



Seniors Services
**RESIDENT
AND FAMILY
HANDBOOK**

October 2023

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Welcome

Dear resident and family,

On behalf of the care team we would like to welcome you to our home. We understand that moving to a long-term care home is a significant life transition. This handbook has been developed to provide you with some helpful information and to assist you with the transition of living in a long-term care home. We are looking forward to getting to know you. We will work together to provide you with quality care in a safe, comfortable and supportive environment. We hope this information will support you in making a successful transition into the home and be a useful reference for you and your family in the days and weeks to come. Our commitment to you is to enable you to experience a meaningful quality of life. To facilitate this, the team at the home will work in partnership and collaboration with you and your family to make your stay as safe comfortable and welcoming as possible. We value how residents and families contribute to the quality of life in our home.

Our Long-Term Care Homes

Niagara Region operates eight long-term care homes. These include:

- Deer Park Villa, Grimsby
- Gilmore Lodge, Fort Erie
- Linhaven, St. Catharines
- Meadows of Dorchester, Niagara Falls
- Northland Pointe, Port Colborne
- Rapelje Lodge, Welland
- Woodlands of Sunset, Pelham/Welland
- Upper Canada Lodge, Niagara-on-the-Lake

T. Roy Adams Regional Centre for Dementia Care, Linhaven

The T. Roy Adams Regional Centre for Dementia Care specializes in enhancing the lives of older adults living with dementia and significant behavioural challenges. This complex care centre provides specialized transitional geriatric and therapeutic services.



Our Vision, Mission and Values

Our Vision

Extraordinary Care.
Compassionate Team.
Collaborative Leader.

Our Mission

Working together, we provide the highest quality of life for seniors living in long-term care and in the community.

Our Values

Respect. Serve. Honesty. Choice. Partnership.

Respect

We treat everyone equitably with compassion, sensitivity and respect.

Serve

We serve Niagara with pride, care and excellence.

Honesty

We value honesty, integrity and trust.

Choice

We believe in social, environmental and economic choices that support our diverse community.

Partnerships

We foster collaboration and value partnerships.

Our Philosophy Of Care

Our philosophy of care is rooted in respect for residents' health and safety, dignity, desires and needs, personal history and values. Our goal is to meet the physical, psychological, social, spiritual and cultural needs of each resident through a resident centered approach to care.

The Seniors Services care philosophy is an inclusive approach to care that fosters respectful, compassionate, competent care. Through this approach we will collaborate and partner with you and your family in service design, service delivery and service evaluation.

We are committed to:

- A collaborative approach to planning and providing care and services which supports residents, families and staff making decisions based on preferences, strengths and needs of each individual resident
- Ensuring that every resident and family is empowered to make choices and decisions about their care and services in the home
- Developing and documenting a comprehensive and individualized care plan in partnership with the resident and family
- Ensuring that input from residents and families is sought through our eight homes Regional Family Advisory Council, each home specific Family Council, Residents' Council, surveys and day-to-day feedback. Information collected is then used across the organization to make improvements.
- Fostering positive relationships among residents, families, staff and volunteers
- The Fundamental Principle: A long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort while having their physical, psychological, social, spiritual and cultural needs adequately met

Confidentiality

All information and documentation concerning the residents are treated with the utmost confidentiality. All staff, consulting health professionals, contract employees, students and volunteers are required to maintain confidentiality of the residents, clients and staff served by Seniors Services. This will be carried out in accordance with the current legislative requirements including in accordance with provincial Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Personal Health Information Protection Act, 2004 (PHIPA), Fixing Long-Term Care Act, 2021, professional practice standards and the policies and procedures of Seniors Services.

Important Meetings

Post Admission Care Conference and Annual Care Conference

Residents, family and staff work as a team towards making living at the home as comfortable and fulfilling as possible. A meeting to discuss progress, concerns and future goals, is held within six weeks of admission, annually thereafter, and as needed. Staff will contact the resident and family to arrange the date and time for the conference.





Resident Council And Family Council

Your home has a Residents' Council that meets regularly with staff to provide feedback and guidance on the quality of care and services provided in the home. Many homes have a Family Council as well, that meet regularly and work collaboratively with the Administrator to provide ideas on how to enhance care and services in the home. The role of both councils is to advocate on behalf of the residents to enhance their quality of life at the home. We encourage your participation in the meetings, as your feedback is valuable and appreciated.

Niagara Region also has a Family Advisory Committee, with representatives from the homes attending meetings. Please see the information board in your home for meeting dates and minutes. Everyone is welcome to attend.

Your Rights And Responsibilities

You Have The Right To	We Ask That You
A comfortable, safe and clean environment	<ul style="list-style-type: none"> • Participate in keeping your surroundings safe and clean
Be treated with respect and in a courteous manner	<ul style="list-style-type: none"> • Treat others (residents, staff, visitors and volunteers) with respect and in a courteous manner
Receive safe, quality care	<ul style="list-style-type: none"> • Actively participate in your care and advise caregivers if you have concerns • Consider all information carefully in order to make an informed choice • Pay bills when they are due
Be free from physical, verbal, psychological, sexual, financial, or any other kind of abuse	<ul style="list-style-type: none"> • Report any abuse • Not abuse any other residents, staff, visitors or volunteers
Participate in activities that support your religious and cultural beliefs	<ul style="list-style-type: none"> • Inform staff of your practice preferences and beliefs so we can support you • Respect the religious and cultural beliefs of others

You Have The Right To	We Ask That You
Leave and enter the home as appropriate	<ul style="list-style-type: none"> • Tell staff when you are leaving and returning, sign out and sign in and take medication with you as necessary • Families are asked to sign in and out as well
Discuss concerns with staff or make a complaint to the Ministry of Health and Long-Term Care	<ul style="list-style-type: none"> • Keep in mind we will respond to all complaints
Access your personal health information	<ul style="list-style-type: none"> • Inform staff of inaccuracies in your personal health information



Resident Bill Of Rights

Right to be Treated with Respect

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

Right to Freedom from Abuse and Neglect

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

Right to an Optimal Quality of Life

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.

