

Resident's & Families Useful Information Handbook

“PLEASE READ”



The Odd Fellow & Rebekah Home

10 Brooks Street
Barrie, Ontario
L4N 5L3
(705) 728-2389
(705) 728-6024 (fax)

“Caring is our reason for being...”



Welcome **To the Odd Fellow & Rebekah Home**

We are pleased that you have chosen the IOOF Home. It is our hope that this Handbook will help you to get acquainted with your new Home. There will be more information to share with you in the days to come. Meantime, if you have any questions, please ask any member of our staff.

We understand that we can never hope to replace your former home environment. The friendships, the family ties, and your personal accomplishments over the years remain. However, the staff as well as our valued volunteers will try our best to make this adjustment for you to your new living environment as pleasant as possible.

Your rights as a Resident in our Home are listed in this booklet as are the responsibilities expected of Residents. We are committed to honoring and upholding these rights for you but we also need your understanding and cooperation as we live together and relate to each other in a community setting.

We encourage you to choose activities and routines which are appealing to you personally and that will enable you to enjoy a satisfying and secure stay in our Home. We will respect your wishes and choices as much as possible.

While we always appreciate hearing your accolades, you will discover the ways through which you may voice your concerns and make constructive suggestions for the benefit of all of our Residents. We earnestly ask you to do so, as this will help us to continuously improve our services for you.

It is our sincere hope that with the help of staff, the volunteers, and your family, you will soon find this to be home in the truest sense – a place where family and friends are welcome; a place where new friendships form; a place where special needs will be attended too.

Doreen M. Saunders
Chief Executive Officer

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About the IOOF Seniors Homes Inc.

Brief History

Established in Barrie in 1940, the IOOF Seniors Homes Inc. is respected in the community as a charitable non profit organization offering a continuum of services which includes long term care, assisted living, affordable rental apartments, and independently owned life lease apartments.

Situated on two campuses in Barrie, one located on Brooks St in old Allandale and the other on Dean Avenue in the south end of Barrie, we are home to approximately 500 seniors.

A Top 100 Employer in Barrie, the corporation is governed by a volunteer Board of Directors and directed by qualified and experienced management who employ more than 260 staff.

Operational funding for assisted housing and long term care is a combination of revenue from residents, based upon income and ability to pay and the Ministry of Health and Long-Term Care through the NSM LHIN.

Historically the Independent Order of Odd Fellows (I.O.O.F) provided programs and services to care for the "disadvantaged, seniors, and orphans" in Ontario for well over a century. **The letters I.O.O.F. stand for the "Independent Order of Odd Fellows".** "Rebekahs" is the name given to the women's branch of the fraternity.

In 1940, the Order moved its 40 bed Home for the Aged to Barrie from Toronto. Since that time, the Barrie LTC Home has evolved through a number of expansions. It increased its capacity to 80 beds in 1956, and added recreational space in 1966.

When the long-term care *Home* was rebuilt in 1980, government funding required the restructuring of the organization as a new corporate entity which now operates independently of the 'Order.'

In honour of the historical contribution of the Independent Order of Odd Fellows, the Home and Manor still bear the Odd Fellow name and the present Corporation is still known as the IOOF Seniors Homes Inc.

In June 1984, the new Corporation officially opened a re-designed and expanded 155 bed Long Term Care Home known as the Odd Fellow & Rebekah Home and 20 geared-to-income enriched seniors' apartments called the Odd Fellow & Rebekah Manor.

In 1993 the Corporation opened Heritage Place, 80 barrier-free apartments in which seniors can benefit from available supportive housing services.

In 2004, the Corporation completed construction and opened 161 Life Lease suites, 5 km distance, at the corner of Madelaine Dr. and Dean Avenue. Known as The Terraces these two five story buildings are connected by a service pavilion with recreational rooftop gardens and offer independent living and amenities for able seniors.

In 2006 the Corporate name was shortened to **IOOF Seniors Homes Inc., a charitable non-profit corporation.**

In 2008, construction of a new 96 bed wing attached to the existing Home, was completed and opened thereby increasing the LTC Home's overall capacity to 161 beds. The Home will continue to retrofit and upgrade to the new Ministry of Health and Long Term Care design standards as funds permit.

