



CENTRE DE SOINS PROLONGÉS  
**ST. JOSEPH'S**  
CONTINUING CARE CENTRE

*Resident and Patient Handbook*

**WELCOME**

**14 YORK STREET  
CORNWALL, ON K6J 5T2**

**TELEPHONE: 613-933-6040  
FAX NO.: 613-933-9429**

OCTOBER 2014  
- Disponible en français -

## **WELCOME**

*St. Joseph's Continuing Care Centre seeks to provide the community it serves with resident and patient care that is compassionate, safe and therapeutic within our available resources.*

*We believe that all persons are created by God and have God-given rights from the moment of conception throughout their lifespan until death. We recognize the special needs of seniors and adult residents/patients, and resolve to support each individual with kindness and Christian caring.*

*Based on this recognition of man's essential dignity and eternal destiny, we strive to meet the physical, psychosocial and spiritual needs of our residents and patients by means of an organization which is founded in the Roman Catholic tradition and accepts the responsibility of justice and charity toward those we serve and all who are involved in caring for them.*

### **Our Mission**

*St. Joseph's Continuing Care Centre, a Roman Catholic facility, reveals God's love and mercy through compassionate care focused on the body, mind and soul for residents, patients, families, employees, medical staff and volunteers.*

### **Our Values**

- Dignity:** *We care for each individual with compassion and respect for the sanctity of life.*
- Spirituality:** *We nurture the spiritual needs of each individual according to their wishes and unique needs.*
- Innovation:** *We welcome and encourage new ideas, and support innovative programmes to continuously improve service delivery.*
- Accountability:** *We are responsible to our mission, our residents/patients, and our community to use resources with ethical integrity.*
- Advocacy:** *We will champion the cause of the elderly and special needs residents/patients.*
- Safety:** *We provide the culture of safety in our organization and an environment that supports the safe delivery of care and service.*

### **Our Vision**

*Innovative leaders in quality Continuing Care committed to the dignity and well-being of the community we serve.*

## ***Our History***

*St. Joseph's Continuing Care Centre, a registered charitable institution, is owned and operated by the Religious Hospitallers of St. Joseph. The Centre is composed of 58 Complex Continuing Care beds and Long-Term Care beds and is bilingual in its policy.*

*For more than a century, the Religious Hospitallers of St. Joseph never failed to recognize the needs of the sick, the elderly and the very young. Their legacy of holistic and compassionate care is reflected in our **Mission, Values and Vision** statements. The institutions they founded will forever be a part of history: Hotel Dieu Hospital, St. Paul's Home, Nazareth Orphanage, St. Joseph's School of Nursing, Macdonell Memorial Hospital, St. Joseph's Villa, Marie de la Ferre Apartments, the Janet Macdonell Pavilion and the Religious Hospitallers of St. Joseph Health Centre of Cornwall. By their example, we are committed to improve the quality of life of seniors and adults affected by loss of autonomy through injury or illness.*

*The generosity of our Sisters was manifest in their courageous decision to transfer the Hotel Dieu Hospital site to the Cornwall Community. In July 2003, The Ministry of Health and Long-Term Care officially accepted the proposal of the Religious Hospitallers of St. Joseph that would result in a new community hospital on the McConnell Avenue site. Since January 2004, the Religious Hospitallers of St. Joseph have continued to serve Cornwall and area by caring for the elderly and special needs residents and patients at St. Joseph's Continuing Care Centre.*

*The Centre has restructured services and built a modern facility to consolidate all care to the York Street site. Here the Sisters began their ministry of health care and founded the first Hotel Dieu Hospital in the home of Sir John Sandfield Macdonald, 'Ivy Hall', in the spring of 1897. In October 1969, St. Joseph's Villa opened.*

*St. Joseph's Continuing Care Centre is proud to be accredited by CARF International. Our Centre is a member of Catholic Health International which includes hospitals and Long-Term Care facilities in Ontario, New Brunswick, and Nova Scotia, Canada; Illinois and Wisconsin, U.S.A.; and the Dominican Republic.*

*May the same spirit of love, concern and dedication that motivated the first Religious Hospitallers of St. Joseph animate each member of our Centre as we meet the diverse needs of our residents and patients.*

## **APPLYING FOR ADMISSION (Long-Term Care Residents Only)**

### **THE FOLLOWING IS INFORMATION ON THE LICENSEE OPERATING THIS LONG-TERM CARE HOME:**

**The Religious Hospitallers of St. Joseph of Cornwall, Ontario  
14 York Street  
Cornwall, Ontario K6J 5T2  
613-933-6040**

### **WHO CAN APPLY?**

Individuals requiring admission to Long-Term Care will be assessed for eligibility by filing an application form with the **Champlain Community Care Access Centre (CCAC)**. Your needs will be assessed by a CCAC Case Manager or Placement Coordinator, who will answer your questions about the application, placement, and eligibility process.

All applications for admission must be made at the office of the **Champlain Community Care Access Centre** in Cornwall:

### **CHAMPLAIN COMMUNITY CARE ACCESS CENTRE**

**CORNWALL BRANCH OFFICE  
709 Cotton Mill Street  
Cornwall, Ontario  
K6H 7K7**

**Telephone: 613-936-1171 Referral Fax.: 1-800-274-6955**

**Toll Free: 1-800-267-0852 Email: [information@champlain.ccac.ca](mailto:information@champlain.ccac.ca)**

## **RESIDENT AND PATIENT CARE**

Services included as part of the Ministry funding and resident accommodation fees:

1. Nursing and personal care on a 24-hour basis, the administration of medications, and assistance with activities of daily living;
2. Medical care and restorative care as available in the home;
3. Certain medical supplies and nursing equipment that are necessary for the care of the resident;
4. Supplies and equipment for personal hygiene and grooming;
5. Certain equipment for the short-term use of the resident;

6. Meal service, hydration and meals (three meals daily, snacks between meals and at bedtime), special and therapeutic diets, dietary supplements and devices enabling residents to eat with minimum assistance;
7. Social, recreational, spiritual and physical activities and programmes;
8. Laundry, including labelling;
9. Bedroom furnishings, bedding and linen;
10. Cleaning and upkeep of accommodations;
11. Maintenance of a trust account on the resident's behalf;
12. Information package for residents;
13. Prescription pharmaceutical preparations listed in the Ontario Drug Benefit Formulary (the government requires residents to pay a small co-payment);
14. Special preparations or medical devices that may be obtained from the Ontario Drug Benefit Programme as interim non-formulary benefits;
15. Insured devices, equipment, supplies and services that are available to the resident through certain programmes, such as the Ontario Assistive Devices Programme (the government covers part of this cost and residents must pay the rest);
16. Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon request.