10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

Right to Quality Care and Self-Determination

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.



19. Every resident has the right to:

- Participate fully in the development, implementation, review and revision of their plan of care
- Give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent
- Participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters
- Have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act

20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.



25. Every resident has the right to be provided with care and services based on a palliative care philosophy.
26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

Right to be Informed, Participate and Make a Complaint

27. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
28. Every resident has the right to participate in the Residents' Council.
29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
 - The Residents' Council
 - The Family Council
 - The licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132
 - Staff Members
 - Government Officials
 - Any other person inside or outside the long-term care home

Abuse and Neglect – Zero Tolerance

Seniors Services is committed to fostering an environment that is free of abuse and neglect of residents. Zero tolerance of abuse and neglect of residents is required under the Fixing Long-Term Care Act, 2021.

If anyone witnesses or suspects abuse of any kind, he or she is responsible to report it immediately to a manager or the charge nurse on duty.

Printable policy is available on request.

Abuse in relation to a resident means physical, sexual, emotional, verbal or financial abuse or neglect as defined below:

“Physical Abuse” means:

- The use of physical force by anyone other than a resident that causes physical injury or pain
- Administering or withholding a drug for an inappropriate purpose
- The use of physical force by a resident that causes physical injury to another resident

“Sexual Abuse” means:

- Any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by staff member
- Any non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a staff member



“Emotional Abuse” means:

- Any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident
- Any threatening or intimidating gestures, actions, behaviour or remarks by a resident that causes alarm or fear to another resident where the resident performing the actions understands and appreciates their consequences

“Verbal Abuse” means:

- Any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling nature
- Degrading nature which diminishes a resident’s sense of well-being, dignity or self-worth, that is made by anyone other than a resident



- Any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for their safety where the resident making the communication understands and appreciates its consequences

“Financial Abuse” means:

- Any misappropriation or misuse of a resident’s money or property

“Neglect” means:

- Failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being
- This also includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents

Complaints, Concerns And Compliments

If you or a family member have a concern, you may speak to the staff most directly involved or one of the managers in the home. All efforts will be made to resolve the concern as quickly as possible. We are happy to hear compliments as well, please share this with any of our team members!

If your concern is not dealt with to your satisfaction you may take the following steps.

You have several options for making a complaint: start with any team member who will be happy to help or resolve your concern:

1. Administrator of the Home
2. **Director of Seniors Services**
1815 Sir Isaac Brock Way,
Thorold L2V 4Y6
905-980-6000 Ext. 3806
3. Call the Long Term Care, Family Support and Action Line at 1-866-434-0144
Open every day 8:30 a.m. to 7:00 p.m.
4. Send a written letter of complaint by mail to:
The Director, Ministry of Long-Term Care Performance Improvement and Compliance Branch
55 St. Clair Avenue West, 8th Floor,
Toronto, ON M4V 2Y7
5. If you have already contacted the home directly and the Long-Term Care Family Support and Action Line and were not able to reach a satisfactory resolution, you can contact the Patient Ombudsman online at patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint, by calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto). TTY: 416-597-5371.

Whistle Blowing Protection

According to the Fixing Long-Term Care Act 2021, no person is allowed to retaliate against another person, whether by action or omission, if they have disclosed any information related to their care or a Resident's care or the operation of the long-term care home. There are no repercussions for bringing your concerns forward. Resident safety and respecting your rights is expected. Printable policy is available on request.

Your Care And Support Team

Staff from many departments work as a team to provide the best possible care for residents and this is called Interdisciplinary Care. Our interdisciplinary team makes every effort to ensure that all physical, mental health, psychosocial, and spiritual needs are identified and addressed. Each of our Long Term Care Homes are led by an Administrator.

The Administrator

Is responsible for providing leadership and oversight to care and service delivery of all departments. The Administrator is responsible for the overall operation and coordination of safe, resident focused, effective systems and processes. The Administrator must ensure compliance with Ministry, legislative, and corporate expectations.

Director of Resident Care

Responsible for the overall oversight of the nursing department to ensure that care and services are in line with best practice, policies, legislative requirements, and resident wishes. Additional members of the team are:

- Associate Director of Resident Care
 - Reporting to the Director of Resident Care, they manage the daily operations of the resident home areas and provide support and guidance to staff to ensure resident-centered, quality care
- Registered Nurses (RN)
 - Provides nursing care to residents with complex issues, gives guidance to Registered Practical Nurses and Personal Support Workers related to care issues, communicates with family members. The RN is in charge of the home in the absence of management.
- Registered Practical Nurses (RPN)
 - Provides nursing care to residents, completes assessments, provides medications and completes prescribed treatments
- Clinical Documentation Informatics Lead (CDI)
 - Responsible to maintain the homes clinical documentation system, including required assessments and care plan assessments
- Infection Prevention and Control Manager (IPAC)
 - Is responsible to implement, oversee and maintain the Long-term Care (LTC) Home's infection prevention and control program with an interdisciplinary team
- Personal Support Workers (PSW)
 - Provide support to resident and help with the activities of daily living including dressing and bathing.

Medical Director, Attending Physician and Nurse Practitioners

Responsible for medical administrative leadership and advisory support to the home. The home has a contract with physicians and/or nurse practitioners who provide medical care for residents of the home. Your health needs will determine how often you see a physician. The physicians also have an on-call schedule to ensure medical support is available at any time as required.

Primary Care Provider

A resident may choose to keep their own primary care provider. This person is either a medical doctor or a Registered Nurse - Extended Class (usually called a Nurse Practitioner). The primary care provider will need to sign an agreement with the home to meet certain requirements, such as availability.

Office Lead

Helps residents and families to complete their admission agreement and all related paperwork. The Office Lead can address questions pertaining to accommodation rates, eligibility for rate reduction programs, billing, resident trust account, and unfunded service charges. They provide functional guidance to the Office Assistant.

