

## Care and Support

### Q & A's

#### Regarding Woodhall Park

**Q. How do we identify individual care needs?**

- A.** We recognize that everyone's needs are different. After conducting a full assessment and obtaining a medical history, we work collaboratively with residents and families to customize each individual care plan. We want to ensure that we have the right support in place for residents. The care plan is a road map for residents and staff, in addition, we are constantly reviewing and revising to achieve optimal care.

**Q. What is our care philosophy?**

- A.** We believe that residents have a right to be cared for in a manner that honours their uniqueness. We acknowledge and appreciate a person's values and beliefs and we recognize the importance of offering a lifestyle that encourages residents to be involved in their own decision making. We strive daily to do the right thing for you and your loved one, and that we can promise!

**Q. Is my loved one going to get the emotional and physical support they really want at Woodhall?**

- A.** We pride ourselves on being a boutique home. The environment encourages everyone to know one another by name contributing to the feeling of an extended family and sense of community. Everyone is important to us and we want you to understand that your health and happiness are a main concern to us. Woodhall Park provides individualized support and we work collaboratively with our residents and family members to guarantee comfort, happiness and peace of mind.

**Q. At Woodhall Park do we entertain our residents, or do we engage them?**

**A.** We are engaging them! We want our residents to find purpose, we motivate them to rediscover old passions and perhaps discover new ones. Woodhall Park provides our residents with engaging activities like sketching classes, Zumba and even arranged for local high school students to participate in pen pal programs.

**Q. What is the food culture at Woodhall?**

**A.** Woodhall Park Retirement Village serves home cooked meals that provide comfort and enjoyment day in and day out. We personalize the dining experience. Our well trained attentive food service staff will get to know everyone's likes and dislikes. Then we can customize meals to the individual tastes and culture. The five week menu provides plenty of variety and meal rotation. We accommodate special diets and textures and even offer meal alternatives.

**Q. Should I feel guilty about moving my loved one into a retirement home?**

**A.** No you shouldn't! You should embrace the idea and here's why... Often there are concerns with losing independence, not wanting to leave the home they have lived in for over 50 years. What isn't recognized by most is that your loved one is isolated and alone with little to no social interaction. Moving to a retirement home is a step towards a more enriched life. With a purpose to get up every morning and meet with friends, attend activities and even venture out on fun filled day trips. Providing that for your loved one is not something anyone should feel guilty about.

**Q. What is the difference between long term care and retirement living?**

**A.** There are many differences between LTC and Retirement Homes.

An important difference that Woodhall has with LTC is that our community offers a greater level of independence while ensuring support from a health care perspective, with 24hr monitoring and registered staff available around the clock. Retirement homes are run privately and the admission process is far less complicated than that of a long term care facility.

A LTC supports those who require total physical or mental care. These homes are funded by the government and require those interested to apply through the Local Health Integration Network (LHIN). It can be lengthy process with waiting list up to a year or longer. LTC homes do not allow an individual to move in many personal belongs or the choice to lock your door for privacy. They have institutional settings and environment. They do not provide a home like feeling that so many look for or want in their lives.

**Q. How does the admission process work?**

**A.** At Woodhall, we understand that on occasion some families and residents find themselves in a crisis, causing the need to suddenly start looking for a supportive living environment. At Woodhall Park we can respond promptly to your situation ensuring an easy and less stressful process for you.

Once the decision to move too Woodhall has been decided, we require a completed application and a pre-admission health report from you. Both forms are available on our website at [www.wwodhallpark.ca](http://www.wwodhallpark.ca) or can be picked up in person. After your documentation has been reviewed by our Director of Care and Woodhall Park is certain that the best care and/or support required can be provided, move in to Woodhall Park can happen within as quickly as 24 hours if you wish.