spirit, we hope to guide them to a place where they feel good about who they are and where they are in their life. We want our residents to know that it is okay to no longer be completely independent or to require our assistance. An example of engaging body, mind and spirit is by trying to stimulate their minds through social programs, assisting them in learning new skills such as how to use the Internet, and sharing information. Similarly, we attempt to invigorate their bodies by encouraging them to walk to meals, to do as much of their personal grooming as possible, and to participate in light exercise programs. We also encourage our residents by honouring their spiritual choices.