Office Assistant

Provides reception, general information, clerical support, processing accounts payable and receivables, cash management, and resident trust accounts.

Resident and Family Support Program (Social Work)

The Resident and Family Support Worker (RFSW) is available to provide practical and/or emotional support to residents and their families.

The RFSW helps to strengthen communication between residents, families and staff. They will support you with the transition to Long Term Care. A social history is an opportunity to share information that will assist the team in learning about you and your unique life experiences and will be gathered during the first month of your arrival.

Nutrition and Environmental

Nutrition and Environmental Manager- Responsible for the overall oversight of the dietary, housekeeping, and laundry departments to ensure that care and services are in line with best practice, policies, legislative requirements, and resident wishes. Team members include:

- Food Service Team
 - Consists of the Food Service Supervisor, Cooks, Assistant Cooks and Dietary Aides. This team works in collaboration to provide residents with a pleasurable dining experience. Food Services Staff are also responsible for safe food handling and storage and as such ensures that all food is prepared according to the Ontario Public Health Standards and the Ministry of Long-Term Care Food Safety Protocol, 2019.
- Registered Dietitian
 - The Registered Dietitian and Nutrition Managers review seasonal menus to ensure that meals are varied, nutritious, and approved for nutritional adequacy based on resident preferences and are reviewed by Residents' Council. The Registered Dietitian is able to support complex nutrition needs for residents who require them and will ensure snacks and meals meet nutritional and hydration needs, as well as likes and dislikes.

- Housekeeping Aides
 - Perform general housekeeping duties, set up for activities, and ensure infection control practices are followed in order to reduce the spread of disease and infection
- Laundry Aides
 - Provide in house laundry for linens and personal laundry. They work to ensure each residents clothing is labelled to minimize loss. They ensure appropriate infection control practices of linen processes.

Program Manager

Responsible for the overall oversight of recreation, rehabilitation, pastoral care, hairdresser, volunteers, and students to ensure that care and services are in line with best practice, policies, legislative requirements, and resident wishes.

- Rehabilitation Services
 - Physiotherapists and Rehabilitation Workers provide rehab services through individual or group programs based on assessed needs. The goal of physiotherapy and rehabilitation programs is to maintain or regain strength and to improve balance, coordination and mobility.
- Recreationists
 - Recreation programs and services are provided based on assessed needs and individual interests. Individual, small group, and large group activities and special events are offered to meet emotional, spiritual, intellectual, social and physical needs.

- Pastoral Care Coordinator
 - Residents are encouraged to maintain spiritual activities and/or clergy visits as residents enjoyed prior to moving in to the Home. Spiritual care is offered at the Home. It supports all faith and spiritual beliefs and includes both group services and personal visits.
- Volunteers
 - Volunteers are an important part of our Home. Volunteers provide support through a wide range of activities including one-to-one visiting, meal time assistance and pet visits, as well providing assistance with recreation programs and special events and working in the cafe/ tuck shop. Residents, families and friends interested in volunteering are encouraged to contact the Program Manager.
- Students
 - We have many students from schools such as, Brock University, Niagara College, District School Board of Niagara and the Niagara Catholic District School Board. Students make a valuable contribution to residents of the Home as they complete student placement and student consolidation programs as part of their educational program. All students are fully supervised and will be introduced to residents when they start their placement.

Maintenance Staff

Work in collaboration with the team to ensure that the building, walkways, and equipment are safe and in good repair. They ensure that all equipment meets safety standards.

Settling In To Your New Home/Your Life With Us

When you first move into your home, you and your family will be provided with an orientation, including:

- A tour of the home and your room
- Information about the services provided
- An introduction to staff and residents

You and your family are encouraged to participate in the admission process by:

- Talking about what's important to you
- Identifying key concerns
- Providing your history
- Making informed decisions related to your care

The team will gather information during the admission process so they can get to know you and develop a personalized care plan.

The initial few weeks after a move is often unsettling for everyone. It'll take time to feel comfortable in your new home and to build trusting relationships with other residents and staff. It is not unusual to feel sad, anxious, angry, or confused. We are here to support you.

Families may notice a change in your behaviour as you adjust to the new setting. You may stop doing something that you were able to do for yourself before, or you may start doing something you haven't before. Families are asked to speak with staff to share what they are seeing and any concerns.

Admission Day

To get to know you, your specific needs, and to make you feel as comfortable as possible in your new home, we will:

- Meet with you and your family to collect your health information
- Set a date with you and your family for a post- admission conference, held approximately six weeks after you arrive, to review all of your care needs and how you are adjusting to the home
- Take your weight, blood pressure, height, temperature, pulse and respiration during the first three days
- Schedule your twice weekly bath/shower days
- Take your clothing to the laundry area to be labelled
- Take your photograph for our records for emergency purposes and to ensure accuracy in giving medication
- Have the Office Lead meet with you and/or your substitute decision maker to discuss financial arrangements, resident trust account, and confirm your substitute decision maker
- Have the Program Manager or Recreationist meet with you to discuss recreation and rehabilitation services, Residents' Council and other services available
- Have the home's Resident and Family Support Worker meet with you to provide an opportunity for you to share your feelings, concerns and questions regarding admission. They will also gather information about your past to gain a better understanding of your specific needs and wishes.



- Have dietary staff meet with you to determine your food preferences, allergies and special dietary needs within seven days
- Discuss that we prefer all new residents to have a bed alarm, floor mat, and wear non-skid socks for the first few nights after admission to avoid the risk of a fall
- During this time, we will evaluate your needs related to fall risks and provide a safe sleeping environment

Visiting Hours

There are no restrictions to visiting hours; unless otherwise directed by Public Health or the Ministry of Long-Term Care. Visitors should use the main entrance. We encourage children of all ages to visit! If visitors are arriving late in the evening, we ask that they be mindful of other residents in the area who may be sleeping. If staff is providing care at the time of the visit, visitors are requested to please respect privacy and wait until care is finished. Printable policy is available on request.