In 2010 the Home retrofitted and reopened a previously unoccupied 26 bed unit temporarily as Interim Long Term Care to accept patients from local hospitals on a short term basis to provide these residents with more appropriate care while they await a LTC placement and to alleviate the local acute care bed shortage. Closed in 2012 and reopened again later that year, the Elston Unit as it is now called, operates ten Convalescent Care beds and ten short stay Interim beds to alleviate acute care pressures.

The Odd Fellow and Rebekah Home Today

The 161 bed IOOF LTC Home, administered under the *Ontario Long Term Care Homes Act, 2007*, has a sound record for compliance to Ministry of Health & Long Term Care regulations and an excellent reputation for providing services and programs to frail elderly who may have a number of chronic conditions or suffer from some degree of cognitive impairment or dementia. Continually evolving, the Home provides a full range of secure and supervised health services for residents 24/7, offering standard, semi and private rooms, a secure unit, and palliative care. The living environment is enhanced with a worship centre, hair salon, tuck shop, auditorium, greenhouse, visiting rooms, and enclosed outdoor gardens. Resident and Family Councils are active.

Based on need and referral through the NSM CCAC, the LTC Home principally serves the communities of Barrie/ Simcoe County area and Ontario.

However the Home Needs to Evolve – Capital Redevelopment

The acuity and complexity of care is increasing dramatically. The Home now accommodates primarily those with chronic and debilitating physical conditions and/or cognitive impairment.

As a different type of facility is needed, the Home is evolving through a significant rebuild as funds permit and must be completely reconstructed to meet the provincial government building design standards and the increased acuity of the clients. To accomplish the total rebuilding of the IOOF LTC Home, construction was planned in "phases". Phase 1 or the construction of the new 96 bed wing was completed in 2008 and the Phase 2 (currently delayed due to funding needs) – will be the renovation of the best part of the existing Home reconfiguring it to 65 beds. The net result is intended to be a new 161 bed long-term care facility, meeting or exceeding the MOHLTC "A" standard.



Mission Statement

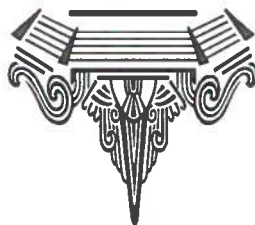
At the IOOF Seniors Homes, caring is our reason for being.....

.... by providing exemplary services and accommodation to residents and clients through an effective continuum of support that promotes independence and well being through the latter stages of life.

.... by respecting the rights, dignity and integrity of all persons and by creating a nurturing environment for each other; fostering in all ways, a positive climate for the practice of our vocations.

.... by working in partnership with families, the community we serve, and other health care organizations in a cooperative, accountable, and innovative manner while pursuing excellence.