### **ADMISSION (Residents and Patients)**

Welcome to your new home. Please contact as soon as possible Mrs. Lucie Allaire, Office Coordinator, at 613-933-6040, ext. 21103 to complete the necessary consent and admission forms. (Please also refer to the "Costs and Accommodation" section under Money and Legal Matters of this Handbook.)

### **MEDICAL CARE (Long-Term Care Residents Only)**

The Medical Director or attending physician or Registered Nurse (Extended Class) of the Centre will provide medical care to all residents. Referrals to specialists are made by the attending physician, or upon the request of the resident or family member. Residents may retain their own primary care provider, physician or Registered Nurse (Extended Class) provided that this practitioner meets the Centre's standards.

## **NURSING CARE (Residents and Patients)**

Nursing and personal care, including the administration of medication and assistance with activities of daily living, are provided to our residents and patients on a 24-hour basis. A Registered Nurse is available 24 hours a day. We also have competent Registered Practical Nurses, and Resident Care Aides. Our staff will strive to make your stay as comfortable as possible. If you have any concerns, please discuss them with the Registered Nurse in charge.

## **MEDICATIONS (Long-Term Care Residents Only)**

Please bring your medications with you and give them to the nurse. All prescribed medications are dispensed by St. Joseph's Continuing Care Centre and given at prescribed hours by the Nursing Staff. Residents are not permitted to keep any drugs in their rooms and no medication will be left at the bedside. Any required medications not covered by the Ontario Drug Benefit Plan are the responsibility of the resident. Your nurse will explain the medication dispensing system to you. Do not hesitate to ask for more information.

## **RESTRAINTS**

St. Joseph's Continuing Care Centre follows the philosophy of least restraint in regards to physical or chemical restraints. Using a multidisciplinary approach, all other avenues to ensure the safety of the resident are explored. Where the alternate approaches are not successful, a physical restraint (e.g. seat belt) may be applied to ensure the safety of the resident and/or others. A copy of the *Least Restraint* policy may be obtained from the Director of Care / Director of Nursing or the Resident and Patient Relations Advisor.

## **ZERO TOLERANCE**

The Centre has a Zero Tolerance for resident abuse and neglect and has a policy addressing this issue. All staff receives training annually regarding abuse and prevention. In accordance with the *Long-Term Care Homes Act, 2007*, the Centre's policy also addresses "whistleblower protection". The avenues for reporting abuse or neglect are clearly identified in the policy. A copy of the Centre's policy is included in the resident admission package.

## **HOUSEKEEPING**

Cleaning and general upkeep of the resident rooms will be provided by the Housekeeping Department. This includes the cleaning and dusting of floors and surfaces and washroom facilities. Residents/patients will be responsible for maintaining the contents of drawers and storage areas within the room.

## **HOSPITALIZATION**

Residents requiring diagnostic procedures, extensive therapy or treatment will be referred to an appropriate clinic or hospital. When the resident's health or other circumstances become such that in the opinion of the medical advisors of St. Joseph's Continuing Care Centre the resident requires continuing and indefinite nursing and medical care beyond the services available at the Centre,

arrangements will be made through the attending physician to transfer the resident to an appropriate facility for such care.

## **PERSONAL CARE**

Supplies and equipment for personal hygiene and grooming, including skin care lotions and powders, shampoos, soap, deodorant, toothpaste, toothbrushes, shaving supplies, hair brushes and combs will be supplied by the Centre.

## **SPIRITUAL CARE**

Spiritual Care staff responds to the spiritual needs of residents and patients by giving emotional and spiritual support through friendly visitation and private prayer. Spiritual Care offers counselling to residents, patients, and family members, and provides for their special needs by making appropriate contacts and referrals.

Clergy from various faiths visit regularly. The resident, patient or family members may make arrangements for visits by your priest, minister or church representative.

Residents and patients are welcome to contact the Spiritual Care Office by calling extension 21211.

## **SOCIAL WORK SERVICES**

Social Work Services provide residents and families with counselling to solve problems, to improve relationships, and to function independently. Social workers are an important liaison to other health agencies and resources in the community. They coordinate all admissions and special discharges by working closely with the **Champlain Community Care Access Centre** in our community.

Team conferences and reviews with resident and family members are held regularly to determine what can be done to help each resident enjoy their home.

## **RECREATION SERVICES**

Our Recreation Department is absolutely great!

The Recreational Therapist plans all social events, entertainment, discussion groups, excursions, singsongs, bingos, crafts, etc. Your suggestions are welcome and can enrich our programme.

Monthly calendars outlining daily activities are posted in the Patient and Resident Home Areas and mailed to resident/patient representatives. Daily schedules are displayed on the bulletin boards in each Patient and Resident Home Area and in the elevators.

## **RESIDENT ROOM AMENITIES**

All resident rooms will be equipped with bedroom furnishings including a high-low electric bed with adjustable bed rails, a bedside table, locking storage closet, chest of drawers, television stand and comfortable easy chair.

All bed linens, personal linens and window dressings will be supplied by St. Joseph's Continuing Care Centre.

