



# ELMWOOD

RESIDENCES INC

## FAMILY HANDBOOK



# Our Story

**ELMWOOD RESIDENCES INC. (ERI)** is a service provider supporting individuals experiencing intellectual disabilities in Saskatoon. We provide a variety of supports and services to meet the needs of our residents. Through partnerships, Elmwood delivers high-quality services through Kinsmen Manor, Community Homes and Supported Independent Living Program. We work together to support individuals through choice and inclusion.

Elmwood was founded in 1969 by Al Anderson and Howard Stensrud to provide a home for individuals experiencing intellectual disabilities in Saskatoon, Saskatchewan. Because of their dedication, and the dedication of others, our agency, province and nation are committed to providing supportive and inclusive services.

Elmwood is a non-profit organization funded primarily through the Ministry of Social Services, and is governed by a Board of Directors using the Governance Model.

**OUR VISION** is for people living with intellectual disabilities to be empowered to lead full and meaningful lives.

**OUR MISSION** is to provide individualized care and support that nurtures growth, well-being and belonging for people living with intellectual disabilities.

## **OUR GUIDING PRINCIPLES:**

- Resident First
- Teamwork
- Respect and Dignity
- Relationships and Partnerships
- Community Inclusion
- Continuous Reflection and Growth
- Communication and Openness
- Advocacy
- Innovation and Creativity
- Integrity and Accountability

# SUPPORT and SERVICES

## PROGRAM

## DESCRIPTION

## HOW MANY LOCATIONS

## HOURS of SUPPORT

## SUPPORT GOALS

### KINSMEN MANOR

Group Home built in 1969. Provides support to just over 30 residents including Nursing Care, Recreation and day-to-day support. This placement is no longer accepting admissions.

ONE

24/7

Good quality of life for the residents living at Kinsmen Manor. Elmwood is actively focusing on transitioning services provided at Kinsmen Manor to a community-based model including smaller group-living environments

### COMMUNITY HOMES

Smaller group-living homes placed throughout the community of Saskatoon. Ranging in size from 4-7 residents, these homes support approximately 60 residents in total.

ELEVEN

24/7

Supporting each individual's unique abilities and qualities, while meeting their support needs. Each resident have their own room, and share common areas and bathrooms with their roommates.

### Enhanced Supportive Independent Living Program

This program supports residents living independently in the community in a group living environment.

ONE

Approximately 15-20 hours per week.

Supports individuals to live as independently as possible in the community, while in a group living setting. Supports can include assisting with grocery shopping, meal prepping, transport to and from appointments or activities, as well as providing social support to the individuals served.

### Supportive Independent Living Program

Supports individuals to live independently in the community.

TWENTY-EIGHT

10 hours per week

Support is tailored to each individual, but can include, but is not limited to: Home Management, Personal Support, Medical Support, Financial Management, Employment Related Support, Community Networking and Recreation/Leisure Support.

### Community Inclusion Program

This program includes Elmwood's Recreation Program and our Day Program.

N/A

Depends on the individual supported.

The residents of Elmwood are actively involved in community events in the city, including concerts, day trips, sporting events in the city, including concerts, day trips, sporting events, theatre and community festivals. Elmwood also offers over 20 internal in-house recreation programs including, but not limited to Art Club, Drama Club, Chair Yoga and Dance Classes.

# Our Resident First Approach

- We recognize and support the inherent right for the individual to be supported in a manner consistent with a Resident First approach.
- We strive to provide choice and support in a manner that recognizes the capabilities and strengths of each individual.
- We focus on the development of authentic relationships with the individuals we serve.

*As an organization, we are focused on fostering a Resident First Approach in the delivery of our supports and services. Over the course of the past year, Elmwood has further developed this approach and believes that we all have a role to play in ensuring that the individuals we serve are empowered to lead full and meaningful lives.*

*Elmwood intentionally uses inclusive language (WE) to represent the Residents, Family Members, Team Members, Volunteers, Partners and all others who have a part to play in the lives of those we serve.*





# The Foundations of our Resident First Approach includes:

## ***Respect and Dignity:***

We honor and provide support in line with the Convention of the Rights of Persons with Disabilities. We treat all individuals receiving support with respect and dignity, recognizing their intrinsic value as human beings. We interact with each other with respect and compassion focused on solutions which meet the needs of the individuals we serve.

