

**The Salvation Army**

**ISABEL AND ARTHUR MEIGHEN MANOR**

Resident and Family Handbook

155 Millwood Road

*Heart to God and hand to humanity – together we make the difference!*

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**OUR MISSION AND VALUES INSPIRE OUR WORK**

# Vision Statement

To demonstrate Christian principles while providing superior care through innovation, re- sponsible leadership and competent dedicated staff.

# Mission Statement

The Meighen Health Centre is a Long-Term Care and Seniors Supportive Housing facility committed to being a positive, transforming influence in the lives of our residents, fami- lies, staff, volunteers and community partners.

***C****ompassion*

# Core Values

We are compassionate and respect the dignity, diversity and individuality of those we serve.

***A****ccountability*

We are accountable to our stakeholders including residents, families, staff, volunteers and community partners.

***R****elevance*

We remain relevant to our times by being visionary and innovative.

***E****xcellence*

We strive for excellence in teamwork and a positive learning environment.



Welcome

Dear Resident and Family Members

Welcome to the Salvation Army Isabel and Arthur Meighen Manor. We recognize that the decision to enter a Long-Term Care Home is one of life’s most difficult decisions. Families and new Residents frequently experience a wide range of both positive and negative emotions associated with placement and this may continue for some time. With the support of our Chaplains, Social Worker, Administrative personnel and our professional and loving staff, we are your circle of care. Do not hesitate to reach out to any one of us when you have questions, concerns or simply need to talk about your experience.

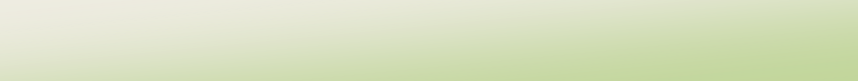
We embrace Christian values at The Meighen Health Centre and our Mission, Vision and Values inspire our work. You can expect our Core Values to influence every decision we make: Com- passion, Accountability, Relevance and Excellence. We strive to exceed legislative standards and improve our service delivery to Residents and Families by continuously seeking your feedback and measuring ourselves against standards of excellence.

Owned and operated by The Salvation Army, the core values of our Faith, Salvation, Holiness and Intimacy with God are the pillars upon which The Meighen Health Centre stands. Regardless of one’s religious affiliation, The Salvation Army exists to be a transforming influ- ence in the communities of our world.

The information provided in the Resident and Family Handbook outlines the many and varied programs and services provided at The Isabel and Arthur Meighen Manor. Please take the time to review this information and if you have any questions, do not hesitate to contact me.

Yours sincerely,

*Kris Coventry* RN Executive Director



Resident and Family Responsibilities

Residents and Families have obligations and responsibilities to other residents, staff, families and management of the home.

*Responsibilities of Residents and Family Members*

|  |  |
| --- | --- |
|  | Respect the rights and needs of other residents, families, staff, and volunteers. |
|  | Respect the rights of staff to work in an environment which is free from harassment. |
|  | Treat fellow residents and the staff with courtesy and consideration and manage conflict in a respectful manner. |
|  | Respect the diverse backgrounds and interests of others who are different from them. |
|  | Observe the Isabel and Arthur Meighen Manor’s policy and procedures and report violations to appropriate staff. |
|  | Give the Home an opportunity to correct a complaint by speaking directly to the supervisor or by using a compliment/complaint form. |
|  | Report promptly anything he/she feels is a safety concern. |
|  | Provide truthful information to the staff and administration concerning all aspects of his/her mental, physical and financial status, and of any relevant change in these. |
|  | Smoke only in designated outside areas which are located a minimum of nine (9) meters from any entrance to the home or from any other resident's bedroom window or office window. |
|  | Be responsible for his/her own personal belongings including repairs to wheelchairs, hearing aids, razors, glasses and dentures belonging to the resident. |
|  | Sign out, in accordance with our Home's policy, when leaving the unit. |
|  | Ensure that bills are paid on a timely basis. |
|  | Adhere to policies prohibiting gratuities or gifts to staff or any involvement in a resident's personal business matters such as cashing cheques or paying bills. |
|  | Refrain from requesting staff to witness a will or any other legal documents. |



Administration

## Admission Process

During admission you will be assisted with the following:

* The review and signing of financial information including the Admission Contract and Resident Trust Account (See Business Services)
* Incoming mail instructions
* Power of Attorney Documentation – photocopied if needed
* Mealtime schedule
* Resident Council
* Health Care Directive

Further interviews/assessments will be arranged with the resident and/or family to gain a more complete understanding of their needs. During the first six weeks after admission the following service areas will be contacting and visiting the resident and/or family:

* Food Services/Nutrition
* Recreation
* Social Work
* Spiritual Care

## Alcoholic Beverages

Families may provide alcohol if requested by the resident and authorized by the Physician. Responsible use of alcoholic beverages may be allowed with a Physician's written order. We ask that you co-operate with this policy as the mixing of alcohol with some medications may produce severe allergic or adverse reactions.

