



Our Shared Commitment

Each and every day, we strive to cultivate happiness in daily life by enabling our team to put their passion for their work into action. We are committed to helping you discover happiness through personalization, choice and community engagement in a comfortable, home-like setting.

Everyone living, working, and visiting here plays an important role in achieving this goal. You help us create a safe, respectful and comfortable home for all who live here, and where team members can thrive and feel encouraged to do their best for you.

Here, we highlight our shared commitment to ensuring you live with the utmost comfort, dignity and respect.

Living our Values

We believe that how we do our work is just as important as what we do. We have four core Values that guide our work and our actions every day.

Act Positively – We inspire happiness and hope in the people around us

Be Accountable – We do what we say we will and work as a team to get things done

Create Community – We foster strong relationships and celebrate diversity

Demonstrate Caring – We are passionate about what we do, and engage with empathy and understanding

What we commit to:

- Our entire team is engaged in demonstrating these Values consistently.
- We recognize team members for putting these Values into practice in meaningful ways.

Health, Safety & Support

What we commit to:

The health and safety of all who live, work, and visit here is our number one priority.

- Our team always strives to provide high-quality and compassionate care and services based on your individual needs.
- Our experts will ensure we are always implementing best practices for infection prevention and control.
- We strive to adhere to all regulatory requirements at all times.

Fairness & Respect

What we commit to:

Respect, kindness and compassion go hand in hand with excellent care and quality of life. We believe that if we all work together, focused on bringing happiness to daily life, we will have harmony for everyone who lives, works and visits here.

- We encourage respectful and supportive interactions focused on productive solution-building.
- The rights of every individual are equally respected at all times and we will act upon any inappropriate behaviours.

What we ask of you:

- As an important part of our community, we ask you to join us in the responsibility to uphold these Values so that together, we foster an environment where everyone can thrive.
- We know you value the effort and compassion of the team members in your community. Please take the opportunity to recognize their behaviours as they put our Values into practice.

What we ask of you:

We need your help to support the health and safety of everyone in our community, including all who live, work, and visit here.

- Follow all infection prevention and control protocols as per team member instructions.
- Visitors: Help us ensure the community is free from illness by not visiting when sick or feeling ill.
- Visitors: sign in and out of the kiosk/visitor logbook at each visit so we know who is in the building.
- Visitors: Remember to take care of yourself. Visit the Family Support Resources page on our website to find information and tips on wellness and self-care.

What we ask of you:

- Help us to promote an environment that is respectful to everyone – people living here, team members, family members and visitors – at all times. We accept nothing less. If you are a witness to any inappropriate behaviour, please report it immediately to a manager or the nurse in charge.

Communication

What we commit to:

We strive to be open and transparent with regular communication to ensure you know what is happening at the community. This means:

- We provide timely updates across multiple channels, including email, phone calls, town hall meetings, and newsletters. We will always look for new and better ways to communicate.
- We will ensure that you/your Substitute Decision Maker (as applicable) are aware of and involved in the development of your Plan of Care to assess, evaluate, and deliver your healthcare and social care needs in accordance with all applicable provincial regulations.

Concerns, Compliments & Understanding

What we commit to:

We know that questions may come up and from time to time, difficult situations may arise that need to be addressed in a timely and sensitive way. Whatever the circumstances, we want to work with you in overcoming any issues or obstacles, and to hear about things that are working well.

- We offer various mechanisms for you to provide your input and ask questions, both through regular communication and in our satisfaction surveys.
- We are committed to acknowledging and responding to you in a timely manner.

Thank you for helping us create and maintain a great community for all.

What we ask of you:

Stay informed of what is happening at the community and get involved.

- Be familiar with the Move-in Guide and Community Handbook, which provides useful information about how things work at the community.
- Make sure we have your current email address and other contact information so we can reach you. Check that you are receiving the regular e-newsletters, as well as receiving invitations and attending town halls where we share information about life at our community.
- There are many volunteer opportunities in our community. Consider joining the Residents' Council or Family Council, or ask the Resident & Family Experience Coordinator about other ways you can get involved.

What we ask of you:

- We invite you to tell us how we're doing, anytime.
 - Ask questions at our town halls,
 - Share your feedback through our satisfaction surveys,
 - Speak to your Residents' Council/Family Council, or
 - Give us a call.
- Connect with your Residents' Council/Family Council if there are topics or ideas you would like them to explore with leadership at the community.
- Please rely on us for the facts. If you have questions or concerns, or have heard something you want to clarify, please ask us. You can speak to the Executive Director at the community or reach out to them by phone or email.
- If you have general feedback you would like to share, you can email us at letsconnect@siennialiving.ca, or call 1-833-718-5050.