Personalizing your Room

Furniture and Belongings

In our homes, we attempt to accommodate personal furniture and belongings as long as space is available for staff to safely work and fire regulations are maintained. All residents' rooms are furnished with a bed, chair and night table however, we encourage residents to bring in some personal belongings as well. Although, we wish to create as warm and as comfortable environment as possible, it is equally important that we create a safe environment.

- You may bring in a dresser no larger than 30 inches/75 cm wide, as lightweight as possible, and in good repair. If difficult to move, your family will be requested to apply wheel casters. All wheels must have locking devices. A small lightweight cabinet or a desk with computer can be used in exchange for a dresser. This is important to support our cleaning and disinfecting practices.
- You may want a television in your room. Please speak to the home staff regarding the maximum TV size and whether a flat screen can be wall mounted or not.

- You may like to bring in one small armchair or reclining chair. No rockers or swivel/glider chairs are permitted due to fall risk. Please note that families are responsible for cleaning these items.
- Some residents enjoy having their own small refrigerator in their room. If you choose to do this, please ensure it is Energy Star certified and CSA approved. Residents/family members are responsible for the contents and cleaning of refrigerators.
- Families bringing in furniture are asked to do so during the week, during daytime hours, so carts and assistance can be provided if required. We request that you discuss the type of furniture with the staff to ensure it follows our guidelines prior to bringing the furniture to the Home.
- As a resident's physical condition changes, an assessment is done to determine the safest method of assisting the resident related to lifts, transfers, and repositioning. The resident may be assessed as requiring a mechanical lift which may require furniture in the room to be moved or removed. At all times we need to ensure that your safety is addressed. If lifts are used or could be used in the room, the team needs to balance the physical needs of residents with the safety needs of staff to transfer safely. Staff will advise you if this is an issue.

Repairs and cleaning of personal furniture is the responsibility of the family

- Painting the room or putting wallpaper, decals, or borders is not permitted
- Electric wheelchairs or scooters must be kept in your room when not in use
- Bedspreads will be provided, however if you would like to bring in your own comforter or bedspread, you will be responsible for the laundering



- All electrical equipment (shavers, fans, refrigerators, radios, televisions) must be checked and approved by maintenance staff
- Closet space is limited to seasonal use only. Families are encouraged to store luggage at home and to remove and replace clothing appropriate for the season

For your safety, the following items are not permitted in your room:

- Bed, mattress, or pillows from home
- Trunks, coffee tables, lawn chairs, floor lamps
- Space heaters, electric blankets, electric heating pads
- Cooking appliances/equipment
- Floor mats/rugs
- Sharp objects or any hazardous materials
- Extension cords. If necessary, maintenance will approve the use of a certified power bar with surge protection which families must provide.

Clothing and Laundry

We suggest that you bring enough clothing to last seven days, including appropriate clothes to wear outside. The home will take care of labelling your clothing as part of the admission process. It is suggested that all clothing be comfortable and easy to put on and take off. Please give any new clothing coming into the home to the staff on the area with the residents' name on the bag, so that the clothing can all be labelled prior to wearing.

Please note that we have industrial washers and dryers, which result in clothing being washed in high temperature wash and dry cycles. The home cannot take responsibility for clothing that requires special care.

Here are a few tips to help with this:

- Fabrics suitable for laundry include:
 - 65 per cent polyester and 35 per cent cotton blend
 - 100 per cent polyester
 - Machine wash and tumble dry
- Fabrics not suitable for laundry include:
 - Wool or wool blend fabrics
 - Specialty fabrics or trims such as silk, satin, suede, or fur
 - Rayon, acetate, or other man-made fibres
 - Clothing labelled “no bleach;” “air dry,” “dry flat” or “dry clean”

As a resident's physical condition changes, an assessment is done to determine the best needs of the resident related to care needs. At this time, there may become a need for adaptive clothing. Staff will inform the resident or the substitute decision maker if this becomes required. New clothing may need to be purchased or clothing in use can be modified.

The following is a list of suggested clothing items to bring:

- One housecoat
- One pair of non-slip sole slippers
- One pair of non-slip sole shoes (running shoes with Velcro closures, washable preferred)
- Nine pairs of socks (acrylic), no tight elastic tops
- Women- Three pairs of stockings or pantyhose if desired
- Women- Four bras
- Nine changes of underwear
- Undershirts
- Five nightgowns/pyjamas
- Two washable sweaters
- Nine pants/tops and/or jogging suits and/or dresses
- Belts/suspenders if used
- Glasses, hearing aid(s), dentures (all labelled)
- Cosmetics and costume jewellery



Toiletries and Personal Belongings

The home provides generic brands of basic toiletry items such as toothbrushes, toothpaste, deodorant, soap, combs, brushes etc. If you prefer your own brand, you are welcome to supply those items yourself as long as they are scent free. Please have them labelled. Bar soaps and powders are discouraged for safety and hygiene reasons.

Keeping your items safe

Your possessions are very important to you and we want to give you some tips on how to keep them safe.

Your room cannot be locked; as a result, we are unable to protect valuables (e.g. money, jewelry, collector items, etc.), furnishings and personal belongings from possible breakage and loss.

- If you are missing something please notify a staff member right away so we can help search for it
- The home is not responsible for missing items
- It is strongly recommended that you do not keep valuables in your room, especially those that, if lost or broken, would cause great distress to you or family

Air Conditioning

During warm humid weather, please assist us to help keep the home cool by keeping all windows closed. If residents wish to have their windows open in their room, please ensure the door is kept closed.

Mail

Stamps are available at the front office for purchasing. Mail can be dropped off at the office or designated area.

Newspapers

If you wish to have a newspaper delivered, you or your family can contact your preferred newspaper and arrange for a subscription and delivery service. Please let the administration office know so that we ensure the paper is delivered to your room.

Resident Appointments and Transportations

Transportation to non-urgent appointments outside the home is the responsibility of the resident. Staff can provide information about the private transportation services available to you. Staff are unable to accompany residents to appointments or to assist in transferring residents into or out of a vehicle.