## Communication Boards

The Mandatory Information board is located next to the hair salon on the main floor. Resident and Family Communication boards are located on the main floor next to the public elevator. Recreation Communications boards are located in each Home Area.

## Customer Service

We strive to meet and exceed resident, family, staff, volunteer and all other customers’ expectations for service excellence. Residents and families are considered partners in care and we encourage your suggestions for improvement. We believe in continually strengthening a personal connection with every resident and family member and by getting to know more about your interests and wishes, we build connections that help you to feel 'at home'.

## Ethics

The Isabel and Arthur Meighen Manor has an Ethics Consultation Team which provides a forum for addressing clinical and organizational ethical issues in a manner that reflects the mission and values of The Salvation Army and the Meighen Health Centre. The resources and services provided by the Ethics Consultation Team are available to administration, physicians, Board of Directors, staff, residents and their families.

## Family Council

The Family Council is an organized, self-led, self-determining, democratic group composed of family and friends of the residents of our Home. This group supports activities for residents, collaborates with community groups and advise our Home of any concerns or recommendations that The Council has regarding operations. Our Social Worker is available as a liaison to support and facilitate the work of The Council. All family members and friends of residents are welcome to participate on the Family Council.

## Fire Alarms

Fire alarm testing is required monthly on all shifts, to familiarize both staff and residents with procedures in the event of a real fire situation. If you are visiting and the alarm is sounded, please follow the instructions given by staff.

## Funeral Arrangements

Families are encouraged to pre-plan funerals and to provide the information to the Charge Nurse to be noted on the resident’s chart.

## Furnishings and Linen

All residents’ rooms include an electrical adjustable bed, a side table with a lockable drawer, lamp, an easy chair and a closet with shelves. The ensuite bathroom includes a lockable vanity drawer. Adjustable bathroom side rails assist mobility and enhance safety. Bedding, linen, solar shades and curtains are all included.

Residents are invited to bring a favourite chair, dresser, plants, afghans and pictures to make their rooms more homelike, personal and comfortable. For safety reasons, please consult with the Director of Care/Assistant Director of Care before rearranging furniture and our Maintenance staff will assist in these tasks. Please remember that a crowded room impedes resident and staff movement and may cause a safety hazard.

Residents/families must consult with the Director of Care before purchasing personal appliances or operating such appliances in the Home (e.g. fans), as legislation regarding fire and safety risks must be followed. Our Maintenance staff must inspect all electrical appliances to ensure they are CSA approved and are in good working order. Power bars must be used instead of extension cords or "octopus" plugs. Items that are not allowed include tea kettles, coffee pots, electric blankets, clothing irons, heating pads and space heaters.

## Gift Giving

Home gifts or donations are respectfully accepted through the office of the Executive Director. Gifts or donations to staff are not permitted.

## Hair Salon

Our hairdresser offers expertise in providing sensitivity to individual needs and limitations to help our residents look and feel their best. Hairstyling and barber services are available Wednesdays and Fridays at a reasonable fee, which is billed separately.

## Mail/Newspapers

Mail is an important way to keep in touch with family and the community. Personalized mail/ newspapers will be delivered on a daily basis. Outgoing mail should be given to the receptionist located on the first floor by the front entrance. Newspaper delivery and billing should be arranged directly with the newspaper company.

## Memory Boxes

Memory boxes are located outside each resident's room. The cabinet is designed to hold pictures, mementoes, and other sentimental items that can help personalize the room entrance. Items in the memory box can also be used to stimulate conversation and interaction among residents, staff and visitors. The memory box also helps cue residents with memory challenges as to the location of their room. The cabinets can be equipped with a lock to ensure that items are protected.

## Parking

Several parking spots are available for visitors in front of the main entrance (Millwood Road). There is also visitor overflow parking available on the east side of the Home that may be accessed from Davisville Avenue.

## Resident Right to Privacy

When making phone inquiries about your family member, the Charge Nurse may be busy and unable to answer the phone due to attending to the needs of the residents. You may be directed to call back or the Charge Nurse will return your call. The use of the Home Area voicemail to lessen the disruption to resident care is encouraged. We ask that all personal matters pertaining to a resident be communicated in a private setting. Please keep this in mind when calling the portable phone of a Charge Nurse, as they must respect the resident’s right to privacy.