## ***Advocacy:***

We build confidence and capability of those we serve to speak for themselves. We advocate for the needs of the individuals within our support system. We foster relationship-based advocacy with families and partners. We advocate for the needs of our organization in order to better serve the individuals we support. We partner with others to bring attention to issues, trends and gaps to improve the support services provided.

## ***Continuous Reflection and Growth:***

We recognize and honor the ability of individuals to learn and grow. We support growth and skill development of those we serve by doing with, not for. We challenge ourselves to learn and grow so we can better support those we serve. We evaluate the programs delivered by Elmwood in order to improve and grow services in line with best practices.

## ***Relationships and Partnerships:***

We recognize that all human beings require relationships to be fulfilled and embrace life. We value authentic relationships with the individuals and families we support. We support residents to develop meaningful relationships with others. We value and embrace key partners working to enhance the lives of the individuals we support. We value partnerships with businesses, community and Government.

## ***Teamwork:***

We work collaboratively with individuals, families, partners and team members to support the needs of the individuals we serve. We are inclusive and speak with one voice to support the individuals we serve.

## ***Community Inclusion:***

We celebrate diversity and welcome people to learn about Elmwood and those we serve. We advocate, support and facilitate for individuals to be meaningfully included in their communities. We facilitate opportunities for the community to be involved in the supports Elmwood provides. We build awareness, openness and pathways for Community Inclusion.

## ***Communication and Openness:***

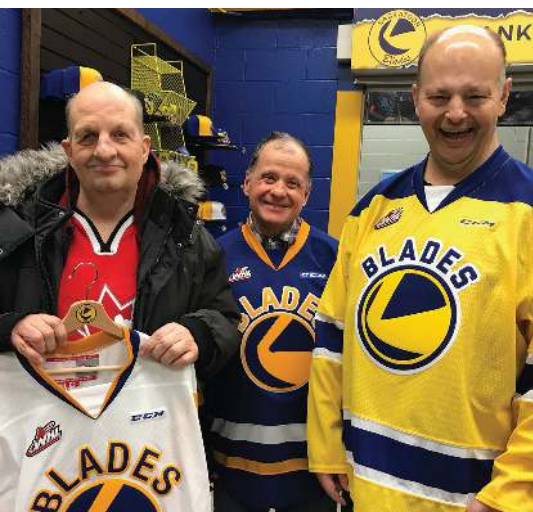
We communicate in meaningful and effective ways to meet the needs of those we serve and their families. We explore new mediums of communication to support understanding, openness and transparency. We foster a culture of openness and dialogue with individuals, families, team members and partners.

## ***Integrity and Accountability:***

We act with integrity in thought and action. We take accountability for our actions and work to rectify issues. We operate within the parameters of our Service Agreements and funding.

## ***Innovation and Creativity:***

We value innovation and creativity in the supports and services we provide. We recognize the contributions of the individuals we support, their families, team members and partners in the development of innovative options and solutions. We create a safe environment to foster innovation and creativity.



## ***Person-Centred Thinking***

Elmwood Residences is committed to providing individualized support through a person-centred approach. We proudly have multiple members of the leadership team who are trained in Person Centred Practices through the Helen Sanderson and Associates. Person-centred practices are used to make sure people are truly listened to and are kept at the heart of all decision-making.

***Person-Centred Planning*** is a tool used to identify and record long and short term goals for the residents we support, what is working and not working for them and how we can assist so they can achieve goals that they have set. Key sections of the Person-Centred Plan includes;