## **RESTORATIVE CARE**

Upon admission all residents and patients are assessed by both the Occupational Therapist and the Physio Therapist. Restorative Care is available to residents/patients based upon needs assessed or referral from the attending physician. Our restorative care services include Occupational Therapy, Physiotherapy, Kinesiology, and Speech Therapy.

## **FRENCH LANGUAGE SERVICES**

The Centre is designated under the *French Language Services Act* and endeavours to provide services to residents and patients in both official languages. “BONJOUR” is included on the identification tag of employees capable of providing services in French. Comments or concerns may be submitted to Administration in writing and will be responded to in the official language of choice.

## **ADJUVANT**

There is a programme available to help you maintain activities of daily living. The Adjuvant will visit you soon after admission and establish a programme in accordance with your care plan.

## **VOLUNTEER SERVICES**

St. Joseph's Continuing Care Centre is proud of the men, women and teens that participate in the Volunteer Services programmes. We welcome anyone who would like to give time to help in the Gift Shop, visit or escort residents/patients, and assist at various activities, etc.

Please contact Volunteer Services for further information at 933-6040 ext. 21167.

## **AUXILIARY ASSOCIATION**

The Auxiliary to St. Joseph's Continuing Care Centre welcomes volunteers to assist in fundraising events and resident/patient programmes throughout the year. The Auxiliary operates the Gift Shop to raise funds towards equipment and to enhance resident/patient care. Men, women and student volunteers are welcome to join the Auxiliary and discover the true meaning of sharing to help others. Inquiries may be made at the Business Office.

## **OTHER HEALTH CARE SERVICES**

The following is a list of goods and services that residents may purchase from the home and the associated charges. Residents are not required to purchase care, services, programmes or goods from our home and may purchase such things from other providers.

### **Recreation Events and Outings**

- Meals/Movies/Outings as per arrangement, not to exceed \$25.

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**Hair Stylist/Barber Services** as per hairdresser's price list

- Cut \$18.75

- Shampoo and set \$20.00



|                              |         |
|------------------------------|---------|
| - Shampoo, cut and set       | \$32.50 |
| - Permanent                  | \$62.50 |
| - Shampoo, tint and set      | \$50.00 |
| - Shampoo, tint, cut and set | \$60.00 |
| - Men's hair cut             | \$15.00 |
| - Manicure                   | \$20.00 |
| - Waxing – Eyebrows          | \$ 8.00 |
| – Upper lip                  | \$ 8.00 |
| – Chin                       | \$ 8.00 |

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|--------------|---------------------------------|
| <b>Cable</b> | \$22.60 per month, HST included |
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| <b>Telephone</b> | \$22.60 per month, HST included |
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| <b>Internet</b> | \$22.60 per month, HST included |
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| <b>Newspaper</b> | as per <i>Standard-Freeholder</i> price |
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## DENTAL CARE

The Centre is able to offer dental services provided by an independent dental company in our facility. Appointments can be arranged by nursing staff. All dental costs are the responsibility of the resident/patient. Residents/patients may choose to make an appointment outside the facility with a dentist of their choice.

## FOOT CARE

The Centre's staff will provide basic foot care, consisting of identification of infection or injury, assessment of foot problems and care of nails and skin. Advanced foot care shall be administered by qualified nursing staff or referred to the Chiroprody Services available in the community.

## MONEY AND LEGAL MATTERS

### COSTS OF ACCOMMODATION

For Long-Term Care residents, the Ministry of Health and Long-Term Care legislates a standard rate policy for co-payment rates for basic, semi-private and private accommodation in Long-Term Care homes across the province. This policy is reviewed annually and communicated to the residents through a *Bulletin* from the Ministry of Health and Long-Term Care. You will find the current Bulletin attached to this Handbook.

### RATE REDUCTION (Long-Term Care Residents Only)

If you cannot afford to pay the basic co-payment the Ministry has a subsidy programme to lower the Long-Term Care co-payment, known as rate reduction. The rate a resident can afford to pay is based

on your net annual income based on your previous year's Notice of Assessment from Canada Revenue Agency and additional documents, as required.

To apply for a Long-Term Care Home Rate Reduction you will need to first access all income available to you and have your current Notice of Assessment. Please contact the Business Office Coordinator at extension 21103 for more information and to apply for a rate reduction.

## **TRUST FUND FOR RESIDENTS AND PATIENTS**

St. Joseph's Continuing Care Centre administers a trust fund for the benefit of the resident/patient. It is a voluntary fund designed for the safe keeping of his/her money. An appointed representative (i.e. Power of Attorney for Property) may authorize the Centre to purchase items or services for residents/patients unable to shop or handle their own funds.

At the time of death, this account is frozen. The money is forwarded to the estate of the late resident/patient. The fund is administered through the Business Office.

The Business Office is located on the First Floor at the main entrance, and is open Monday to Friday, 8:00 a.m. to 4:00 p.m.

## **YOUR WILL (Residents and Patients)**

A will provides you with the opportunity to be sure that your money/belongings go to the persons or organizations of your choosing. If you do not have a will at the time of admission, we recommend that you arrange to have this taken care of as soon as possible.

## **POWER OF ATTORNEY (Residents and Patients)**

In accordance with the *Substitute Decisions Act 1992*, we strongly recommend that all residents/patients appoint a *Power of Attorney for Personal Care* as well as *Power of Attorney for Property* and provide copies of the documents to the Business Office.

A *Power of Attorney for Personal Care* is a legal document by which an individual gives a friend or family member the authority to make personal care decisions when you become incapable of making them yourself.

A *Power of Attorney for Property* is a legal document by which an individual gives someone else the authority to make financial decisions on your behalf while you are mentally capable and to manage your estate in your best interest when you become incapable of making them yourself.

If you have questions regarding this please speak to your lawyer or the Social Worker assisting with your admission.