## Residents’ Council

Residents’ Council is established to provide a strong line of communication between the residents and administration to achieve goals and provide suggestions for improvement. This group of residents meets at least quarterly to discuss pertinent issues related to the Home. Residents' Council has the mandate to advise residents about their rights and obligations under the Long-Term Care Homes Act, 2007, sponsor activities for residents and provide recommendations to the Home regarding what residents would like to see to improve quality of care or the quality of life in the Home. The Recreation and Volunteer Coordinator is available as a liaison to support and facilitate the Council. The residents are encouraged to attend meetings, discuss ideas, concerns, and voice their opinions. The President of the Council is elected annually by the residents. The Minutes of the Residents’ Council meetings are posted in each Home Area on the Residents’ Information Board.

## Satisfaction Surveys

Satisfaction surveys are conducted regularly throughout the year so each resident, family and staff is provided with a confidential opportunity to formally evaluate our services. The results of these surveys will be reported back to the residents and families and are used to make improvements. Suggestions made on the satisfaction surveys are also used during Operational planning to improve quality of life for Residents.

## Security

The building provides 24-hour security. All exit doors are locked 24 hours a day in order to ensure the security of the residents. During the day and early evening, entry and exit through the Millwood Road and Davisville Avenue entrances are controlled by the Reception Desk through a telecom/video/audio system. Between 9:00 p.m. and 7:00 a.m., the Nursing Staff will administer the preceding security protocol.

## Smoking

There will be no smoking in the Home or within nine (9) metres of a doorway into the Home. There are designated smoking area outside the Home and smoking is unsupervised. Res- idents who smoke must be able to manage their access to the smoking area and the smoking process by themselves.

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## Smoking Continued

The resident is responsible to sign out when leaving the Home to smoke and to report to their Nursing Den upon return. Smoking materials are not permitted to be kept in the resident's rooms. The smoking area for the Isabel and Arthur Meighen Manor is outside in the front of the community room. For residents who smoke, and are unable to access the designated smoking area safely, the Home will initiate measures to assist the resident in a smoking cessation program. All policies and procedures pertaining to resident smoking must be followed.

## Television/Telephone

The installation of cable for televisions and telephones are the full responsibility of the resident/family member.

## Valuables

Due to fire and safety regulations, resident rooms cannot be locked. We are unable to protect a resident's valuables (jewelry, collector items etc.) from breakage or loss. **Therefore do not bring in articles of value.**

## Visiting Etiquette

Visiting hours are 8a.m. to 9 p.m. with the exception of a serious medical condition. All visitors are required to sign in at reception for safety and security purposes. Family/visitor fob access lanyards are available at reception for the 2nd floor and must be signed for upon receipt and return.

As mandated by the Ministry of Health and Long-Term Care (Ontario Regulation 79/10, Part 2, Section 9.1) we are required to keep the front door locked for the overall safety of our residents. In the event that the receptionist is busy, kindly use the door bell which is located on the wall on the left hand side. There may be times that the receptionist is briefly away from the desk so please be patient for his or her return. In the case of a medical emergency after hours (9:00 p.m. to 7:00 a.m.) please use the outside telecom buzzer that is on the left hand side on the cement wall. This will connect you to the nurse in charge.

When visiting a resident’s room, please knock before entering and give your name. In respect, visitors should step out of the room if nursing care is being administered.

Many residents enjoy treats from family members, but they sometimes conflict with special diets. To avoid disappointment and or hurt feelings, please check with the charge nurse on the floor before delivering any food items to a resident or placing food in the fridge. Also, any perishable food items placed in the fridge should have a name label and date on the container.

Families may use our facilities to host parties or special events for their family member. We ask that you notify Volunteer and Recreation Services in advance so that these facilities may be made available to you.

Family members are asked not to use cell phones in the Home other than in their respective family member’s room, but are also encouraged to limit the use of their cell phone calls.

A courtesy phone is available at the front desk for local calls.



Spiritual Care

**Spirituality** is defined by the beliefs, traditions, passions or aspirations that form the essence of the individual’s past, present and future life view.

We support each resident's right to celebrate his or her faith and will attempt to meet the spiritual needs our residents, their families and staff members within their religious affiliation. Our professional chaplains offer spiritual care to all who are in need and have specialized education to mobilize spiritual resources so that those in need cope more effectively. They maintain confidentiality and provide a supportive context within which people can discuss their concerns. They are professionally accountable to The Salvation Army.

The Chaplains provide quality resident centered Christian based programming and spiritual care, within a holistic atmosphere and multidiscipline culture of dignity and respect for every resident, family and staff member.