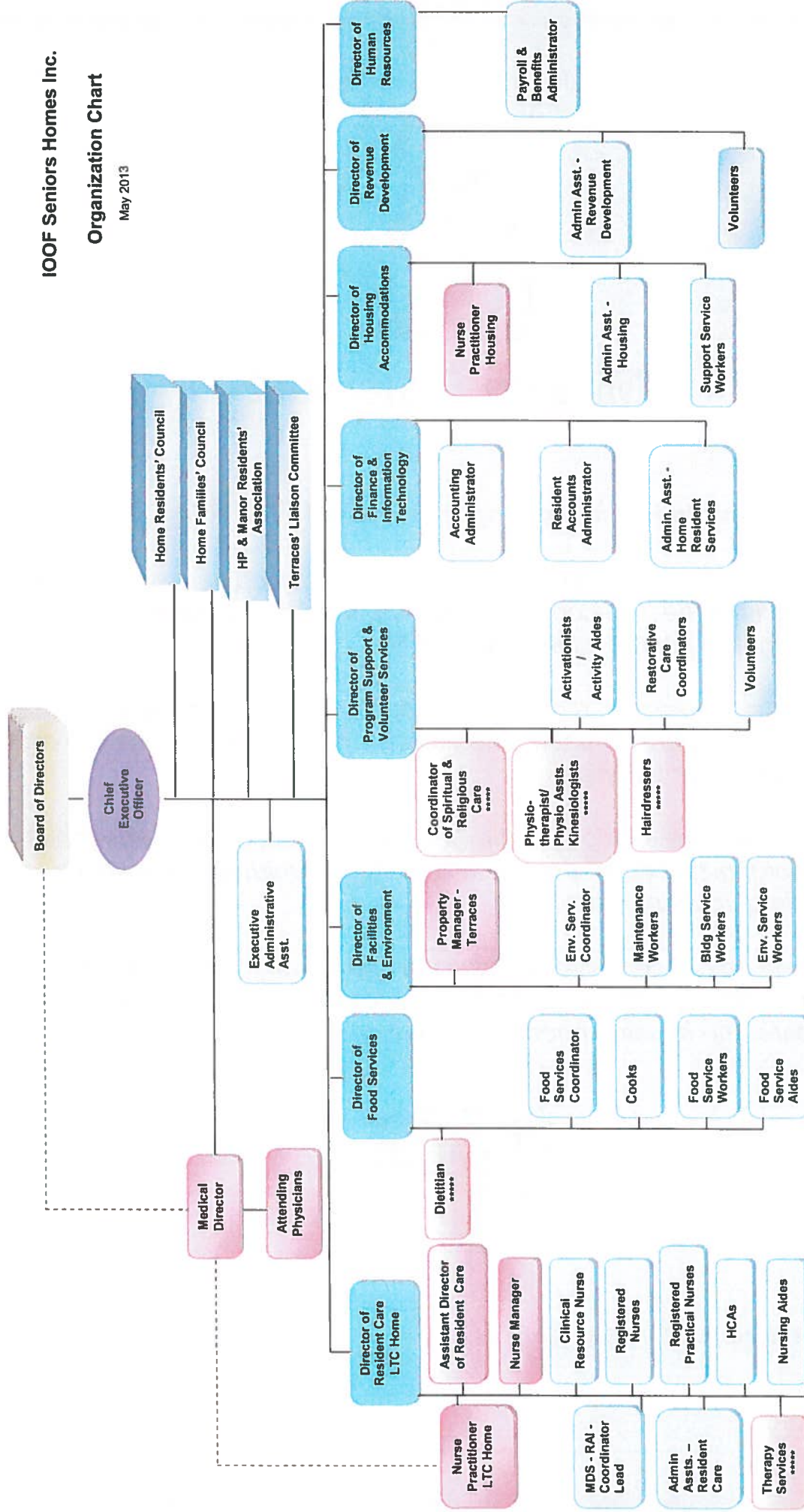
.... by building on our century-long tradition and striving to be a leader, recognized for high quality care and compassionate service, in meeting the long-term care and housing needs of the future.



IOOF Seniors Homes Inc.

Organization Chart

May 2013



_____ Direct
 _____ Indirect
 ***** Contracted

CORNERSTONES OF CARE

RESIDENTS' RIGHTS

The following basic Rights for all Residents living at the IOOF Home are the foundation of the Home's services, policies and standards. These rights are now part of Regulation 79/10 made under the *LTC Homes Act, 2007* proclaimed July 1, 2010.

The Fundamental Principle

The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its Residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met. 2007, c. 8, s. 1.

EVERY RESIDENT HAS THE RIGHT TO:

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 corporation 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 provided for under LTC Homes Act 2007 and subject to the requirements provided for under this Act.

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 Family Council,
- iii. the corporation, the directors and officers of the corporation,
- iv. staff members,
- v. government officials,
- vi. 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 corporation or the staff of the home. 2007, c. 8, s. 3 (1).

Further guide to interpretation

(2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a Resident's rights set out in subsection (1) are respected:

1. This Act and the regulations.
2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
3. Any agreement entered into between a licensee and a Resident or the Resident's substitute decision-maker. 2007, c. 8, s. 3 (2).

Enforcement by the Resident

(3) A Resident may enforce the Residents' Bill of Rights against the licensee as though the Resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents' Bill of Rights. 2007, c. 8, s. 3 (3).

Regulations

(4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents' Bill of Rights shall be respected and promoted by the licensee. 2007, c. 8, s. 3 (4).