## **COMINGS AND GOINGS**

### **GO OUT AND HAVE FUN!**

St. Joseph's Continuing Care Centre is located in close proximity to the Cornwall Square Shopping Centre, Lamoureux Park and the Civic Complex. There are many churches, theatres, and senior citizens' clubs in the immediate area. We have two enclosed courtyard gardens including shaded

areas. Walk and keep fit. The Cornwall City Transit bus stops at the Centre. There is taxi service to the home and arrangements can be made for Handi-Transit through the City of Cornwall Transit Department.

**If you are planning an extended outing, whether independently or with family and/or friends, please inform the Nurse-in-Charge in the Resident Home Area and leave an address and telephone number where you can be reached. Family or friends organizing a resident outing are requested to do the same.**

### **LEAVES OF ABSENCE (Long-Term Care Residents Only)**

The following outlines the Leave of Absence Policies as regulated by the Ministry of Health and Long-Term Care. Residents are obligated to pay for basic accommodation charge during approved leaves of absence from the home.

#### **CASUAL LEAVE:**

A casual leave of absence of up to 48 hours per week is available to all residents.

For calculation of the period of casual leaves, the first day of the week is considered to be Sunday.

#### **VACATION LEAVE:**

A vacation leave of absence of 21 days a year is available to all residents.

Casual leave of absence days may be combined with vacation leave to extend the period of time available.

#### **MEDICAL LEAVE:**

Medical leave for purposes of hospitalisation is not to exceed 30 days at a time.

#### **PSYCHIATRIC LEAVE:**

Psychiatric leave for purposes of hospitalisation is not to exceed 60 days at a time.

### **MEDICATION WHILE ON LEAVE (Long-Term Care Residents Only)**

Sufficient medication with instruction will be given to all residents for the duration of their absence. Minimum notice of two business days is required to arrange for the packaging of resident medication. Please provide the appropriate notice to the Nursing Staff in the Resident Home Area.

### **VALUABLES**

It is impossible for St. Joseph's Continuing Care Centre to be responsible for residents'/patients' belongings. If you have valuable clothing, jewellery, keepsakes or other such items, please make arrangements for storage other than at the Centre.

## **LOST AND FOUND**

All found articles are to be brought to the Front Office if between 0800 and 1600 hours; or to Security between 1600 and 0800 hours. Likewise, all inquiries for missing items should be directed to the Front Office or Security.

## **ALCOHOLIC BEVERAGES**

Residents may bring alcoholic beverages into our home providing it is used with discretion and in accordance with centre policy. Alcoholic beverages may be consumed in moderate amounts providing the individual's behaviour is not disturbing to other residents or staff. If the attending physician deems a contraindication with a medical condition or medication, alcoholic beverages may be withheld or returned to the family.

*The PUB* is operated in the Café on the First Floor and is open Wednesday and Friday from 2:30 p.m. to 3:30 p.m.

## **GRATUITIES**

Residents/patients are not to tip or give gifts to any staff members at any time for any reason.

## **RESIDENTS' COUNCIL**

Here's your opportunity to improve your home for yourself and others.

Where would you like to put your efforts? On a welcoming committee? Or is your forte in communications?

Whatever your talents are, we are sure the Council is just waiting for you. Become a member of the **Residents' Council**. All residents and patients are welcome and eligible to be on the Council. Express your needs and concerns with your peers and work together to create a community atmosphere. Our staff will be happy to introduce you to members of the Residents' Council. Family members are welcome to attend Residents' Council meetings at any time.

## **VISITORS**

Visitors are always welcome! Regular visiting hours are from 9:00 a.m. to 9:00 p.m. daily.

Visiting hours may be extended during an organized social activity or during special circumstances at the discretion of the Registered Nurse.

Visitors are welcome to come and take part in our many scheduled activities. Visitors may obtain meals in the Café on First Floor or arrange to be a resident guest and participate in a meal in one of the Dining Rooms in the Resident Home Areas. We ask visitors to respect the policies of our Centre and treat residents, patients, family members and the health care team with courtesy and tolerance.

## **FAMILY VISITING WITH PETS**

We recognize the importance of pet visitation within our facility and have an established policy for Pet Therapy and Pet Visitations. Only cats and dogs will be permitted in the Centre. All visiting pets must be leashed at all times while in the centre. Visiting pets must be well-socialized,

housebroken, tame, docile, clean and up-to-date with all vaccinations. A copy of the immunization record must be provided to the Volunteer/Recreation Coordinator. Family pets must only visit their own family members. Other residents must not be disturbed unless they give their permission.

## **GIFTS**

It is requested that family and other visitors check with the nursing staff before giving residents gifts of food, candy or beverages as such items may not be on the physician's prescribed diet.

## **FAMILIES**

Although every effort is made by our staff to give the best possible care to residents/patients, this does not replace the happiness and comfort given by families.

Our staff at the Centre tries very hard to create a family setting, but we cannot do this alone! We hope that next-of-kin will keep in touch with staff regarding relatives' welfare and needs. Any change in information concerning next-of-kin should be given to the Nurse-in-Charge promptly. We will try to keep the family posted on important changes and ask for your input on planning the resident's/patient's care.

## **LATEX**

The Centre recognizes that latex allergy is a significant, potentially life-threatening problem for some residents, patients and healthcare workers. Therefore, latex balloons will not be allowed within the Centre.

## **SCENTS**

Exposure to scented products can result in serious illness such as asthma attacks and other health symptoms. Please do not wear perfume, cologne and aftershave when in the Centre.

## **RESIDENT/PATIENT SAFETY – WORKING TOGETHER**

### **1 . Be involved in your Health Care - Speak up if you have questions or concerns about your care.**

One of the keys to getting the best health care is to be an active member of your healthcare team. This means taking part and being involved in every decision about your care. This also means asking a member of your healthcare team questions, so that you can make informed choices. It means coming prepared for you medical and nursing care.