Leaving the Home

You may come and go from the Home as you please. We kindly ask that you sign in and out of your area so we can accurately account for everyone's whereabouts in the case of an emergency. Please also inform staff if you will not be present at mealtime. When you are leaving the secure area or the main entrance to the home, please ensure other residents are not leaving behind you.

Hospital Transfers

Most resident medical needs can be managed in the home. However, on occasion the level of care/intervention may exceed what the home can provide. When a situation arises that cannot be managed in the home, you'll be transferred to the hospital. When a resident requires medical or psychiatric testing or care which cannot be provided at the home, they are transferred to the hospital. When the resident is ready for discharge from the hospital, the registered staff are contacted by the hospital. The hospital will contact the family to arrange return transportation, and any costs are billed to the resident through the hospital or transportation company.

Private Duty Caregivers

Some families decide to supplement the services in the home by hiring their own staff for specific times of the day. Please discuss this option with the Director of Resident Care or Administrator, as specific guidelines are required. Printable policy is available on request.

Alcohol

Niagara Region LTC homes will ensure that alcohol consumption by Residents respects Residents' rights, maintains Resident safety and aligns with the requirements of the Liquor License Board. On admission a discussion with your nurse about use of alcoholic beverages will occur.

This discussion will include:

- Medication and use of alcohol
- Alcohol consumption and safe drinking guidelines
- Safe storage

A printable policy is available on request.

Smoking and Vaping

Consistent with the Tobacco Control Act, smoking is not permitted anywhere inside the home. Designated smoking areas are located outside the building and are clearly marked for all residents.

- To ensure the safe handling of tobacco products and lighters staff will provide a smoking assessment. We appreciate your cooperation and understanding.

- Visitors are not allowed to smoke anywhere on the premises as per the Tobacco Enforcement Program. Tobacco products and safety lighters may be left in the resident's possession during the day, provided that a smoking assessment has indicated that the resident is able to manage this. Otherwise, such materials will be held in safekeeping for distribution by the nursing staff.
- Family and friends of residents must leave any purchased tobacco products and safety lighters with a nursing staff. Matches are not allowed at any time. Smoking within nine meters (30 feet) of any public entrance is against the law and carries a maximum fine of \$5,000.

Banking Hours

The bank is located at the administration office and manages money from your resident trust account. It is open Monday – Friday, 9 a.m. – 4 p.m. Offices are closed daily for lunch and on all statutory holidays, Christmas Eve, and New Years Eve, or the date the holiday is observed.

Trust Accounts

The home will maintain a non-interest bearing resident trust account on your behalf at no charge to you. Only charges authorized by you or your Power of Attorney for finances will be paid from this account. You will receive a quarterly statement of charges and deposits to your resident trust account. Questions about setting up your resident trust account may be directed to the Office Lead.

Recycling

Supporting Niagara Region recycling program:

- Used batteries can be dropped off at the administration office during business hours to be recycled
- Cans and bottles may be placed in the recycle bins located in the main area
- Newspaper products and cardboard may be placed in the grey bins located in the main area

Communications

Bulletin Boards

There are bulletin boards on each home which are used to inform residents and families of meetings, recreation activities or other items of interest. In addition around the home you will find electronic boards that display menu, upcoming activities and events. You will also notice some required information that we post to keep residents and families aware of what is happening such as recent inspections, required policies and upcoming meetings.

We will ask you and your family upon admission on your preferences for communication. We like to send timely information to you via email, text, or via automated phone or cliniconex messages.

Our Programs and Supports

Nutrition/Food/Meal Service

The resident's preferences and special needs are taken into consideration at each meal, and an alternate choice is always available. Meal times and afternoon and evening snack times vary at each home so please check with your home for specific time. All residents are encouraged to eat their meals in the dining room. Regular diets and therapeutic diets are available to meet our residents' needs as assessed by the Registered Dietitian.

Financial and Legal Information

Accommodation

At admission, you or your Power of Attorney for property will be asked to sign an Accommodation Agreement outlining your rights, responsibilities and accommodation arrangements. Residents in basic accommodation may apply for a rate reduction. Please contact the Office Lead for assistance and information regarding rate reductions. To apply for a rate reduction you will need to provide your Notice of Assessment under the Income Tax Act. The rate reduction process is generally renewed annually by the Ministry of Long-Term Care in July of each year.

Absences

Under the Long-term Care regulations, a resident can be absent from the home for 30 days for a medical leave; 60 days for a psychiatric leave; up to 48 hours per week; and 21 vacation days per year. Charges continue to accrue while absent from the home.

Care, Services and Programs Provided

Your accommodation agreement covers basic care, programs and services as outlined in the Accommodation Agreement.



Goods and Services

You will be asked to sign a separate legal agreement for goods and services if you wish those goods and services to be paid from a resident trust account maintained at the Home. Prices for services vary, and can be obtained directly from the office or vendor. This agreement indicates goods and services that may be purchased from or through the Home, and authorization for payment can be made from your resident trust account. You may purchase goods and services from the Home according to the Purchased Services Agreement, but you are under no obligation to do so. The only exception is that drugs not covered by the Ontario Drug Benefit or otherwise not covered must be provided by the Pharmacy that is under contract to the Home.

Pharmacy Services

As per Ministry legislation, there is only one pharmacy approved for medication supplied in the home. The contracted pharmacy service supplies all medications and drug products prescribed by the attending physician/nurse practitioner. The pharmacy provides a pharmacist consultant who can review and analyze resident medications. The pharmacist, physician and nursing staff reviews your medication regime quarterly (at a minimum) or as needed.

Resident safety is our priority. Only registered staff can administer medications. Residents are not allowed to administer their own medication unless they are deemed safe to do so through a nursing assessment and are able to follow policies for storage and control of medications. In the event of a change in medication you will be notified by the registered staff.

Residents are asked to wear a bracelet so staff can safely identify them and state their name prior to medications being given. We request that the registered staff administering the medication not be disturbed. If you should have any questions or concerns about medications or pharmacy services, please ask one of the members of the care team.

