

# Trellis Seniors Services

## WELCOME TO TRELLIS

Thank you for taking the time to get to know Trellis. 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 Trellis 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 Trellis, 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 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 the unique mix of people who live and work with us to thrive through caring, friendship and love which give meaning to life.

Providing exceptional care & service



Come thrive with us!



## ABOUT TRELLIS

More than just a company, Trellis is committed to providing **exceptional care & service** in all aspects of the organization. We embrace a vision of organizational excellence as the means to ensuring quality outcomes and delivering better results. Decisions are guided by evidenced-based best practice and continuous improvement is a fundamental part of daily operations.

Trellis is also guided by our cultural pillars as they define our priorities. Our five pillars are:

- **Focus on the Resident** – Our Residents' wishes are paramount as long as they do not impact the safety and comfort of others. Providing tender care and support is what we passionately believe will allow Residents to thrive in this chapter of their lives.
- **Safety as a Priority** – We are committed to safety and believe that a just culture encourages team members to report errors or near misses so that we can prevent future events by modifying our policies, procedures and education accordingly.
- **Quality & Excellence** – We strive to continuously improve and adapt through monitoring our key indicators and listening to feedback.
- **A Respectful Environment** – We embrace a healthy, safe, courteous and supportive environment where we value and celebrate diversity & inclusivity.
- **Sustainability** – We are committed to acting responsibly and making decisions for the long term.



## ABOUT OUR VISION & VALUES

At Trellis, our Vision is to provide exceptional care & service and our Values are the qualities and behaviours we expect of ourselves and each other. We value:

- **Teamwork** – to work well with others, to celebrate & appreciate contributions of others through sharing of knowledge;
- **Passion for learning and growth** – to actively pursue ways to learn, grow & innovate while seeking feedback through listening;
- **Positive outlook** – to contribute a healthy energy with an attitude of joyfulness, humour & gratitude even if faced with adversity and reflect our conscious choice to be a proud team member;
- **Flexibility** – to embrace change through adapting to shifting direction & to support others to do the same while acting confidently when dealing with day to day challenges and multiple demands;
- **Accountability** – to expect to be held accountable for our actions & words and to deliver on our commitment to others with our dedicated time, concentration & open disclosure of results.

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 Vision by achieving Exemplary Standing with Accreditation Canada and through involvement with Excellence Canada.

## ABOUT OUR TEAM

We are a proud group of team members, service partners and volunteers who contribute our best every day. Individually, 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.

At Trellis, we also build strategic partnerships with those who share our intention of adding value to everything we do. Our Strategic Partners include service contractors, community organizations, architects and design specialists, construction leaders, care experts and knowledge leaders.

Trellis started from a passion for Seniors' care and has continued to grow through the great work of people who hold a strong drive for quality and excellence. Simply put, our strength is the Trellis Team.