Hymn Sing is held on Wednesdays and Chapel on Sundays. Vespers are on Thursday evenings and other services are held for major holidays. Other church services will be held as prearranged with clergy of other denominations and faiths. Visits by clergy of other denominations and faiths are encouraged. The Spiritual Care staff at the Manor is available to assist any resident in obtaining the services of his or her own clergy/spiritual leader. Musical memories, Tea with the Chaplains and visitation are other programs offered by the Spiritual Care Department.

Chaplains are on call 24 hours a day to be of service to residents, families and employees.

## Funeral Services

Celebration of Life/Funeral/Memorial Services may be held at Meighen Manor with special arrangements made through the Spiritual Care department.



Business Services

## Admission Contract

Provincial legislation requires that the Admission Contract be signed upon admission by the resident/resident's representative through the Finance Office. The Ministry of Health and Long- Term Care sets accommodation rates annually. The Admission Contract is signed on the day of admission and reviewed annually. Resident monthly accommodation fees are due on the first of each month.

A rate reduction is available if a resident is unable to afford the *maximum basic* rate. Reductions are based upon income levels as the actual level of income will determine the actual rate paid. You can contact the Finance Office for more information on rate reductions. Resident/family members will be required to fill out a rate reduction application and provide a Notice of Assessment.

## Power of Attorney

It is strongly recommend that residents arrange to have legal Power of Attorney for personal care and Power of Attorney for finance at the time of admission. When completed, the Home will require a copy. The name and contact information of the Power of Attorney for Personal Care, Power of Attorney for Finance, Substitute Decision Maker is listed on the resident's file. Every effort is made to notify this person if a resident is injured or has a change in health status. The resident or representative must designate one primary contact and ensure that this information is kept up to date. At times when the POA is out of town, an emergency contact must be provided.

## Leave of Absence

The resident/family or responsible party must notify the Registered Staff prior to the resident's departure and on the resident's return. Leave of absence policies are governed by provincial legislation. The policies are summarized below:

### Casual

A casual leave of absence of up to 48 hours per week is available to residents of a Long-Term Care home. Casual leaves are permitted throughout the year regardless of vacation or other medical leaves taken. For calculation of the period for casual leaves, the first day of the week is considered to be Sunday. Where possible, two days’ notice should be given to the Registered Staff if the resident will be leaving the Home. For each casual leave, a release of responsibility form must be signed by the person accompanying the resident prior to leaving and upon return. These forms are located in the Nurses Den on each Home Area.

### Vacation

A vacation leave of absence of twenty-one (21) days a year is available to residents of Long- Term Care homes upon admission. Vacation leave described here can be used only in the calendar year in which it is granted and is not cumulative. Casual leave of absence days may be combined with vacation leave to extend the period of time available. When the casual leave is combined with vacation leave at the rate of 48 hours per week, it is possible to have up to 31 days of combined leave once a year. Our policy requires that all leaves of absence, including casual or vacation leaves, must be authorized by the resident's Attending Physician.

### Medical Leave

A medical leave is a leave of absence for a thirty (30) day period, or less, for the purpose of continued hospital care. If the resident is unable to return to the Home, the resident or responsible party must, on or before the thirtieth day of the medical leave, discharge the resident from the Long-Term Care home. Both the Home and the CCAC should be contacted by the resident/POA.

### Psychiatric Leave

A psychiatric leave of absence is for a sixty (60) day period or less, for the purpose of hospitalization for assessment and treatment. This leave is for the purpose of psychiatric care, not medical care, and requires the Attending Physician's authorization if the resident will be staying beyond the allowed days, the resident is discharged from the Home. Both the Home and the CCAC should be contacted by the resident/POA.

During the above leaves, the resident remains obligated to pay for the same class of accommodation charges that was provided before the absence.

### Final Discharge

*Death or Transfer of a Resident—*Upon transfer or death of a resident, it is necessary that all personal belongings be removed from the resident’s room within 48 hours. This is necessary in order that the room be prepared for a new resident as directed by the Community Care Access Centre and MOHLTC guidelines. The Meighen Manor cannot accept donations of room items and it the responsibility of the POA/executor to clear out the rooms effectively and efficiently within the 48 hours.

## Trust Accounts

Trust Accounts can be set up so that residents can securely keep and access cash within the Home. The Home will maintain a dedicated non-interest bearing trust account to which it will deposit money entrusted to it on behalf of residents (maximum $5000 per resident). The resident and/or Power of Attorney for Property may at any time request to see the account to verify resident spending. Trust account statements are sent quarterly to the responsible party.