Safety and Security

The Home offers a number of core programs to support your health and wellbeing. The effectiveness of all core programs is monitored and evaluated regularly by the Home through the quality program including an annual review in collaboration with the Resident Family Advisory Council. Core Programs include infection prevention and control; skin and wound care; continence care; palliative/end-of-life care; pain management and falls.

Infection Prevention Control

The goal of the home is to prevent and control infections among residents and staff. We adhere to the following practices to reduce the spread of germs and protect the health of all residents, staff, volunteers and visitors. We ask all visitors to not visit if they are feeling ill. Visitors should stay home if they have any vomiting, diarrhea, fever, cough, sore throat or generalized aches and pains.

- Hand Hygiene
 - Hand hygiene is the single most effective way to prevent the spread of infection and to keep residents healthy. You will find alcohol based hand sanitizers located throughout the home this can be used if soap and water is unavailable.
 - Hands are best washed upon arrival, before leaving and if anything unclean (i.e. tissues) has been handled
- Proper Use of Personal Protective Equipment
 - At times, the home may ask that you wear personal protective equipment (PPE) to protect yourself and those around you. You can be asked to wear a mask, or in certain situations, may be asked to wear full PPE, such as a mask, eye protection, gown and gloves. During these times, we ask that you follow the direction of the home for the specific PPE to be worn, and follow instruction from the staff or on posters on the proper way to wear PPE.
- Physical Distancing
 - Physical distancing is a public health measure to reduce potential transmission of respiratory infections
 - You may be asked to maintain a two metre (six feet) distance from other residents, staff and visitors. Please follow directions from the home to practice physical distancing in these situations.

- Respiratory Etiquette
 - Please cover your mouth and nose when you cough or sneeze. If you have a tissue make sure you put the tissue in the garbage after you use it and then use hand sanitizer or wash your hands.
 - If you do not have a tissue, please sneeze into your sleeve and use hand sanitizer or wash your hands after
- Immunizations and Tuberculosis Screening
 - The Home provides an immunization program for residents. Upon admission, resident's clinical records will be reviewed to determine what vaccines are required.
 - If additional immunizations are required, the registered staff in the home will administer the vaccines following Ministry of Health schedules
 - During the flu season there is a higher risk of getting influenza. Each year influenza vaccinations are offered to all residents and it is strongly advised that residents get a flu shot each year.
 - Additional vaccinations may be offered depending on new and emerging viruses (eg. COVID-19)
 - As part of the admission process to the Home, all residents are screened for Tuberculosis

Falls Prevention and Management Program

The goal of the Falls Prevention and Management Program is to help residents be as safe, independent and mobile as possible. Through the falls program the Home works to prevent falls and reduce the risk of injuries, to support safety while maintaining dignity and comfort. To minimize the risk of falls the home provides handrails, adequate lighting, reduced glare flooring and clutter-free hallways in care areas.

If the risk of falling becomes an issue the team will work in collaboration with residents and families to find the right solution. If necessary, we will introduce safe and appropriate interventions. Strategies that might be implemented include observing residents, reviewing medication prescriptions, working with residents to improve strength and balance and using assistive devices and equipment.

All residents are screened for their risk of falling on admission. If a resident is screened as being at risk of falling, further assessments with contribution from the interdisciplinary team, resident and family are completed to reduce the risk of future falls.

Skin and Wound Program

The Skin and Wound Program promotes and maintains health and wellness through providing routine skin care to prevent skin breakdown and infection. Assessing skin regularly, ensuring repositioning to relieve pressure and ensuring comfort are some measures used to protect skin.

Any residents at risk of developing skin wounds are assessed within 24 hours of admission to the Home, upon return from hospital (if a hospital transfer is required) and after any absence from the Home of more than 24 hours.

If wounds do develop treatments are provided and may include nursing, physiotherapy and nutritional care.

Continence Care and Management Program

This program provides strategies to support independence, comfort and dignity by providing treatments and interventions to promote bladder and bowel control and to prevent constipation. This may involve the use of continence supplies and assistive devices.

Pain Management Program

The goal of the Pain Management Program is to provide residents with comfort, dignity and quality of life. Interdisciplinary staff work in collaboration with residents and families to provide resident centered care to reduce pain.

If a resident is unable to communicate pain alternate methods are used to communicate as part of the pain assessment. In addition to pain medication, strategies including supportive equipment and comfort care measures are also used to reduce pain. Residents are monitored to assess the effectiveness of pain management strategies such that changes can be made when needed.

Palliative and End of Life Care

Palliative Care

Palliative care is health care for residents living with a life-limiting illness. The goal of palliative care is to provide services aimed at promoting comfort.

Palliative care focuses on managing physical symptoms as well as providing social, emotional, spiritual and cultural support for residents and their families throughout the course of the illness, including bereavement support. Palliative care is available to you at any time during your illness. You can receive palliative care at the same time you receive other treatments for your illness. Palliative care can help improve your quality of life and provide help to your family.

On admission, you will be asked about your values and beliefs and registered staff will review with you or your substitute decision-maker your last known capable wishes regarding emergency situations. Registered staff will document these conversations and will update and review these at least annually. These conversations will help your Substitute Decision Maker (SDM) and the home to assist in decision making for future health care treatments in the event you are unable to make decisions for yourself.

End of Life Care

End of Life Care is provided and we use a resident centered care approach. The goal is to provide comfort and dignity at the end of a person's life and in accordance with their wishes.

Staff are committed to providing compassionate care to maintain the best quality of life possible for the resident and their family. Through a team approach, staff take steps to prevent pain, relieve suffering, support psychological and spiritual needs and support a dignified death. Residents often want to stay in their own room rather than be sent to the hospital. Staff are trained and skilled in providing end of life care.

When a resident passes, our homes offer a choice to residents and families if they would like to have a "Walk of Honour".

An announcement is made through the home indicating that a resident has passed, and anyone wishing to can come to the main doors to pay tribute to the resident and their family as they leave with the funeral home.

