

# Toolkit to Support Residents through Change



## Introduction

This document will provide guidance for you to support residents to process this change, and better understand the Manor Transition Initiative. You are an important part of this initiative! It is essential that we, as circles of support, provide residents with consistent and positive messaging to avoid creating fear and confusion.

### **Guidelines:**

**PROVIDE OPPORTUNITIES TO PROCESS** – As a support for residents, it's essential that we provide the opportunity and space for residents to process this change. Some residents may express fear, while others express excitement.

It's important to provide continual assurance throughout the initiative. We will include residents to the greatest degree possible throughout the initiative.

**RESIDENT FIRST APPROACH** – It's important to understand how each resident likes information presented to them, and how we can support them in understanding the information being shared. For this reason, multiple plain language answers have been provided. Utilize the responses based on each individual's unique needs.

**PROVIDE ASSURANCE** – It's important to provide continual assurance throughout the initiative. Reassure residents that they will continually be part of the decision-making process, and that they will continue to be part of the Elmwood Family.

**FOLLOW THROUGH** – Throughout this process, you will be asked questions which you don't know the answer to. In these moments, acknowledge that we don't have the answer yet. Commit to providing a response to the resident once more information is available and follow-up.



*Listen*      *Support*  
*Assure*  
*Answer*

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ELMWOOD  
RESIDENCES

Key Questions which Residents may have include:

## “When will I be moving?”

Plain Language Responses:

- “You won’t move for many, many, many sleeps.”
- “You will move when your new house is ready for you.”
- “We are working hard to make your new house perfect.”

## “Where will I be going?”

Plain Language Responses:

- “This house will be made especially for you. You’ll even get to pick out what color your new bedroom is!”

## “Why will I be moving?”

Plain Language Responses:

- “You are moving because we want to provide you with the best support so you can live your best life.”
- “You’ll get to live in a new shiny home with your friends.”
- “You’ll get to go out on lots of outings, if you choose.”

## “Will I still have staff to support and take care of me?”

Plain Language Responses:

- “Yes, you will have lots of staff working in your home to help support you.”
- “The same recreation staff will still take you out to do fun things.”

## “How will I be moving?”

Plain Language Responses:

- “When your home is ready, your family and Elmwood staff will help you pack up everything that you want to take”.
- “All of your stuff will move with you to your new home.”
- “A moving truck will come and pick up your stuff and move them to your new home”.
- “You can follow the truck with all your stuff in it, so it never leaves your sight.”
- “You will arrive at your new house and decide where you want your stuff to go.”

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## “What will I be doing in my new house?”

Plain Language Responses:

- “You will get to pick out the color of your new bedroom.”
- “You can help plan your meals.”
- “You will attend your day program as you normally do”.
- “You can help with household chores - like laundry and setting the table - if you want to.”
- “You will continue to be part of recreation activities, just the same as living at the Manor.”
- “You will have more opportunities to go out for coffee and visit your family and friends.”
- “You can throw a party when you move into your new home.”
- “You can have your friends and family over, if you like.”
- “You could plant a garden and flowers, if you like.”
- “You can watch TV whenever you want.”
- “You can have a snack whenever you want.”