Residents can access their trust account during the following hours: Monday-Friday 9 a.m.-5 p.m.

When a deposit is made to a trust account, you will receive a written receipt for all monies received. The trust account may be used for payment of the Home's accommodation and other charges such as goods and services provided, upon written authorization that specifies what the charge is for. If pocket money is important to the resident, we suggest that the residents keep no more than $20.00 on their person.



Health Services

## Bathing/Spa

Our spa is equipped with a therapeutic tub and a private shower with transport solutions that are matched to resident mobility levels. Customized systems ensure safety and comfort for resident and caregiver throughout the bathing experience. Creating a relaxing atmosphere through décor, soothing music and the use of preferred toiletries is essential to the bathing experience.

## Clinics—Dentistry, Audiology and Optometry

The Home will arrange for Dentistry, Audiology and Optometry clinics on site. All fees and equipment costs are the responsibility of the resident when not covered by OHIP. If you are interested in any of these clinics contact the Charge Nurse. Information about upcoming clinics will be posted. Staff can help arrange for appointments with community health care professionals in their community offices. Appointments with medical specialists can also be arranged through referrals from our physicians.

## Continence Care

For those residents who may require an absorbent product, the Home provides continence products at no additional cost. Use of proper products will maintain better skin integrity, prevent leakage, promote comfort and prevent odour. Care staff are trained to assess each person's individual need, assist with keeping a person as continent as possible along with appropriate toileting and choosing the most appropriate product to maintain comfort and dignity. Feel free to discuss individual needs with the RN or RPN on your Home Area.

## Foot Care

We provide professional contracted services with additional training in advanced foot care techniques. This service is available at a fee, which will be billed separately and may be withdrawn from a trust account with authorization. Resident/Family is required to sign a Foot Care authorization form for services to be initiated. A referral can be made on admission or by notifying the Charge Nurse who will make the necessary arrangements.

### Infection Control

Infection control programs are designed to prevent, identify and manage infections. The best method of preventing infections is by proper hand washing "Just Clean Your Hands". In order to protect residents from infections, staff wash their hands often, following the four opportunities for hand hygiene:

1. Before providing care
2. After providing care
3. Before meals
4. After using the washroom

We encourage residents and visitors to do the same. Hand sanitizing stations are located at regular intervals in the hallways and in resident rooms. It is recommended that everyone use sanitizing gel prior to entering a resident room and upon exit as well.

## Laboratory Services

Laboratory Services are provided by Gamma Dynacare, a contract service provider. There is no charge to Long-Term Care residents for these services.

## Least Restraint Policy—Resident Care Manual 6.12

Restraint is any device or action that interferes with a resident's ability to make a decision or which restricts their free movement. Restraint is a measure used to control a person's physical or behavioural activity or to control a portion of a person's body. A restraint may be physical, chemical or environmental.

In every case, we view restraints as a last resort. If restraint is deemed necessary, our goal is to use the least restrictive form of restraint for the shortest period of time. The Care team will try to determine the cause of the current situation and work with everyone to develop alternatives. Consent to restrain is requested from the resident or substitute decision-maker. The decision to use any form of approved restraint is not taken lightly and is only used when other methods are ineffective. Our policy regarding restraint use can be obtained from the Director of Care.

Situations that may require the use of a restraint may include a resident harming themselves or others and causing damage to property. Strategies that have been found effective to decrease the use of restraint include increased family visiting during periods of instability, looking for cause of situation and addressing it, identifying pain or discomfort, providing rest during the day, adequate intake of food and fluids, frequent toileting, involving resident in activities.

## Medical supplies and Equipment

All items necessary for resident care (e.g. for wound/ skin disorders, continence care, infection control and sterile procedures) are supplied free of charge.

## Medications

All medications are administered by an RN or RPN, based on a physician's order. Residents are not permitted to keep any medications in their rooms. This includes medicated skin preparations, eye or ear drops and non-prescription drugs. All of your medications, including herbal remedies and vitamin supplements, must be properly labelled in a standardized manner using the packaging system of the contracted pharmacy, Geriatrx Pharmacies. The pharmacist conducts medication reviews annually or when requested, for each resident. Your pharmacy charges will be made up of $2.00 co-payments from each government formulary medication and full price for any medication that is not on the government formulary. Maintenance medications are supplied weekly in strips of pouches and the $2.00 co-payment for each is charged once monthly.

### Please note that residents are not required to purchase care, services, programs or goods from us and may purchase such things from other providers, subject to Long-Term Care Homes Act, 2007 restrictions with respect to the supply of drugs.