**2 . Tell a member of your health care team about your past illnesses.** - You are the one who knows the most about your loved one's health. Tell the members of your healthcare team everything you can, even if you think they already know, and even if you think it is not important.

**3 . Bring all your medicines with you when you are admitted to SJCCC. Never take anything without consulting the facility physician first.** - Some medicines combine with each other in your body and produce bad reactions. To protect you, your healthcare team must know everything you take. For your safety and the safety of other residents/patients you are not permitted to keep any medications in your room. This includes medicines that you can purchase without a physician's

prescription such as: vitamins, herbs and herbal remedies, food supplements, “over the counter” or non-prescription medicine you buy at the drugstore.

At St. Joseph’s Continuing Care Centre, we have policies in place to assist our staff in providing the safest possible environment for your family member. These policies address the following: Medication Reconciliation; Least Restraint; Safe Client Handling and Movement; “Just Clean Your Hands”; Resident/Patient and Staff Vaccination Programme Skin Care; Continence Care; Ensuring Wandering Residents’/Patients’ Safety; Resident/Patient Fluid Intake; Comprehensive Infection Control Programme; and Fall Prevention Programme.

## **INFECTION PREVENTION AND CONTROL**

The main goal of St. Joseph’s Continuing Care Centre’s Infection Prevention and Control Programme is to prevent the spread of infections from resident to resident or patient to patient. The single most effective and most important way to prevent the spread of infection is good and consistent **hand washing**. You can use either soap and water or alcohol-based hand sanitizers (e.g. Purell®). You should wash your hands when they are soiled, before eating, and after using the washroom or performing other bodily functions (e.g. blowing your nose).

### Recommended steps for hand washing with soap and water:

- Advance sufficient paper towel in dispenser for drying hands after washing is complete, if required;
- Turn on faucets and adjust temperature (warm) and flow of water, if required;
- Wet hands;
- Apply appropriate amount of soap to hands (i.e. one dispenser pump’s worth);
- Work up lather using vigorous friction for at least 15 seconds, covering all surfaces of hands and fingers. Include areas between fingers and around nail beds;
- Rinse hands, holding hands downward.
- Thoroughly pat hands dry using paper towel (or blow dry using electric hand dryer);
- Turn off taps using paper towel used to dry hands and then discard paper towel in wastebasket, if applicable.

### Recommended steps for using alcohol based hand rub:

- Hands must be dry;
- Apply a quarter-size amount of disinfectant to palm of hand; one pump from wall mounted dispensers and manufacturer-provided pump-bottles will deliver an adequate quantity;
- Work over entire area of hands including areas between fingers and around nail beds for at least 15 seconds, and until hands are **completely dry**. (If the rub dries in less than 15 seconds, an inadequate amount was used);
- Do not rinse or dry with a towel;

## **ABOUT YOUR RIGHTS AND RESPONSIBILITIES AS A RESIDENT**

St. Joseph's Continuing Care Centre has one primary purpose: to provide for the care and well-being of each of its residents. All activities conducted for the physical, psychosocial, spiritual and recreational needs of the residents will therefore recognize the unique dignity of each resident as a human person with a past, present and future.

As in all societies, individuals have not only rights but also obligations that protect the rights of all in the society of which they are members.

The ***Residents' Bill of Rights*** was composed by the **Residents' Council** in accordance with Bill 140, *The Long-Term Care Homes Act, 2007*.

## **RESIDENTS' BILL OF RIGHTS**

*St. Joseph's Continuing Care Centre believes that the personnel should be a community of caring persons who witness Christ's love to each other and to those whom they serve. The Centre recognizes the following fundamental rights of Residents and is committed to maintain an environment that both fosters and protects these rights:*

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to:
  - i. participate fully in the development, implementation, review and revision of his or her plan of care,
  - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
  - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
  - iv. have his or her 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 his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. 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.
13. Every resident has the right not to be restrained, except in the limited circumstances and subject to the requirements provided for under *The Long-Term Care Homes Act, 2007*.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. 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.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself 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,
  - i. the Residents' Council,
  - ii. the licensee, St. Joseph's Villa , and the directors and officers of St. Joseph's Villa.
  - iii. staff members,
  - iv. government officials,
  - v. any other person inside or outside the Long-Term Care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the Long-Term Care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. 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.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. 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.
27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.



## **RESIDENTS' AND FAMILY RESPONSIBILITIES**

St. Joseph's Continuing Care Centre recognizes your rights and reminds you of your responsibilities as a Resident. These responsibilities include:

1. Observing no smoking rules and Centre regulations.
2. Participating in all fire and disaster drills.
3. Careful use of supplies and furnishings.
4. Providing truthful information to the Centre concerning all aspects concerning your physical and financial status.
5. Remembering that other residents may require more assistance than you do and everyone can't be first.
6. If you have a complaint, see the Nurse-in-Charge, the Residents' Council or ask for an appointment with a member of the administration team. Be loyal to your fellow residents and to our staff. The Residents and Staff constitute your family and we should love and respect our family members.
7. Participate in as many Centre activities as you choose. Nobody is expected to go to every activity unless they want to go. If we don't have activities that interest you, please provide us with suggestions.
8. Let us know when you leave the Centre and return so we can take and give you your messages and make arrangements for your medication.

### **DUTY TO MAKE MANDATORY REPORT**

Everyone shares a responsibility to ensure that residents can live with dignity and in safety, security and comfort. We are committed to providing the best possible care for our residents.

The Ministry of Health and Long-Term Care inspects homes to ensure that they are compliant with the *Long-Term Care Homes Act, 2007*.

If you see or suspect that any of the following has occurred or may occur that resulted in harm or risk of harm:

- improper or incompetent care or treatment of a resident;
- abuse of a resident by anyone;
- neglect of a resident by staff or the home's licensee;
- unlawful conduct;

-Or, if you suspect that the following has occurred or may occur:

- misuse or theft of a resident's money, including money being held by the home in a trust account for the resident;
- misuse or theft of funding provided to the home by the government;

-Then you have a duty to report this information immediately to the responsible Director at the

Ministry of Health and Long-Term Care.