Residents who have passed are remembered at our regular church services.













Consent

Residents will be asked for informed consent first. If registered staff have determined you are unable to provide informed consent for a medication, treatment, procedure, etc., they will ask your substitute decision maker to provide informed consent based on your values, beliefs, last known capable wishes, if these are documented, or based on your best interests.

Safety, Emergency and Evacuation Procedures

Emergency and Evacuation Procedures

In any emergency, stay where you are (unless you are in danger) and follow instruction from staff. See below for our list of emergency codes:

- | | |
|--|--|
|  Code Red: Fire |  Code Brown: Chemical Spill |
|  Code Green: Evacuation |  Code Orange: Community Disaster |
|  Code Grey: Building Emergency |  Code White: Violent Outburst |
|  Code Yellow: Missing Resident |  Code Blue: Medical Emergency |
|  Code Black: Bomb Threat |  Code Purple: Lockdown/Intruder |

Code Grey - Building Emergency

This includes loss of water, heating/cooling or electricity; gas leak; winter storm, tornado, wind or flood warnings (Northland Pointe only).

Code Red - Fire:

The home participates in a minimum of three fire drills per month. We must respond to all fire drills as though it is a real emergency.

If You Discover a Fire:

- Leave the fire area closing all doors behind you
- Pull the nearest fire alarm pull station
- Tell staff where the fire is located
- Leave the area immediately and go behind another fire door away from the fire
- Do not re-enter the area until the home/fire department has declared it safe to do so
- If you encounter smoke when exiting the building, use a different exit
- If You Hear the Fire Alarm: Stay where you are unless you are in danger

Outbreak

From time to time our homes may be declared in outbreak by Public Health. There are two common types of outbreaks in a long-term care home. Upper respiratory (includes fever, sore throat, cough, feeling unwell) or gastroenteritis (diarrhea, nausea, and vomiting). When this happens, units or the whole home may provide specific restrictions regarding visiting, co-horting of residents and staff, required contact precautions, etc. Please read posted signs closely and follow the directions provided which may include cancellation of programs for a period of time.

You are also welcome to check our website at niagararegion.ca and look under “Long Term Care homes” for outbreak listings and information.

Restraints – Least Restraint Policy

The Least Restraint Policy is posted on the Resident and Family Information Board. Restraining devices are used only when there is an imminent risk of harm to the resident or to others. Safety devices such as chair and bed alarms and seat belts are used for residents' safety following a comprehensive assessment of need. Restraints are used and monitored to ensure the safety of the resident. Restraints may only be used upon obtaining a physician's or nurse practitioner's order and consent from the resident or substitute decision maker.

Bedrails

Niagara Region's Long-term Care homes follow recommendations from Health Canada and the Ministry of Long-term Care for bed rail and bed entrapment safety, and a thorough assessment from your care team is required to identify the level of risk. For more information, please refer to the **Bed Rail and Bed Entrapment Information Package for Residents and Families**, or contact any member of your care team to discuss this further.

Lift and Transfer Policy

Many residents require assistance to transfer from their bed to a chair, for toileting, bathing, or to be re-positioned. All residents will be carefully assessed on admission or when there is a change in condition. This assessment will be done by a member of the registered nursing staff and will identify the best and safest way to lift or transfer the resident.

Call-Bells

Each resident's room is equipped with a call-bell located at the side of each bed. Washrooms have a call-bell as well. When the cord is pulled, a staff member will respond as soon as possible. If a visitor has been sitting on a bed during a visit, please make sure that the call-bell is within easy reach of the resident before leaving. Residents are asked not to loop the call bell cord around the bed rails, as this creates a tripping hazard.

Exit Alarm Systems

There is a security system at all entrances. Depending on the home, during the day the front doors will either open automatically or require a code when entering, and require a code to exit. You must enter the code on the keypad (see numbers posted above keypad numeric).

The doors are locked in the evenings at variable hours according to the season. After-hours entrance information will be posted in each home. All of our outside doors are connected to an alarm system, which is active at all times. As a reminder, our secure area is also coded to exit. Please do not allow anyone you do not know to follow you out of that area or any exit doors.

Wanderguards

Some of our residents may be required to wear a wanderguard bracelet. This helps keep the resident safe and prevents them from leaving the home. An alarm will sound and the exterior door will then lock so that the resident cannot leave the premises. Please ensure you do not let a resident out of the building.

Assisting Other Residents

Please do not lift, toilet, or transfer another resident at any time. If a resident falls, is choking, or is hurt, please call staff for help immediately. Do not attempt to help any resident up as this may result in further injury to the resident or yourself. If a resident is wearing a restraint, please refrain from removing or adjusting it.

Wheelchairs and Walkers

We have a limited number of wheelchairs and walkers available to residents for short term use. The Ontario Assistive Device Program is available to residents who require equipment. The program will pay for approximately two-thirds of the cost of the equipment. Please contact your Program Manager for more information. Before moving a resident in a wheelchair, it is important to ensure the resident has both feet on the foot pedals.

If the foot pedals are not in place, check the back of the resident's chair as they may be found there in a bag, or in the residents' room. Please put the pedals on or ask for assistance. Please do not push a resident in a wheelchair without their foot pedals on.

A walker is an assistive device and therefore walker seats must never be used as a mode of transportation. Walkers with seats are manufactured for the resident to sit on, not to be pushed on. Please do not have a resident sit on a walker and push them. This can result in serious injury.



Power Equipment

Residents using motorized wheelchairs or scooters must be assessed by an occupational therapist to ensure you are able to operate the powered equipment safely. This is done on admission and any time there is a change in condition of the resident. This policy is intended to allow for independence while maintaining the safety of all our residents and environment.

Scent-Free Environment

Please note that our home supports a scent-free environment due to serious allergies to scented products. Scented products such as hair spray, perfume, cologne, essential oils, deodorant, and aerosol air fresheners can trigger reactions such as respiratory distress, fatigue, nausea and headaches. As well, flowers such as lilies, hyacinths, etc. are not allowed in the home due to their strong fragrance. Staff, visitors, residents and volunteers are asked to not use these products while in the home. Your ongoing support of a scent-free environment is required.