**Nursing**

Registered Nurses, Registered Practical Nurses and Personal Support Workers are available 24 hours a day 7 days per week to provide care and assistance. A Registered Staff member who is a Registered Nurse (RN) or a Registered Practical Nurse (RPN) oversees each resident home area. An RN or RPN is responsible for the day-to-day functioning of the Home Area as well as distributing medications and administering treatments. A Personal Support Worker provides direct care, such as bathing, grooming, toileting, mobility assistance and assistance with meals.

## Physicians

Our Medical Director and Attending Physicians are available to meet the residents' medical needs. The Home’s physician visits regularly and provides emergency coverage. Families wishing to connect directly with the Home’s physician should speak with the Registered Nursing Staff to make arrangements for appointments.

Residents can retain their own personal physician or registered nurse in the extended class, providing the physician or registered nurse in the extended class signs an agreement with the Home. For further information contact the Director of Care.

## Physiotherapy

The Home provides physiotherapy services at no charge to the resident. All residents receive a physiotherapy assessment upon admission. Physiotherapy helps to strengthen muscles, keep joints flexible and maintain physical wellbeing. Exercises such as walking, range of motion, weight training and balance exercises can help to enhance quality of life in the Home. The Physiotherapist is required to follow the practice guidelines of their regulatory college and OHIP billing guidelines.

Assessments for wheelchairs, seating, walkers etc. can be arranged through our physiotherapist. Rehabilitation devices and equipment are the financial responsibility of the resident.

## Physiotherapy Continued

A Physiotherapy team is on site at Meighen Manor Monday through Friday.

Temporary use of a wheelchair is available, on a very limited basis. Information on Wheelchair assessment, purchase and the Assistive Devices Program is available from our physiotherapy department.

Additional Therapy services such as Occupational Therapy and Speech Language Pathology can be arranged by the Home at the request of the resident/family through the Community Care Access Centre.

## Recreation

The Recreation Department strives to provide high quality programs to meet the unique needs of all residents. Recreation activities are offered seven days a week, at times convenient to residents.

Recreation activities come in many different forms, from individual visiting, to large group programs, both within the Home and the community. Some examples of programs are art therapy, music therapy, drumming circle, barbecues, pet therapy, gardening, exercise, baking, musical entertainment, outings, movies and reminiscing. For details of each activity's time and location, monthly calendars are posted in each Home Area on the activity bulletin board. Some of the events and activities have additional costs and the resident may be requested to help offset the cost involved (i.e. aquarium, wheelchair bus trip). All residents are encouraged to participate in recreation activities of their choosing and to help plan future events. Family members are always welcome.

Families wanting more information on resident activities or wanting suggestions on how they may be involved should speak with the Recreation Assistant assigned to the Home Area. General activity calendars are posted in each Home Area and are available upon request.

Our controlled multisensory environment known as the Snoezelen room is a therapeutic space for people with autism and other developmental disabilities, dementia or brain injury that is located on 2 Davis.

Occasionally we host visiting clothing companies to set up their displays. Residents and/or families can shop and make purchases, paying for items through their trust account if they have authorized this type of transaction in the Trust Account Agreement.

The activity room on resident Home Areas may be available for parties or celebrations. Contact Recreation Services for arrangements and availability.

## Restorative Care

The Restorative Care program strives to restore a person's functional status to their maximum potential. This may include programs such as ambulation, restorative dining, sensory stimulation, physiotherapy and occupational therapy programs developed on an individual basis by qualified personnel.

Nursing rehabilitation builds on the restorative care program by maximizing the amount of time a resident is engaged in restorative programs. Nursing, recreation and restorative care staff all work together to ensure that a resident is achieving the maximum benefit. Examples of nursing rehabilitation programs are ambulation, toileting, active and passive range of motion, dressing and communication.

## Social Work

Our Social Worker facilitates pre-admissions, admissions, transfers and discharges from the Home. Tours of Meighen Manor are provided for families and applicants awaiting and exploring LTC placement. Referral and advocacy services are available to residents and caregivers in dealing with placement concerns, supportive service needs, personal financial and legal management and adjustment issues. Health Care Directive information is also available through the Physician/ Social Worker/ Director of Care.

*Care Conference*—Residents and/or families will be invited to attend an interdisciplinary meeting to discuss the progress and care needs of a resident. The initial care conference is held within the first six weeks after admission, then at least annually or as required. Please plan on attending with your questions, comments and/or ideas regarding individual resident needs.