Who must make a report?

Everyone (other than a resident) has a duty to report any of the issues listed above. Residents can report these issues but are not obligated to do so. However, reporting is a requirement for licensees, people who work in the home, and those who provide professional services in the areas of health, social work or social services work to residents and/or the licensee. They may be subject to penalties if they fail to report.

**How to report:**

**Call this confidential toll-free number:**

1-866-434-0144

(7 days a week, 8:30 a.m. - 7:00 p.m.)

**Or send a letter to:**

Director, Performance Improvement and Compliance Branch

Ministry of Health and Long-Term Care

1075 Bay Street, 11<sup>th</sup> Floor

Toronto, ON M5S 2B1

1-866-434-0144

**WHISTLE-BLOWING PROTECTIONS**

The *Long-Term Care Homes Act, 2007* provides protection for people who report concerns to the ministry. People making reports do not have to give their name or any contact information. If you do provide your name, we are committed to protecting people's privacy and all reports are treated as confidential. Information about reports is only disclosed if a law requires or allows the Ministry to disclose it. If you or someone else is treated unfairly because you made a report, contact the Ministry.

**FIRE REGULATIONS**

Fire exits are identified by EXIT signs which will remain lit in an emergency situation. When the fire alarm sounds, stay in your room or where you are and await further direction from staff.

Fire drills are required by law and are for your protection. They are held monthly at various times so that you and our staff will respond quickly to assure your safety.

**SMOKING RESTRICTIONS**

The *Smoke-Free Ontario Act* came into effect May 31, 2006 and, as a result of this new legislation, we have implemented our new smoking policy. Effective December 31, 2006 smoking is prohibited on the entire property of St. Joseph's Continuing Care Centre.

We encourage all smokers to comply with the *Smoke-Free Ontario Act* and wish to further counsel you that you will be responsible for any resulting legal action if you choose to violate the law.

Visitors, family members, employees and volunteers are prohibited from smoking within the facility at all times.

## **THE LITTLE THINGS IN LIFE**

Residents are invited to bring in those objects that add to their comfort, such as pictures, table lamps, televisions, radios and other personal effects. We must advise, however, that space is limited. Following your admission, our staff will make arrangements to label all articles of clothing. Other items should be also marked for identification. The Centre will not take responsibility for any resident's belongings including clothing, money, jewellery, televisions and radios.

Due to fire regulations, residents may not lock their doors. They will be locked if a resident is hospitalised or otherwise away from St. Joseph's Continuing Care Centre for an extended period of time. Residents are provided with a personal locking closet within their room.

## **RUGS**

For safety and housekeeping reasons, any type of rug or carpeting is not permitted in residents' rooms.

## **WASTEBASKETS**

The Centre will provide non-flammable wastebaskets for each room on request.

## **RISING TIME**

It's up to you. If you want to be called at a particular time, let the nursing staff know. A full breakfast, with hot cereal, eggs, etc. is served in the Dining Rooms in your Resident Home Area between 8:15 a.m. and 9:00 a.m. Otherwise, there are home kitchen facilities in each Resident Home Area where you can have juice, toast and beverages at your convenience.

## **BEDTIME**

When you are ready, it's bedtime. We hope that you will find much to keep you active during the day and evening. Be sure to rest during the day, if necessary, so that you can enjoy socials planned for the evening hours.

## **SERVICES WE OFFER**

### **CHAPEL**

Mass will be held in Jeanne Mance Hall. This will be a time both to celebrate Mass and participate in individual devotional activities. There will also be a designated Spiritual Care Room available 24 hours a day for reflection and prayer for all faith groups.

### **CRAFTS**

*Try it! You'll enjoy it!*

Craft activities are scheduled according to interest in the Activity Rooms in each of the Resident Home Areas. The Recreation Therapist will be glad to discuss any projects or ideas with you at any

time. All craft activities will be announced in the monthly activities calendar and the posted daily schedule.

## **PERSONAL APPLIANCES**

The Maintenance Department must inspect all permissible personal appliances such as televisions, fans, computers and radios prior to use, to ensure that these appliances meet safety standards. We ask that you kindly use televisions and radios with consideration for others in your area.

In the resident rooms small fans are permitted, however, air conditioners, ceiling fans, or refrigerators are not. Heating pads are also not permitted due to the possibility of a burn or fire safety hazard.

All electrical supply must be approved and installed by our Maintenance Staff. Extension cords are not permitted as they are a safety hazard.

Residents may bring their own television sets to St. Joseph's Continuing Care Centre. All resident rooms are equipped with a television stand. The maximum width for residents' personal televisions is 29 inches. The Maintenance Department is responsible for the hook-up of the cablevision to the set. A monthly charge will be included on your monthly statement. There are community television sets for use of all residents located in the Living Rooms in each Resident Home Area.

## **GIFT SHOP**

The Gift Shop is operated by the Auxiliary to St. Joseph's Continuing Care Centre and is located adjacent to the Café on the First Floor. The hours of operation are posted in the Lobby and the Coffee Shop. You may purchase such items as: candies, stationery, toilet articles, gifts, etc.

## **HAIR CARE**

A hairdresser is available on site next to the Activities Centre on Level 1. By simply giving your name at the Nursing Station or contacting the hairdresser personally, you can make Barber or Hairdresser appointments.

## **LAUNDRY**

Personal laundry and clothes labeling service is provided for all residents by St. Joseph's Villa. We will not be responsible for loss or shrinkage of articles.

## **LIBRARY**

There are library materials set up on the bookshelves in the Living Rooms in each Resident Home Area. Residents are welcome to borrow any materials from any of the satellite libraries within the home.

