

# Shahbaz Means Versatile Care Worker

A personal and holistic approach to caring for residents



Residents are achieving improved quality of life outcomes in skilled nursing homes that look and feel like a real home. That is why we opened two Green House Homes in Penfield in 2011. It is also why St. John's is bringing the Small Homes philosophy to our 150 Highland Avenue location.

What makes the people taking care of elders different? Meet the St. John's shahbaz! Unlike the care provided in most nursing homes, a shahbaz does not attend to just one or two aspects of a residents well-being. Trained in a variety of disciplines from personal care to cooking to housekeeping, shahbazim throughout our nursing homes provide for the entire person. The result is:

- A **more personal** approach to care that is less overwhelming for elders
- **More choices** for residents as staffing levels free up shahbazim for greater one-on-one interactions
- A **closer match** to the family caregiver that elders are accustomed to receiving care from at home
- Higher levels of **staff satisfaction** and less turnover



**“They don’t feel like it’s just somebody’s job to take care of them.”**

Erica, who has worked as a shahbaz at one of the two Green House Homes in Penfield since 2011, knows firsthand how elders have responded to this new model of care. “There aren't med carts being pushed around. Our elders aren't just patients. They're more comfortable.”



**“Having to care for less people, you’re able to spend time getting to know them.”**

Ann has been a nurse at St. John's Home for almost 11 years. As a shahbaz in the recently renovated Rose Neighborhood, she now provides more holistic care to a smaller group of elders. “You can definitely see the difference.”

If your loved one would benefit from skilled nursing care delivered by compassionate shahbazim who are trained to provide for the full spectrum of a residents needs, St. John's should be your first call.

**Call Admissions Director  
Kristin Coffie at  
585-769-1274  
to schedule a tour today!**

To learn more about the shahbaz role at St. John's, and how these versatile workers can make a difference in your loved one's life, visit [stjohnsliving.org/small-homes](http://stjohnsliving.org/small-homes).