## The Care Team

Staff, families and volunteers work together as a team to meet the needs of every resident. All residents have a consistent primary care provider on every shift that is responsible for meeting personal care requirements. Each Home Area has a Registered Practical Nurse or a Registered Nurse who coordinates the care for residents in that Home Area. Program and recreation staff offer and coordinate a choice of daily meaningful activities. Physicians visit regularly and are contacted as required. Other members of the health care team such as the physiotherapist, dietitian and pharmacist also play a significant role in meeting the ongoing needs of every resident.

## Toiletries, Creams and Lotions

For the safety of all residents we ask that you adhere to the following.

* Items for personal grooming that are acceptable in a Long-Term Care home include: alcohol free mouthwash, lotion, makeup, shaving cream, shampoo and conditioner, electric razors and non aerosol underarm deodorant.

X Items that are **NOT acceptable** in a Long-Term Care home include: all aerosol products due to the sprinkler system (hairspray, deodorant, air fresheners), all products containing alcohol (mouthwash, aftershave), all types of powders as they cause a risk for falls and inhalation), disposable razors, all cleaning products (Lysol, laundry detergents, fabric softeners, bleach, sanitizing wipes).

Prior to bringing any items into our Home please speak with the RN or RPN on your Home Area.

## Transportation and Escort to Appointments

Residents who require medical appointments outside of the Home will have to arrange for transportation and assistance as required. Families are requested to assist with transportation as much as possible. If this is not possible, transportation and an escort may be arranged by the Home for an additional fee. The RN or RPN will review these expenses with the resident/family when arranging services. These extra costs will be expensed out of the resident’s trust account. Residents/family must sign authorization for this service.

## Volunteers

Volunteers provide an essential contribution by enhancing the quality of life for our residents. Volunteers contribute their skills, time, unique talents, and knowledge of community to provide personalized attention to each resident. Families and friends are welcome and are encouraged to become registered volunteers.



Hospitality Services

## Food and Nutrition

Nutritious, attractive and appetizing meals are an essential part of the resident's well- being. Our four week seasonal menus, developed in consultation with the Resident Food Committee, are reviewed by our Registered Dietitian to meet all Ministry of Health regulations. All meals are served in our home-like dining rooms as we believe in the holistic benefits of socializing with others. Lunch and dinner include two entrée choices, offered verbally and visually. A variety of beverages and snacks are served mid morning, in the afternoon and evening.

*Meal Service Times*

Breakfast 8:30 am. (East Side) and 9:00 a.m. (West Side) Lunch 12:30 p.m.

Dinner 5:00 p.m. (East Side) and 5:30 p.m. (West Side)

Nutritional goals are developed by the Registered Dietitian with input from the resident, family members and the care team. For those requiring individualized therapeutic nutritional interventions, the Registered Dietitian assesses and develops a plan in partnership with the Physician. To maintain independence, assistive devices such as rimmed plates, special cups and built-up utensils are available, where possible, for residents after being assessed by Restorative Care.

Family and visitors are invited to join residents for meals. Meal tickets may be purchased from the front desk for a cost of $5.00 (lunch) and $6.50 (dinner). The tickets should be purchased by 10:30 a.m. (lunch) and 2:30 p.m. (dinner) on the day needed.

## Housekeeping

Regular housekeeping is important to ensure the environment is clean, pleasant and safe. This includes daily cleaning of washrooms, emptying of garbage, general light cleaning and tidying of rooms. A more thorough cleaning is scheduled at regular intervals. If able, residents are encouraged to assist with routine housekeeping tasks. It is beneficial for physical conditioning and social interaction.

## Laundry

Laundry services are available seven days a week. All clothing articles should be machine- washable, able to be dried in commercial dryers and clearly labelled with the resident's name and room number. Please bring any new or unlabeled clothing to the main floor reception desk and the receptionist will direct you to complete the clothing inventory form. Once the form has been completed the labelling process can start and the finished items will be returned directly to the resident’s room.

Some families choose to launder the resident's personal clothing items themselves. This can easily be arranged but we continue to request proper labelling to prevent mix-ups. If families choose to launder clothing, we request that a covered laundry hamper be brought in and placed in the resident's bathroom.

We strongly encourage residents to maintain their independence and autonomy. Residents wishing to wash their own laundry are encouraged to do so. A washer and dryer is available on each floor. We ask that residents give detergents, bleach or soaps to the staff for safe keeping.

Types of fabrics not suitable for our central laundry include: wool and wool blends, silk, satin, suede, leather, fur, rayon, acetate, lace and lace edging with loose weaves. Any clothing with laundering Instructions that state: "No bleach", "air dry", "flat dry" or "dry clean only" are also not suitable with the exception on stockings. **If you choose to bring these clothing items in, the Isabel and Arthur Meighen Manor, will not be responsible for any damages that may occur.**

## Lost and Found

Clothing articles can occasionally be misplaced. If this occurs, we urge you to check the designated "LOST & FOUND" area located in the **4 Moore Laundry Room.** If articles are not found, please notify the receptionist and you will given a form to identify the lost article so that we have an adequate description of the article to assist us in our search for the item.

