

## OUR “5 PILLARS OF PERSON AND FAMILY-CENTRED CARE MODEL OF EXCELLENCE”

### 1. RESIDENT/FAMILY PREFERENCES

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Maintain respect, dignity and demonstrate sensitivity to cultural values, norms and customs.

### 2. FAMILY, FRIENDS, COMMUNITY ENGAGEMENT AND SUPPORT

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Acknowledging, respecting, supporting and recognizing roles of family, friends and the community.

### 3. EMOTIONAL & PHYSICAL SUPPORT

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Advocating to alleviate fear and anxiety by identified limitations, values, beliefs, etiquettes and spirituality that impact in a holistic manner.

### 4. ACCESSIBILITY

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Full accessibility of services and information to foster quality, respect, education and compassionate care.

### 5. CONTINUITY & CARE TRANSITION

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Access and availability to transition to multiple settings sector-wide and to access specialty services as required.

## REHMACARE VILLAGES

## A HOME TO CALL OUR OWN

As our frail, elderly Muslim and culturally diverse Ontarians age, there is a need for a Long-Term Care (LTC) placement that is inclusive of their diverse cultural and ethnic needs.

**REHMACare Centre** - a dedicated long-term care home for our elderly Muslim and culturally diverse seniors.



**Building our home. Strengthening our community.**

150 Brant Avenue, Brantford, Ontario. N3T3H7.  
CANADA.

[www.rehmacare.org](http://www.rehmacare.org)

T. +1.519.720.0983 F. +1.519.720.0282



## REHMACARE VILLAGES

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A dedicated long-term care home for our elderly Muslim and culturally diverse seniors.

*“My Lord! Bestow on them Your **Mercy** as they did bring me up when I was small.”*

Qur'an 17:24



## REHMACARE CENTRE

### VISION

A Long-Term Care Home serving the needs of Muslim and culturally diverse seniors for inclusiveness. We strive to honour our seniors with dignity, respect and integrity delivering care with the highest standards of excellence.

### MISSION

Integrating compassionate care of our seniors based on core Islamic context, values and guiding principles using evidence-based practices.

## REHMACARE VALUES

### REHMA:

Active compassion, mercy, kindness, consideration, and respect.

### EMPOWERED LEADERSHIP & INNOVATION:

Compassionate leadership through self-reflection, reflective practice, commitment, continuous quality improvement, growth and development.

### HOLISTIC CARE:

Guiding principle – 5 pillars of a “Person and Family-Centred Care model of Excellence”.

### MUSLIM DIVERSITY:

Cherish and respect spiritual, emotional, cultural, psychological/social, linguistic, intellectual, medical and physical holistic health from diverse cultures, so as to help them live healthier, happier and fulfilling lives. We nurture the ability to continue to celebrate their cultural and Islamic lifestyle and identity.

### ACCOUNTABILITY AND INTEGRITY:

Transparency and accountability to our seniors, their families, community partners, governing agencies, regulatory bodies, stakeholders, and ultimately to our Lord.



## REHMACARE VILLAGES

### ELEMENTS OF CARE AND ACCOMMODATION:

- Nursing and personal Care trained staff for Islamic and cultural etiquettes
- Comprehensive medical care
- Halal Dining and Nutrition
- Rehabilitation services
- Recreational and therapeutic programs with cultural and linguistic needs
- Restorative services to improve self-image, self-worth and quality of life
- Spiritual care – salah/prayers with on-site Masjid, other multi-faith spiritual needs with a multi-faith prayer room
- Housekeeping and laundry services
- Allied Health services (Physiotherapy, Occupational Therapy, Registered Dietician, X-ray/laboratory services, audiology, Dentistry, chiropody, optometry)
- Resident and Family Councils
- Rate accommodation reductions based on eligibility

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