

# What is the Resident's Day?

The Resident's Day is our promise that you will be cared for as an individual, with the right to a voice and a choice in your care. You and your family are important members of the team and are invited to participate in making decisions about your care and how you want to live your life.

This concept of resident family centred care is central to the Park Place philosophy. Resident family centred care and service is a way of thinking and doing that includes you and your family as equal partners in the delivery of your care and service to make sure we meet your needs.

At our care home, we believe that working with our residents and their families is the key to providing exceptional care and service. This is accomplished by ensuring a "Voice and a Choice" for you and your family. In providing a "Voice and a Choice" we:

1. **Recognize that you and your family are special and unique**
2. **Support you and your family to make decisions about your care and service**
3. **Help you and your family to develop knowledge and understanding for the care and service you receive**
4. **Respect you and your family's choices, values, beliefs and culture**



### OUR MISSION:

Park Place Seniors Living strives to provide enriched life experiences to seniors through innovation and creativity.

### OUR VISION:

At Park Place Seniors Living we are known for our unwavering commitment to enriching the lives of those we serve by providing a "voice and a choice" with dignity, respect and empathy.

Park Place Seniors Living | 1656 West 75 Ave, Vancouver  
parkplaceseniorsliving.com

#1

# The Resident's Day

## Ensuring You Have a Voice and a Choice



# Each Resident is a Unique Individual

An important aspect of the Park Place team approach to care and service delivery is to view each Resident as an unique individual. At our care home, it is expected the team will build a relationship with you and your family in order to understand and recognize what adds quality to your life.

## ACTIVE LISTENING

We want to hear about your hopes, dreams, beliefs and what you value. This involves active listening as well as encouraging the sharing of your life stories. By telling us about yourself, we learn about you and can develop your personalized Resident Day.

## PERSONALIZED RESIDENT'S DAY DOCUMENT

Your individualized Resident's Day document gives your team the information they need so they can be more responsive to you. Your Resident's Day is developed to give the team instructions about your likes, dislikes and preferences.

# Let Us Know Your Preferences

## YOUR CHOICES MAY INCLUDE BUT ARE NOT LIMITED TO:

- 1 When you prefer to wake up or go to bed each day
- 2 Your preferences in meals and snacks
- 3 How you wish to express and practice your spiritual values
- 4 Your choice on who you want from your family to be involved in your care
- 5 The activities and social interactions you like best



Park Place offers a true home for our residents, a home in which you and your family have a voice and a choice.

*Reviewed by a group of Park Place Family Representatives in April 2022*