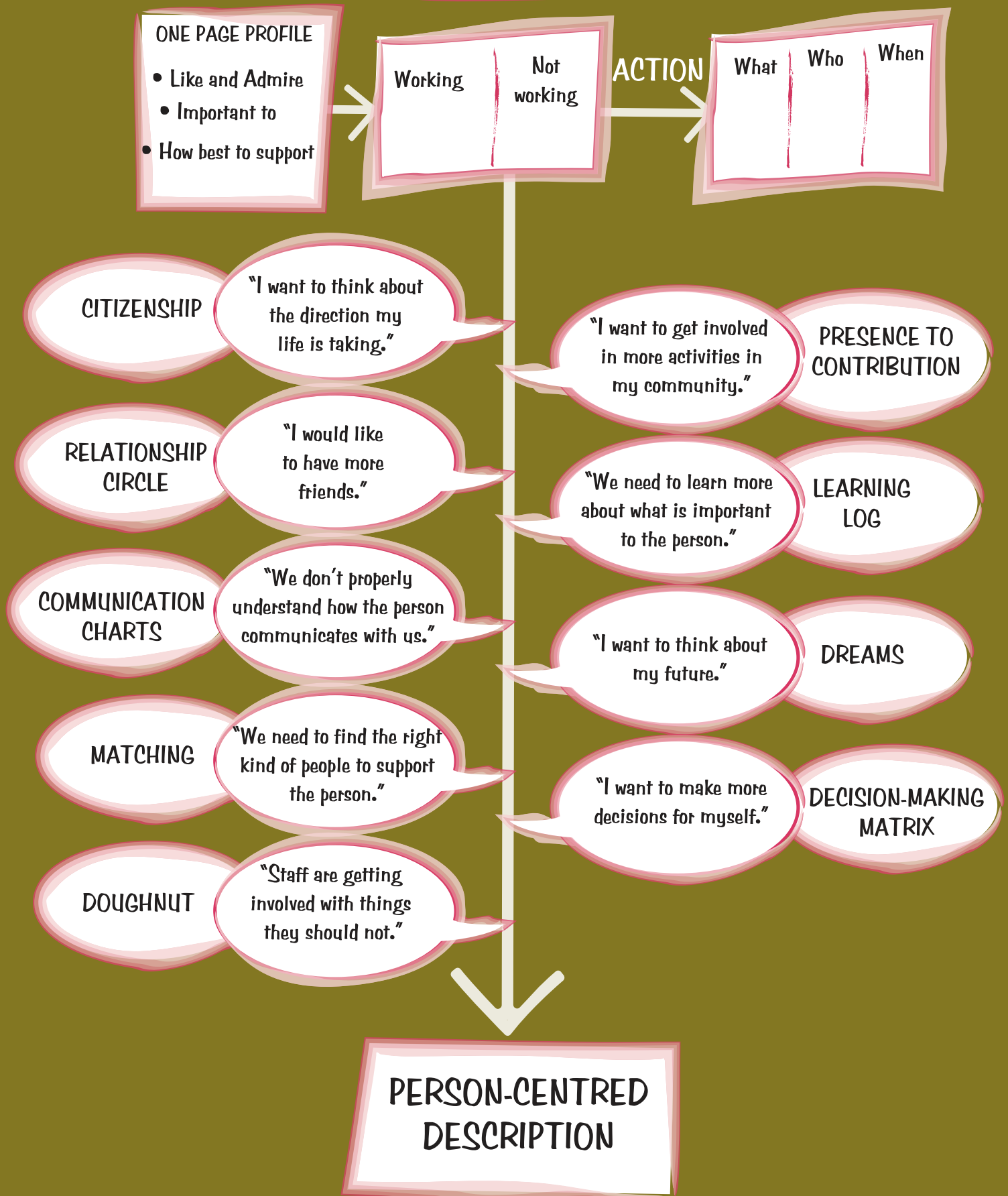
- *Relationships*
- *Health and wellness*
- *Daily choices*
- *Long term and short term goals*
- *What is working and what is not working in their life, and what can we do to support them so things can work*

If you are interested in how Elmwood completes Person-Centred Plans or practices Person-Centred Thinking on a day-to-day basis, please reach out to the organization and we will happily guide you through what that looks like.

## ***Trust Services***

As part of our ongoing commitment to support Elmwood's residents, Elmwood offers trustee services to those individuals requiring assistance in managing their finances. As trustee, Elmwood manages each resident's money in a responsible manner and in the best interests of the resident. Trusteeship includes receiving the resident's income from government programs, pensions, work or training programs and paying the resident's bills, providing discretionary spending money and budgeting for future expenses. Please contact our Trust Account Manager for further inquiries regarding Trust Services.

# one page Profile to a Person-Centred Description







## Support Workers

Elmwood's Support Workers are responsible for providing individualized person-centered supports. The support provided is based on each person's interests and needs which is outlined in the residents Support Plans. This support can consist of assistance with daily tasks, personal care, meal preparations and assistance with eating, community outings and social relationships. All Support Workers have been trained through our comprehensive Training and Onboarding program which includes;

- One-on-One and Small Group Medication Training
- One-On-One Van Training
- Transfer, Lifting and Repositioning Training (TLR)
- WHIMIS Training
- Elmwood 101
- Fundamentals of Support
- Comprehensive Personal Planning and Support Policy (CPP&SP)
- Person Centred Thinking
- Professional Assault Response Training (PART)

**Community Home Coordinators** provide the direct oversight over Community Home Teams and typically one Coordinator oversees two Community Homes. Their main responsibilities includes direct oversight of the front line Support Workers while ensuring that established standards and procedures are being followed. They are also the point of contact for family members and are committed to keeping family members updated on their loved ones life.