The Ontario Residents Bill of Rights is posted in English and French in the main lobby and throughout the Home.

RESIDENTS' RESPONSIBILITIES

As in all human societies, individuals not only have rights, but also obligations and responsibilities. The responsibilities listed below will clarify the Home's expectations of Residents and their designated family member(s) or significant other(s).

EVERY RESIDENT HAS THE RESPONSIBILITY TO:

- comply with the policies of the Home, as in effect at the time of admission, and as altered from time to time.
- participate in making decisions which affect daily life
- participate in one's own care as much as possible
- communicate concerns and persevere until the issue is resolved
- seek out information when one does not understand care and treatment
- make activity requests and dietary preferences known to staff
- accept medical treatment when others are at risk
- treat fellow residents, table companions, staff and volunteers with courtesy and consideration, keeping in mind their rights and feelings
- respect the rights and freedoms of others
- respect the religious and cultural preferences of others
- respect the privacy of others' correspondence
- respect the property of other Residents in the Home and the supplies, furnishings and equipment belonging to the Home
- understand that other Residents may have more urgent needs that require attention or service ahead of his/her own
- conduct any intimate behaviour in privacy and refrain from imposing attentions upon unwilling others
- provide complete and accurate financial and medical information and keep the Home informed of changes
- notify staff if one chooses to leave the Home for a period of time
- exercise one's right to vote, if desired

- designate a person to be informed and communicate one's choice for medical services and participate in the necessary arrangements if the Family Physician assumes responsibility
- participate where necessary and comply promptly during fire/life safety alarms and in fire and emergency preparedness drills
- observe the "no smoking" regulations of the Home
- inform the care team of preferences regarding one's own final wishes and funeral arrangements

Zero Tolerance of Abuse



It is the policy of the Odd Fellow & Rebekah Home that all staff have a responsibility to:

1. Protect older persons from physical and emotional harm,
2. Promote and support normal physiologic functioning of older persons,
3. Acknowledge the older person's right to self-determination.

To this end, a policy of "Zero" tolerance of Resident abuse has been adopted.

It is also the policy of the Home that Resident behaviours of aggression are not acceptable. Thus if necessary, an individual's care plan may establish a program for the prevention and management of aggressive behaviour to ensure the safety and welfare of both Residents and staff. The full policy is posted and available in the LTC Home Admission package of materials.

Least Restraint Policy

It is the Odd Fellow and Rebekah Home's policy to view restraints as "last resorts". Restraints are to be used *only* in circumstances where there exists an "imminent risk" of harm to a Resident or to others; *only* after careful assessment by a regulated health professional to identify the need for support by use of a Personal Assistance Device (PASD); and *only* after determining that available alternatives would prove ineffective. Where it is considered necessary to restrain a Resident, the least restrictive measures shall always be used.

The full policy is contained in the LTC Home Admission Package of information provided upon admission and posted on the 'Reports' bulletin board in the main lobby next to the Administration Office.

Care, Programs and Services Provided at No Additional Cost to the Resident



The following is a description of the care, programs, and services which are provided to Residents at no additional cost:

Nursing and personal care on a 24-hour basis, including care given by or under the supervision of a registered nurse or a registered nurse assistant, the administration of medication and assistance with activities of daily living.

- Medical care that is available in the facility.
- Medical supplies necessary for basic care, continence care, infection control, and sterile procedures.
- Basic medical devices such as catheters.
- Supplies and equipment for personal hygiene and grooming, including skin care lotions and powders, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, toilet tissue, facial tissue, hair brushes, combs, razor/shavers, shaving cream, feminine hygiene products.
- Equipment for the general short-term use of Residents, including wheelchairs, geriatric chairs, canes, walkers, toilet aids and other self-help aids for the activities of daily living.
- Meal service and meals, including three meals daily, snacks between meals and at bedtime, special and therapeutic diets, dietary supplements and devices enabling Residents to feed themselves.
- Two baths a week or alternatives.
- Social, recreational and physical activities and programs, including the related supplies and equipment.
- Laundry, including labeling, machine washing, and drying of personal clothing.
- Bedding including comfortable mattresses with waterproof covers, covered pillows, bed linen, wash cloths and towels.
- Bedroom furnishings including, bedside table and chair.
- Standard accommodation.
- The cleaning and upkeep of accommodations.
- Suitable accommodation and seating for meetings of the Residents'/Families Council.

