



Feel Confident about Resident Care at Symphony Senior Living

Symphony understands that the quality of your life is inextricably linked to your overall health and well-being! We encourage independence by offering individualized wellness and care plans, as no two people are alike. Symphony team members are available 24-hours a day for care when you need it, even if you only need help periodically throughout the day. This can mean help getting your day started (dressing and bathing) or help moving around and managing your medications.

Prior to moving into a Symphony property, each resident will receive a comprehensive health assessment. A detailed health history is also taken. The wellness team will then work directly with each resident (and their family and doctor) to create a wellness and care plan based on individual needs. This allows our care providers to work closely with each resident and enables them to quickly identify any small changes in behaviour or routine. This keeps residents stronger longer and crises at bay, providing peace of mind for everyone.



Symphony Senior Living knows that quality care is important. That is why we offer some of the highest care levels in the industry. Our care staff is qualified to meet the care needs of our residents, no matter how little or acute.

Examples of care provided by Symphony staff can include:

- Medication administration
- Two person transfer
- AM/PM care
- Toileting
- Catheter care
- Diabetic regime
- 24 hour care
- Oxygen/rehab/wound dressing assistance

Other care services include:

- Assistance with bathing or showering
- Daily cueing and assistance with activities of daily living, grooming, dressing and hygiene
- Escort to and from meals

- Assistance with mobility or transferring
- Assistance caring for your personal pet
- Companionship during a group or individual outing
- Continence Management
- Special assistance during sundown, agitation or other times of stress

Our Care Teams

At Symphony, care is provided by our highly trained teams of Nurses and Resident Specialists. These dedicated individuals are the heart of every home! To ensure all of our residents are provided with exceptional care and service, we seek those with “caring hearts” and rigorously train them to meet our high standards.



All team members are required to participate in mandatory orientation and education, which is supplemented with ongoing in-service and clinical training to enhance knowledge and performance. This unwavering dedication to our residents’ care and well-being sets us apart from all others.

At Symphony we only hire the very best people - those who truly care about seniors and their needs. Every member of our team is carefully selected and screened to ensure that we consistently deliver the highest standards of service excellence.

Designated Resident Specialist (DRS)

At Symphony, we believe that the most effective care is a result of strong bonds with each resident and their family. The stronger the relationship, the better the caregiver can personalize service. As a result of this belief, each resident in our Oasis (Assisted Living) and Moments (Memory Care) Neighbourhoods is cared for by a Designated Resident Specialist (DRS). DRS’ are compassionate and trained caregivers who consistently care for the same group of residents. They focus on learning each resident’s unique needs and are supported by other members of the community team. In addition to direct resident care, DRS may also assist with housekeeping, laundry, dining services, activities and other functions that allow them to spend more time together with residents. They are uniquely positioned to keep a close eye on each resident to observe and react to any health changes, even subtle ones. DRS become a friend to the resident and someone the family can turn to for emotional support, offering a helping hand, listening ear and a serving heart! The DRS approach is especially appreciated by the families of our residents, as they know they can consistently turn to one person at the community who knows their loved one well.

The Designated Resident Specialist (DRS) role is a Symphony embraced concept of how we care for our residents, it is NOT a job title.

Benefits of having a Designated Resident Specialist:

- Residents come to know and trust a small number of caregivers, which is especially important for Moments residents with memory and other cognitive impairments.
- Strong bonds are developed between the DRS and their respective residents; the DRS come to know their residents' needs, behaviours, interests and preferences better than anyone and can provide more individualized and personalized care.
- Resident family members have a single point of contact during each shift for their loved ones.

One Home Approach

At Symphony Senior Living, we embrace the concept of the “one home approach” in our communities – this means team members lend a hand wherever and whenever it is needed to provide the best possible care for our residents (even if it is beyond their actual job description). Utilizing this approach means we work together as a team to go beyond the expectations of our residents, families, and fellow team members. Each department head serves as a role model for the team by practicing the “one home approach” and leading by example. There are many occasions in which team members achieve wonderful results for the residents and families by working together and finding ways to help each other!

Here are some examples of what the one home approach to teamwork looks like:

- A Chef brings a resident back to their suite because she can't seem remember how to get there.
- The Maintenance Coordinator asks a resident to help him paint a dresser.
- The Executive Director helps serve in the dining room.
- The Activity Coordinator helps hang a picture.

Care and Services At Symphony Senior Living

Medication Management

Our Medication Assistance Service provides a full range of service plans to meet your individual needs. Our Wellness Team can offer as little or as much assistance as you desire, from daily reminders and medication delivery, to medication administration and full management of your medication program. Symphony believes in providing medications services in a dignified and private manner. We do not distribute medications in public areas or dining rooms. Your meds are your business only! This also gives you a chance to discuss issues and concerns with the nursing staff in the privacy of your suite or other private area of your choice.

Emergency Assistance

As we age, the risk of injury occurring can increase and the lack of immediate assistance or the inability to call for assistance is a great concern. At Symphony, we provide 24 hour staff who are available should you require assistance at any time of the day or night. Your safety and security is our priority, ensuring you the peace of mind you deserve.



Social Interaction

The loss of a loved one or close friend can leave one feeling isolated and lonely. Living in a community with other seniors can be a wonderful opportunity for shared experiences. At Symphony we offer daily activities that encourage new friendships to flourish.

Housekeeping

Maintaining a home can be a burden, often becoming unmanageable as we age. Let us take care of the worries and the work leaving you more time to enjoy the things that really matter. Each Symphony community employs a full housekeeping team to ensure your surroundings are clean and tidy, just as you would want them to be.

Exercise

At Symphony, we make staying fit and active easy and fun! We have trained activity staff that will develop an individualized program specific to your needs and desires providing the perfect opportunity to maintain your optimum level of fitness.

Transportation

Independence is often limited when transportation is provided by a family member or friend. Other forms of transportation can be costly and unreliable affecting your ability to maintain your personal appointments and social activities. At Symphony, we offer transportation for scheduled medical appointments as well as social outings, allowing you the freedom to schedule your own appointments without the worry of availability of friends or family.

Palliative or Hospice Care

The hospice concept of comfort and dignity is fully embraced by Symphony Senior Living and we are committed to assisting our residents to access this benefit if desired. When medicine cannot provide a cure, hospice can offer comfort, care and assistance that can help maintain a better quality of life.

Please visit your local Symphony Senior Living to see our caring and dedicated teams at work!

www.SymphonySeniorLiving.com