# Your Support System

## ***Resident Supports Team***

### ***Director of Resident Supports***

The Director of Resident Supports is responsible for the oversight of all aspects of programming including medical, resident services, recreation and cognitive support. In addition, the Director of Resident Supports is responsible for ensuring that all programming meets the quality and needs of residents.

### ***Manager of Health***

The Manager of Health is responsible for oversight of all medical/clinical management for residents and staff. They are the point of contact for medical information, processes, and other external medical professionals. In addition, the Manager of Health oversees the team of Nurses at Kinsmen Manor, as well as provides medication training and follow-up on medical related incidents.

### ***Manager of Resident Supports***

The Manager of Resident Supports oversees all aspects of programming providing daily services for residents. They ensure that standards and operating procedures are developed and that their teams are adhering to these standards. In addition, the Manager of Resident support provides leadership and feedback to the Community Home Coordinators and is the escalation point of contact for any conflict with staff and families.

### ***Cognitive Support Coordinator***

The Cognitive Support Coordinator is responsible for providing behavioural support to all aspects within Elmwood. They will assess resident behaviour and provide support in guiding and implementing individualized behaviour support plans. In addition, they provide training and coaching to all staff in behaviour support/safety techniques. The Cognitive Support Coordinator would be trained and certified through the Institute of Applied Behavioural Analysis (IABA) Training and/or Community Living Service Delivery (CLSD) Level 3 Training.

### ***Manager of Community Inclusion***

The Manager of Community Inclusion is responsible for all aspects of recreational programming to meet the identified needs to residents. They ensure the recreational team is following the required standards, procedures and established targets. In addition, the Manager of Community Inclusion is the lead for the Recreation Coordinators and Recreation Workers as we as approving and audit third party vendors.

### ***Supportive Independent Living Program Community Coordinator***

The Community Coordinator is responsible for overseeing the Supportive Independent Living Program (SILP). This includes supervisions of Community Mentors and ensuring ongoing education and support of individuals with intellectual disabilities that are clients of Elmwood's SILP program.



# What You Can Expect From Us:



- Open and transparent communication regarding your loved one's well-being, day-to-day life and successes and challenges, based on mutually agreed upon content, frequency and method
- Providing financial updates (budgets, monthly financial journals as applicable) related to your family member.
- We will listen to your suggestions regarding ways we can support your loved one in the best way possible aligned with the policies outlines in Comprehensive Personal Planning and Support Policy (CPP and SP).
- Development of individualized Resident Support Plans in line with Helen Sanderson and Associates certified Person-Centred Thinking Training.
- Person-Centred Program Plan Reviews minimum every two years, or sooner if a Resident or a member of the Core Group determines that a review is needed.
- Initial discussion regarding Decision Making upon admission using a Decision Making Agreement tool to ensure Elmwood as an organization, the Resident and the Family Members are on the same page in regards to decision making.



# What We Ask of You:

- If you have any questions or concerns related to how your loved one is supported by Elmwood Residences please bring this forward so we can address these items accordingly.
- We encourage families to be involved in the Elmwood community and hope that you would be willing to sign up as a volunteer, or obtain a membership in one of our Committees.
- Partake in decision making related to your loved one where applicable.
- Respond to the annual Family Engagement Survey to help Elmwood improve and grow.
- Participate in the annual Family Forum and the Annual General Meeting (AGM).
- Follow along on our Facebook page, webpage and newsletters to stay updated on what we do.

## ***Frequently Asked Questions:***

### ***How do we apply for services with Elmwood Residences?***

All applications are received from Community Living Service Delivery, Ministry of Social Services. We encourage you to contact your local Community Services Worker and they will assist with initiating the application process.

### ***How can I become a volunteer?***

We ask all volunteers to submit a Criminal Records Check including Vulnerable Sector. Please contact our Manager of Community Inclusion if you are interested in becoming a volunteer.







# ELMWOOD


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