

About Us

Creating joy in life and aging...
by caring, connecting
and celebrating



Welcome to our care community

Thank you for taking the time to get to know us! We know that changes and transitions in life cause many uncertainties and we are here to help you with your upcoming decision. We believe that by being informed, you will be able to see things more clearly and confirm if the next step is in fact the right one for you and your family.

An important thing to know about us is that we live according to our values – and so we invite you to learn about them as they define who we are and guide our actions. We hope that you will share in these values and see them to be the best way to provide safe resident care.

By joining in at our care home, you are becoming part of our family and we are ready to help you thrive. We expect you will hold us accountable for our services and for delivering on our commitments. We want you to relax, knowing that you are safe and that you are receiving exceptional care and service according to best practices and evidence-based care. We know that you will love living here and you will enjoy the people, the events, the amenities and good times that we create. And we are confident that you will easily know that you've made the right choice to come and thrive with us at Trellis!

About Trellis

It is our vision to Create Joy in Life and Aging and we achieve this vision through our mission of caring, connecting and celebrating. This is our commitment each and every day!

With our residents and families joining in all aspects of our care home, we gain understanding and insights of what it truly means to be at home in our care home.

-  **We care** about residents and their families. We make safety a priority and deliver the best quality possible. We show it by doing the best we can each and every day. We are committed to acting responsibly and creating a sustainable home for all.
-  **We connect** with the things that truly matter... like people, animals and our environment! We live from our hearts and act only with kindness, in a respectful environment, where we value diversity and inclusivity.
-  **We celebrate** and give thanks for all things great and small. We cheer individual milestones as well as group accomplishments and see the gift in living.

Our approach to quality ...

We know the pursuit of quality is a journey and not a destination, requiring ongoing attention to build a continuous improvement culture. We identify quality and risk issues proactively using audits and quality checks - daily, monthly, quarterly and annually.

Through a focus of continuous reporting our teams, including families and residents, feel comfortable to raise any issues that impact our risk and quality, allowing for a process of planning, doing, studying and acting (PDSA model).



Our Culture... Mission and Values

People are what makes this home a great place to live and work in... at Trellis, while creating joy in life and aging by caring, connecting and connecting, our values are:

- 🌱 **Being a team** – we work together in kind, useful and supportive ways;
- 🌱 **Having a passion for learning** – we embrace opportunities to develop, innovate and grow;
- 🌱 **Having a positive outlook** – our glass is half-full for life and we bring joy, humor and thanks, even in the midst of tough times;
- 🌱 **Being flexible** – we bend and adapt as needed to deliver exceptional care and service;
- 🌱 **Being accountable** – we stand behind our commitments and take responsibility for our actions.

We are deeply committed to these values and strongly believe our culture thrives when our team live these values as they serve our Residents every day. We demonstrate commitment to our Mission by exceeding the required accreditation standards with Accreditation Canada and through involvement with Excellence Canada.



About our people



'We care' is how we live every day....building relationships with each other that support us when we feel happy, sad, excited, scared, thankful and more.... the feelings and part of life that make us unique! We care as a family! From our team members to our service partners and volunteers we offer expertise in clinical practice, dementia services, human resources, finance and technology, project planning and communication. Together, we share a common drive for quality and a strong commitment to providing exceptional care and service. We invest in training and understand the importance of having the right tools and resources to be able to deliver on our vision.

We take our Health and Safety seriously! We believe in caring holistically about ourselves and each other and know that by caring for our health and wellbeing, we can be the best we want to be and do our best work to help care for our residents and families. Through our Safety Star program we work together and support each other to practice safety in everything we do. Our Workplace Wellness programs provide ways to support us in all aspects of our lives... emotional, environmental, financial, intellectual, occupational, physical, social and spiritual.

Simply put, our people is what makes it a great place to be!



About our Name

The name 'Trellis' is very purposeful as it helps describe who we are. A garden trellis is a solid structure that is carefully crafted but not intended to be visible. Rather, it is the flowers and vines that become beautiful when supported by the trellis because without it, they could not thrive.

Similarly, Trellis is the leadership, processes and systems that we, as an organization, have in place to support and promote best practice and exceptional care & service. This allows our unique mix of people who live and work with us to thrive through caring, friendship and love which give meaning to life.

*Come thrive with us as we
Care, Connect and Celebrate!*