Winter Months

We request that all visitors to the Home remove their wet boots when coming in to avoid unnecessary fall risks for residents, families and staff. We encourage you to bring a pair of dry shoes to change into while visiting.

Additional Services

Television, Internet and Telephone

All of our homes have several televisions for the use of residents in designated areas throughout our homes. In addition, our homes have common areas which provide access to Wi-Fi.

Residents wishing to set up and have their own television, Wi-Fi access and/or phone service in their room are asked to contact the Office Lead for further information related to service providers.

Please note that Residents are responsible for arranging services and all related fees.

Foot Care

There are regular visits for foot care services from an external provider. You or your family can obtain a brochure from the office and call and advise the company that you would like to receive foot care. There is an additional charge for these services.

Dental Care

There are regular visits in the Home for dental care from an external provider. You or your family can obtain a brochure from the office and call and advise the company that you would like to receive dental care. There is an additional charge for these services.

Eye and Ear Care

Residents and families may arrange for these services in the community if they are required.

Hairdresser/Barber

A hairdressing/barber service is available at the home. Prices and hours of operation are posted in the shop. Requests for hairdressing services can be made by phone, by filling in a request form at the hair salon or speaking directly to the hairdresser. Occasional or regular appointments can be arranged and services rendered will be charged to the residents' comfort account.

Guest Meals

Families and friends wishing to eat with residents at the home may purchase a guest voucher from the administrative office during business hours for a pre-arranged meal (lunch or supper). The cost is very reasonable- please ask the office for more details. Please notify the dietary department no later than 10 a.m. on the day of the visit and provide the name of the resident and the number of people attending. For holiday meals, special meals may be provided for family members at a specified cost. Tickets must be purchased in advance to ensure we have the appropriate amount of food available.



Bringing In Food

Food is carefully monitored in the Home to prevent any possible food poisoning or food-borne illnesses. We ask that you not leave perishable food in resident rooms. Please label the food with the resident's name and the date the food arrived so that it can be refrigerated by the staff. Please do not share food as some residents have dietary restrictions, a special diet, have a health issue, are scheduled for a lab test, or might be at risk of choking.

Private Gatherings

The home can provide a room free of charge for special occasions and other private family gatherings. Arrangements for the room and any food/beverage requirements are to be made with the office/Nutrition and Environmental Manager.

Other

Tips For Friendly Visiting

- Identify yourself each time – residents may forget who you are and why you are there
- Use your sense of humour (everyone likes to laugh) and smile a lot
- Listen to the resident as most like to reminisce and tell stories about their past
- Be aware of any visual or hearing problems so that you can adapt to them
- Speak plainly and clearly
- Be a good listener
- Let the resident have a choice
- Encourage the resident to do as much as possible for themselves
- Be patient and sympathetic
- Take your time; don't be rushed
- Respect the confidentiality and privacy of each resident

What Can You Do When You Visit?

- Share memories
- Look at magazines, books, picture books
- Read to them – newspapers, stories, poems
- Listen to music or play an instrument
- Brush or comb their hair
- Do their nails (manicures – file and polish only, no clipping)
- Go for a walk (outdoors if possible in nice weather)



- Play card games
- Watch television or a movie together
- Share photos, postcards, and tales of travels
- Enjoy a beverage at the tuck shop/cafe
- Bring in flowers for their room
- Play simple games, crosswords, puzzles
- Write a letter
- Talk to the Recreationist on the unit about any Montessori or meaningful activities you could do

Pets

Domestic pets of visitors are encouraged to visit the home. In addition to family pet visits, we also arrange formal visiting programs through various organizations. We have a few rules to help keep everyone safe:

- Up to date vaccinations of the animal must be presented if requested
- All animals must be free of illness prior to coming into the home
- All pets must be under the owner's control at all times. The owner must have the pet leashed or in a cage.
- Owners are responsible for cleaning up excrement from the home's property, both inside and out
- Pets are not permitted in the food handling or resident dining areas during meal times and are not to be on meal surfaces
- Pet owners are to be sensitive to the residents or staff who may not wish to be close to the animals



- If bringing in food and water for the pet, it is to be placed in a safe area of the home so that it will not be at risk of spilling or resident eating. Any spilled water must be cleaned up.
- Any animal(s) displaying inappropriate behaviour (barking, biting, jumping, etc.) will be asked to leave the premises
- When a resident is isolating under additional isolation precautions, the unit or home is in outbreak, public health may direct that pet visits be suspended until after the outbreak. Please follow direction for the home in these circumstances.

Public Washrooms

There are public washrooms in various areas of the Home, all equipped with a call-bell system in case of an emergency.

Thank you for taking the time to review this Resident and Family Handbook. The information is important to assist you in your transition to the home. If you require further information or clarification regarding any section of this handbook, please let us know.



**Fort Erie
Gilmore Lodge**
50 Gilmore Rd.
905-871-6160
Office Lead
ext. 4602



**Grimsby
Deer Park Villa**
150 Central Ave.
905-945-4164
Office Lead
ext. 4802



**Niagara Falls
Meadows of
Dorchester**
6623 Kalar Rd.
905-357-1911
Office Lead
ext. 4302



**Niagara-on-
the-Lake
Upper Canada
Lodge**
272 Wellington St.
905-468-4208
Office Lead
ext. 4402



**Port Colborne
Northland Pointe**
2 Fielden Ave.
905-835-9335
Office Lead
ext. 4702



**St. Catharines
Linhaven**
403 Ontario St.
905-934-3364
Office Lead
ext. 4102



**Welland
Rapelje Lodge**
277 Plymouth Rd.
905-714-7428
Office Lead
ext. 4202



**Pelham/Welland
Woodlands of
Sunset**
920 Pelham St.
905-892-3845
Office Lead
ext. 4502