Accessing Personal Health Records

On November 1, 2004, the Personal Health Information Protection Act (PHIPA) came into effect. This new Ontario law sets out rules that health care providers must follow when collecting, using and sharing a Resident's personal health information. It also gives the Resident or a substitute decision maker (POA), the right to see personal health records and correct any mistakes.

The Act gives the right to:

- ◆ Give consent to how personal health information is collected, used and shared,
- ◆ Request access to personal health records, and
- ◆ Make corrections to personal records.

Sometimes family members with power of attorney for their relatives in long-term care homes want/need to access a relative's medical record. Under PIPHA, a Resident (or their substitute decision maker) has the right to make a request to the Home. If the request is in writing, the IOOF Homes as the health information custodian has 30 days to respond to the request but, in certain situations, may require an extension of up to 30 days. A Resident can request faster access where it can be shown that the information is urgently needed. When giving personal access or providing a copy of personal health records, the Home may charge a reasonable fee to cover costs.

Under PIPHA, the IOOF Homes as the health information custodian can only deny access to a Resident's record of personal health information in certain situations, such as when health information is collected as part of an investigation. Generally, if the Home denies access to a Resident's record or a part of that personal record, the Home must give the Resident/ POA an explanation. If a Resident is not satisfied with the Home's decision, the Resident/ POA may complain to the Information and Privacy Commissioner of Ontario at: 1-800-387-0073 or visit www.ipc.on.ca

Confidentiality

The IOOF Home may be entrusted with the knowledge of personal and private affairs of its Residents. Under the 'Declaration of Confidentiality', all employees undertake not to divulge any of this knowledge at any time with any unauthorized person during the term of employment with the IOOF Homes or thereafter, except in the course of duties as an employee.

HOW TO CONTACT MANAGEMENT OR STAFF

When You Need to Speak With Management or Staff

You may telephone the IOOF Home 24 hours a day, 7 days a week at **705-728-2389**. The **Administration Office is open Monday through Friday**, during business hours **9:00 a.m. to 5:00 p.m.** for your assistance.

At all other times, you may also call 705-728-2389 Ext. 342 from 7 am to 11 pm, and Ext. 309 from 11 pm to 7 am to speak to the RN. You may also leave a message on voice mail and your call will be returned as soon as possible.

To speak with the RPN Team Leaders on each Home Area:

Ext. 313 to speak to the RPN on Allandale Village

Ext. 310 to speak to the RPN on Baldwin Lane

Ext. 312 to speak to the RPN on Georgian Way

Ext. 311 to speak to the RPN on Kempenfelt Court

Ext. 309 to speak to the RPN on Simcoe Lodge

Ext. 360 to speak to the RPN on the Elston Unit

Director of Resident Care: Deirdre Britton

Monday to Friday – 8:00 am to 4:00 pm

Telephone Ext. 317

D.R.C. office located on Baldwin Lane by the elevator

Assistant Director of Resident Care: Pat Jeffrey

Monday to Friday – 10:00 am to 6:00 pm

Telephone Ext. 388

A.D.R.C. office located on Georgian Way by the elevator

Nurse Manager: Leanna Gilbert

Monday to Friday – 8:30 am to 4:30 pm

Telephone Ext. 350

Nurse Manager Office located on the 3rd floor of the north wing

Nurse Practitioner: Jennifer Riddell

Monday to Friday – 8:00 am to 4:00 pm

Telephone Ext. 349

N.P. office located off the Home main lobby beside the Hairdresser

Clinical Resource Nurse: Kim Bennett

Monday to Friday – 7:00 am to 3:00 pm/ Alternate Weekends

Telephone Ext. 342

CRN office located off the Home main lobby beside the Hairdresser

Medical Director: Dr. Zahir Poonja
Tuesdays – Varying Hours
Staff will contact

Resident Care Administration Office:
Administrative Assistant: Sandi Glynn
Monday to Friday – 7:00 am to 3:00 pm
Telephone Ext. 396
or

