

Shepherd Village Inc.	Policy No.: ADM-105
Section: ADMINISTRATION	Page No.: 1 of 2
Subject: Person Centered Philosophy	Approved By: President & CEO
Supersede date: October 2, 2019	Approved Date: September 29, 2025

Shepherd Village recognizes the unique aspects of each resident and is committed to provide care and services that foster a culture of autonomy, diversity, and individual choice.

We adhere to and promote the Residents' Bill of Rights under the Retirement Home Act, 2010 and the Fixing Long Term Care Act, 2021, which states that the long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity, security, safety, and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

Shepherd Village is committed to promote healthy aging and well-being through programs and services that focus on all aspects of care (physical, emotional, spiritual, cultural, cognitive/intellectual, social and environment) and maximize or maintain the independence of the residents. The Restorative Care Philosophy further supports this commitment and philosophy of person-centered care.

We believe in supporting meaningful engagement to enhance relationships among residents, families, personnel and community supports. We encourage residents to stay connected and active in the community through attending spiritual groups, social groups, community agencies, etc.

We foster a culture in which residents are empowered to make choices and decisions about the care and services that they receive, and which help them to achieve their goals, and celebrate memorable and special events thereby promoting their quality of life.

We believe in an inter-professional and collaborative approach to planning and providing care and services in which residents, families and personnel make decisions based on history, culture, preferences, strengths, and needs.

We actively promote and support ongoing training and education programs to enhance personal and professional growth that will foster a person-centered philosophy of care. We are committed to providing care and services that is evidence-based and/or based on the best prevailing practice(s).

Personnel at all levels of the organization obtain feedback from residents through satisfaction surveys and questionnaires as well as forums such as the Residents' Council and Family Council. Input from residents is used in a positive and meaningful way to strengthen our philosophy of person-centered care and our commitment to uphold ethical principles and the organizational mission, vision, and values.



Shepherd Village Inc.	Policy No.: ADM-105
Section: ADMINISTRATION	Page No.: 2 of 2
Subject: Person Centered Philosophy	Approved By: President & CEO
Supersede date: October 2, 2019	Approved Date: September 29, 2025

ADDITIONAL REFERENCES:

1. The Fixing Long Term Care Act 2021
2. Retirement Homes Act, 20210
3. CARF Accreditation Standards
4. Meaningful Care Matters. www.meaningfulcarematters.com/culture-transformation/