*Remember . . .*

*"An hour of concentrated reading does more to kindle joy, to overcome sadness and to set your ship afloat again than a month of gloomy brooding."*

*Benjamin Franklin*

## **MAIL**

The bright spot of the day! Incoming mail will be delivered to your room. Outgoing mail can be posted at the Business Office. Stamps are available at the Gift Shop (Ground Floor).

So that your friends can write to you, please share your mailing address:

**St. Joseph's Continuing Care Centre  
14 York Street  
Cornwall, ON K6J 5T2**

## **MAINTENANCE**

In the event that some malfunction occurs in your room, please report it to the nurse. While we want you to have a comfortable room, safety regulations must be adhered to. Administration reserves the right to enter any room for maintenance and fire prevention purposes.

## **MEALS**

Resident meals will be provided in the Dining Rooms within the Resident Home Areas and nourishment will be provided for in the resident rooms. Mealtime is a good opportunity to socialize as friendships are only developed through talking to others. Residents may also choose to share a meal experience with family and friends in the Café on the First Floor.

Meal times in the Dining Rooms are:

|           |            |
|-----------|------------|
| Breakfast | 8:15 a.m.  |
| Lunch     | 12:15 p.m. |
| Supper    | 5:00 p.m.  |

The Dietician or Food Services Supervisor will be happy to discuss special diet arrangements or food preferences with you. There is a home kitchen available on each Resident Home Area supplied with refreshments for your convenience at any time during the day or evening. Please feel free to use the suggestion boxes for compliments or complaints with respect to the food service.

## **NEWSPAPERS**

Newspaper carriers are not permitted to go directly to the residents'/patients' rooms. Delivery and payment of your favourite newspaper can be arranged at the Business Office.

## **PARKING**

The parking lot is located across the street at the east corner of York and Water Streets. Space is available to anyone visiting the Centre. A fee is charged in order to maintain and upkeep the lots as well as to provide for equipment required for the care of our residents and patients.

Anyone picking up or dropping off a resident for medical appointments may obtain a token to exit the lots from the Business Office or nursing station. Monthly parking passes are available at a reduced rate at the Business Office.

St. Joseph's Continuing Care Centre is not responsible for damage to or loss of vehicles or contents left on the property. Anyone using our parking lots does so at their own risk.

## SECURITY

Do not be afraid to sleep well. All Centre staff members are required to wear identification badges at all times so you can recognize them by name and department.

For those who feel anxious after dark, there is a Security Guard on duty during the night hours, 365 days of the year.

## TELEPHONES

Telephone lines for private resident phones are available from the Centre at a nominal cost per month. Current fee schedule information is available in your admission agreement and at the Business Office. Residents will be required to supply their own telephone. Resident phone numbers will be an extension of the St. Joseph's Continuing Care Centre number **613-933-6040** based on your room number. There will be no cost associated with the relocation of telephone service between rooms in the event of a room transfer within the facility. Please refer to your *Resident Reference Guide* placed in your room for information on using the telephone system.

When calling the Centre from outside the building, you will reach an automated attendant system. If you are using a touch tone phone, you may dial the extension you wish to reach. If you require assistance, touch "0" or remain on the line and the operator will come on to assist you.

If you are using a rotary dial telephone, remain on the line and an operator will assist you.

Residents/patients may reach the following services by dialling the extension number directly:

|  |                            |
|--|----------------------------|
| Front Office.....  | 0                          |
| Business Office Coordinator.....                               | 21103                      |
| Activities/Recreation.....                                     | 22106 (LTC) or 22328 (CCC) |
| Administration .....   | 21185                      |
| Food Services.....   | 20112/20110                |
| Gift Shop.....   | 21135                      |
| Hair Care Services .....                                       | 21162                      |
| Maintenance.....   | 20170                      |
| Nursing Station Quinn House LTC 1 <sup>st</sup> .....          | 21201                      |
| Nursing Station Albert House LTC 2 <sup>nd</sup> East.....     | 22201                      |
| Nursing Station McNeil House LTC 2 <sup>nd</sup> West.....     | 22101                      |
| Nursing Station Kane House LTC 3 <sup>rd</sup> East .....      | 23201                      |
| Nursing Station Mantle House LTC 3 <sup>rd</sup> West.....     | 23101                      |
| Nursing Station Macdonell House CCC 1 <sup>st</sup> South..... | 21301                      |
| Nursing Station Cobey House CCC 2 <sup>nd</sup> South.....     | 22301                      |
| Spiritual Care .....   | 21211                      |
| Rehabilitation Services .....                                  | 23106                      |
| Director of Care / Director of Nursing .....                   | 21171 (LTC) or 21169 (CCC) |
| Security .....   | 20701                      |
| Resident and Patient Relations Advisor.....                    | 23213                      |
| Volunteer Services .....                                       | 21167                      |

## FOR ADDITIONAL INFORMATION

We recognize that during the course of your residence at St. Joseph's Continuing Care Centre you or a family member may wish to:

- obtain additional information
- recommend changes
- raise concerns
- express complaints

We want to meet and exceed your expectations when it comes to care and services. In order that your request, recommendation, or complaint is dealt with appropriately and in a timely fashion, we recommend the following course of action:

1. Discuss the issue of the care you are receiving with the staff member involved.
2. If you are not satisfied or require further information, ask to speak to the Nurse-in-Charge, the Manager of the service or the Social Worker.
3. Ask your attending Registered Nurse to arrange a meeting with the Director of Care / Director of Nursing.
4. You may also request a meeting with the Executive Director of the facility.
5. Any concerns you have may also be addressed at a regular meeting of the **Residents' Council**.

The following is a list of internal and external contacts you may wish to contact.