## Maintenance and Work Orders

Simply contact the main floor reception staff to initiate a work order. Residents are responsible for the costs of repairs to their own appliances and equipment.



**Information Practices for Residents**

The Isabel and Arthur Meighen Manor is accountable for the personal health information of residents and has assigned accountability to manage and monitor privacy issues. We place a high value on the privacy, confidentiality and security of personal health information. Under the Declaration of Confidentiality, all our employees undertake not to divulge any personal information of any resident without authorization. We adhere to the following principles based on ten internationally recognized privacy standards:

1. *Accountability*

The Isabel and Arthur Meighen Manor is accountable for the personal health information of residents.

1. *Identifying Purposes*

At or before the time we collect personal health information, we are required to provide an explanation for the collection. The information may be required for your care, to administer programs, services, conduct quality improvement and risk management activities, for teaching, fundraising, statistics, obtain payment for your treatment and care or to comply with legal requirements.

1. *Consent*

Your consent, which can be either expressed or implied, is required for the collection, use and disclosure of your personal health information,

unless the law permits otherwise.

1. *Limiting Collection*

The Isabel and Arthur Meighen Manor limits the collection of personal health information by ensuring you are only asked for necessary information.

1. *Limiting Use, Disclosure and Retention*

Personal health information will not be used or disclosed for purposes other than that for which it was collected, except with your consent or as required by law. If we use your personal information for a new purpose, we will document this purpose and notify you.

1. *Accuracy*

We ensure that your personal health information is accurate, complete and current as is necessary for the purposes for which it is to be used. This minimizes the possibility of incomplete or incorrect information being used.

1. *Safeguards*

We have appropriate security measures and safeguards in place to protect your personal health information.

1. *Openness*

Our information practices and complaint process is posted on the Mandatory Information board and may be obtained by contacting the Executive Director.

1. *Patient Access and Correction to Personal Health information*

You have the right to request access to your health records and request a correction to that record if you believe that it is inaccurate or incorrect with supporting documentation.

1. *Challenging Compliance*

If you have issues with our privacy practices you can address your concerns to the Executive Director.

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**Process for Obtaining Information, Raising Concerns, Lodging Complaints or Recommending Changes**

It is the policy of the Ontario Ministry of Health and Long-Term Care and The Salvation Army Isabel and Arthur Meighen Manor that all residents/representatives shall be informed of their right to obtain information, raise concerns, lodge complaints or recommend changes regarding the Home and its services in a progressive manner.

This process shall include, but is not limited to any of the following:

**Step 1** Discuss the issue with a charge nurse immediately

**Step 2** Discuss the issue with the Director of Care if no suitable resolution occurs at step 1

**Step 3** Discuss the issue with the Executive Director of the Home

**Step 4** Document the issue on and then submit your letter to Board/Chair person in confidence to the reception office

**Step 5** Failing satisfactory resolution, contact the Salvation Army Regional Head Office Provincial Government

**Step 6** LTC Homes Inspectors – Ministry of Health and Long-Term Care

## Step 7 LTC Action line 1-866-434-0144

Every written or verbal complaint made concerning the care of a resident or the operation of the home will be dealt with as follows:

The complaint shall be investigated and resolved where possible and a response shall be provided within 10 business days of the receipt of the complaint. Where the complaint alleges harm or risk to one or more residents, the investigation shall commence immediately. For complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days.



**Complaints to the Director (Ministry of Health and Long-Term Care)**

Written or verbal complaints may be made directly to the Ministry of Health and Long-Term Care Director Performance and Compliance Branch.

55 St Clair Ave., West, 8th Floor

Toronto, Ontario, M4V 2Y7 Telephone: 416-327-7461



**Mandatory Reporting to the MOHLTC**

A person who has reasonable grounds to suspect that any of the following has occurred or might occur shall immediately report the suspicion and the information upon which it is based to the Ministry of Health and Long-Term Care:

* + Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
  + Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to a resident.
  + Unlawful conduct that resulted in harm or a risk of harm to a resident. Misuse or misappropriation of a resident's money.
  + Misuse or misappropriation of funding provided to the Corporation under the Long-Term Care Homes Act 2007.

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The Salvation Army Meighen Health Centre Isabel and Arthur Meighen Manor

155 Millwood Road

It is our hope that you will find peace and comfort in joining our family.

**Welcome!**

