

## Resident Centred Philosophy

In keeping with Belvedere Heights' Mission, Vision and Value Statements, the Home's philosophy is resident centred, with respect to the care and services provided. Belvedere Heights embraces the Residents Bill of Rights and believes all residents are to be treated with respect and dignity. Our focus is on wellness, self-fulfillment and self-determination. Residents are empowered to make meaningful choices, from a variety of options, based on their needs, preferences and expectations.

Belvedere Heights believes that each resident is a unique and individual person. Physical, psychosocial, spiritual, emotional care and social activities are offered with a holistic perspective. Residents are encouraged to use their autonomy and participate in decision making, in order to achieve and maintain their goals and maximum potential. Residents/families are engaged in assessing their care requirements, and specific plans of care are developed for them. Staff provides assistance, in clarifying and explaining recommended care and/or services.

Residents are encouraged to express their thoughts, feelings and desires. Belvedere Heights will endeavour to meet their needs and preferences.

Belvedere Heights recognizes the importance of delivering culturally diverse activities and programs that enhance and enrich the lives of residents who have entrusted their care to us.

Residents and staff are encouraged to engage in conversations with each other, whereby both parties are comfortable in sharing and exchanging information that cultivates ideas for change or improvement in delivery of care and/or service to residents.

## Mission, Vision & Values - 2010

### Mission Statement



*Belvedere Heights is committed to providing quality care, in an environment consistent with current legislation.*

### Vision Statement



*Belvedere Heights is a community in which all residents live with dignity and respect in a caring environment where wellness, self-fulfillment and self-determination are promoted.*

*Belvedere Heights also provides Community Support Services and Life Lease residences.*



### Values

Compassion   Excellence   Accountability  
Dignity   Respect   Teamwork  
Community   Transparency

## Philosophy of Health and Wellness

According to the World Health Organization the definition of health is "health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity." Belvedere Heights' philosophy is to engage the whole person by providing care, service and social experiences that nurture the body, mind and spirits of residents. We believe that residents should take an active role in their life journey, and participate in decision making to improve their quality of life.

As residents age and their status changes, plans of care are revised accordingly to meet their needs. Staff support and assist residents in making changes in their daily routines, and procuring equipment aids etc. by way of the Assistive Devices Program, to help maintain their highest level of independence.

Belvedere Heights believes that residents deserve quality of life in all phases of their life including the end of their life cycle and provides palliative care services on site.