### St. Joseph's Continuing Care Centre (613) 933-6040

#### Charge Nurse

|   |                            |
|---|----------------------------|
| Quinn House LTC 1 <sup>st</sup> East .....      | 21201                      |
| Albert House LTC 2 <sup>nd</sup> East .....     | 22201                      |
| McNeil House LTC 2 <sup>nd</sup> West.....      | 22101                      |
| Kane House LTC 3 <sup>rd</sup> East .....       | 23201                      |
| Mantle House LTC 3 <sup>rd</sup> West .....     | 23101                      |
| Macdonell House CCC 1 <sup>st</sup> South ..... | 21301                      |
| Cobey House CCC 2 <sup>nd</sup> South .....     | 22301                      |
| Director of Care / Director of Nursing.....     | 21171 (LTC) or 21169 (CCC) |
| Business Office Coordinator.....                | 21103                      |
| Resident and Patient Relations Advisor.....     | 23213                      |
| Dietary.....                                    | 20112                      |
| Spiritual Care .....                            | 21211                      |
| Infection Control .....                         | 21181                      |
| Executive Director/Administration Office.....   | 21185                      |

## INITIATING A COMPLAINT

Feedback from residents, patients and families is important for the Centre in order to ensure that our high standard of care is maintained. In the event that you have a complaint about our care or services, you are welcomed to discuss your complaint with the nurse in charge of your unit. Such complain can be made verbally or in writing. Failing resolution of your concern, you can also lodge a complaint verbally or in writing to the following individuals:

|  |          |            |
|--|----------|------------|
| Director of Care, Long-Term Care             | Rm. 1171 | Ext. 21171 |
| Director of Nursing, Complex Continuing Care | Rm. 1169 | Ext. 21169 |
| Resident and Patient Relations Advisor       | Rm. 3213 | Ext. 23213 |
| Dietary Manager                              | Rm. 112  | Ext. 20112 |
| Spiritual Care                               | Rm. 1211 | Ext. 21211 |
| Infection Control                            | Rm. 1181 | Ext. 21181 |
| Environmental Services                       | Rm. 170  | Ext. 20170 |
| Executive Director / Administration Office   | Rm. 1185 | Ext. 21189 |

### **Or**

You can contact the Ministry of Health and Long-Term Care ACTION Line:

**1-866-434-0144**

(7 days a week, 8:30 a.m. – 7:00 p.m.)

### **Or** send a letter to:

Director, Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11<sup>th</sup> Floor  
Toronto, ON M5S 2B1



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## Bulletin to Residents of Long-Term Care Homes: Important News Regarding Long-Term Care Home Accommodations Charges

Ministry of Health  
and Long-Term Care

JULY 2014

Renseignements aussi  
disponibles en français

### Basic Accommodation Rates

On September 1, 2014, the co-payment that residents pay for basic accommodation in long-term care (LTC) homes will increase by \$0.79 per day from \$56.14 per day to \$56.93 per day per day, consistent with recent inflationary increases. This will help cover the rising costs of meals and accommodation.

### Preferred Accommodation Rates

The maximum charges will also be increasing for residents admitted to newer preferred accommodation beds on or after September 1, 2014. The premium charged for semi-private accommodation will increase by \$1.00 from \$10.00 to \$11.00 per day, and the premium for private accommodation will increase by \$1.75 from \$21.50 to \$23.25 per day.

The table below provides the new rates that will apply as of September 1, 2014 to all types of accommodation based on a residents' date of admission to the bed.

| Type of Accommodation  | Daily Rate | Monthly    |
|--|------------|------------|
| <b>Long-Stay Resident:</b>   |            |            |
| Basic  | \$56.93    | \$1,731.62 |
| <b>Semi-Private</b>  |            |            |
| Residents admitted to newer beds on or after September 1, 2014.                            | \$67.93    | \$2,066.21 |
| Residents admitted to newer beds on or after July 1, 2013, but prior to September 1, 2014. | \$66.93    | \$2,035.79 |
| Residents admitted to newer beds on or after July 1, 2012, but prior to July 1, 2013.      | \$65.93    | \$2,005.37 |
| Residents occupying older, or residents admitted to newer beds prior to July 1, 2012.      | \$64.93    | \$1,974.96 |

*Continued...*



---

**Private**

|  |         |            |
|--|---------|------------|
| Residents admitted to newer beds on or after September 1, 2014.                            | \$80.18 | \$2,438.81 |
| Residents admitted to newer beds on or after July 1, 2013, but prior to September 1, 2014. | \$78.43 | \$2,385.58 |
| Residents admitted to newer beds on or after July 1, 2012, but prior to July 1, 2013.      | \$76.68 | \$2,332.35 |
| Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012. | \$74.93 | \$2,279.12 |

---

|  |         |     |
|--|---------|-----|
| <b>Short-Stay Resident (Respite Bed)</b> | \$36.85 | N/A |
|--|---------|-----|

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**NOTE:** "Newer beds" – beds classified as "NEW" or "A" according to ministry design standards

"Older beds" – beds classified as "B", "C", "Upgraded D" or "D" according to ministry design standards

If you have requested a transfer from your current accommodation into a preferred accommodation bed, please call the LTC home administrator to confirm the rate that you will be required to pay. Preferred rates for semi-private and private accommodation in your current LTC home or in another LTC home may be different if you are offered a bed on or after September 1, 2014.

**If you are currently paying less than \$56.14 per day because you are receiving a reduction in the basic co-payment, known as a "Rate Reduction", you will not need to reapply for a rate reduction.** The ministry will make the appropriate adjustments to your existing application to reflect the new co-payment rate.

Any resident who is approved for a rate reduction for a term beginning July 1, 2014 and who claimed a dependent deduction will have their rate recalculated for a new term beginning September 1, 2014.

**If you are currently not receiving rate reduction and you wish to apply for a reduced rate,** you may contact the staff at your LTC home to provide you with the application form. They will also help you to submit your application to the Ministry of Health and Long-Term Care.

For more information on co-payment rates or the changes to the rate reduction application process, please speak with your home's Administrator. Should you have any additional questions, please contact: LTC Homes Action Line at 1-866-434-0144