Administrative Assistant: Shona Monie
Monday to Friday – 9:00 am to 5:00 pm
Telephone Ext. 321
Office located on the 3rd floor of the north wing

Home Administration Office:
Administrative Assistant: Danuta Bialo
Monday to Friday – 9:00 am to 5:00 pm
Telephone: 728-2389 Ext. 0

Executive Administrative Assistant: Cathie Foley
Monday to Friday – 9:00 am to 5:00 pm
Telephone: 728-2389 Ext. 303
Home Administration Office - located inside main entrance to the right

Chief Executive Officer: Doreen M. Saunders
Monday to Friday – varies from 10:00 am to 6:00 pm
Telephone Ext. 305
C.E.O. office located in the Home Administration Office

Director of Food Services: Travis Durham
Monday to Friday - from 8:30 am to 4:30 pm
Telephone Ext. 314
Office located off the main kitchen at the Home

Food Service Co-ordinator: Ron Wilson
Monday to Friday - 9:30 am to 5:30 pm
Telephone Ext. 343
Office located off the Home main lobby

Dietitian: Kim Jewer
Monday to Thursday – 9:00 am to 5:00 pm
Telephone Ext. 307
Office located on Allandale Village Room 223

Director of Facilities & Environment: Tom Manley

Monday to Friday – 8:30 am to 4:30 pm

Telephone Ext. 334

Office located at Heritage Place on the main floor

Housekeeping Co-ordinator: Joanne Godin

Monday to Friday – 7:00 am to 3:00 pm

Telephone Ext. 341

Office located on the 1st floor (basement level) near elevator in the South Wing

Director of Program Support and Volunteer Services: Gaja Damas

Monday to Friday – from 9:30 am to 5:30 pm

Telephone Ext. 338

Office located on Kempenfelt Court by the elevators

Restorative Care / Therapy Services: Maureen Forbes & Shannon Loyola

Monday to Friday –varies from 8:00 am to 4:30 pm

Telephone Ext. 327

Office located on Kempenfelt Court by the elevator

Physiotherapy: Margaret Kolodziejczyk

Monday to Friday –from 8:00 am to 4:00 pm

Telephone Ext. 344

Office located on Simcoe Lodge in the Therapy Room

Coordinator of Spiritual & Religious Care: Paul Wilkes

Monday, Wednesday and Friday – varies from 8:00 am to 6:00 pm

Telephone Ext. 381

Office located off the Home main lobby

Recreation & Leisure Services – Activation Staff

Monday to Sunday –varies from 8:00 am to 8:00 pm

Ext. 302 - Georgian Way/Simcoe Lodge

Ext. 306 - Kempenfelt Court/Allandale North

Ext. 347 - Baldwin Lane/Allandale East

Ext. 361 – Elston Unit - Office located inside the Unit by the Nursing Station

Hair Salon Services: Denise Wandler & Elizabeth Sutton

Monday to Friday – from 9:00 am to 4:30 pm

Telephone Ext. 319

Salon located off the Home main lobby

FIRST THINGS TO KNOW

Parking:

Visitor parking while **limited**, is still available **free** of charge, in the centre lot directly in front of the Home. Sometimes there will not be any parking spots available for brief periods. That is just the way it is. There is usually more parking available after the staff shift change at 2:00 p.m. Please do not park in the "Reserved" parking spaces, or block access to or around the building. There is no parking allowed on either Brooks Street or Baldwin Lane.

There is to be absolutely no parking or standing in the designated fire routes directly in front of the building. Fire Access Routes are to be kept free at all times. Failure to comply may result in tagging and/or towing by By - Law authorities. Current tagging fines are \$75.00 per offense

Main Entrance Directional Map: is located just inside the main entrance of the Home between the outside and inner doors on the right hand wall to help find the Resident you are looking for and direct you to your destination.

Front Door Access/ Keypad:

To enter through the front doors, please pass through the exterior doors and look for a round silver disc on the wall to the right marked with a wheelchair access symbol and the words "Push to Open". When you press this disc the inner doors will automatically open to grant you access and remain open for a number of seconds before closing.

To exit through those same doors, please look for a lighted keypad on the wall to the left of the inner doors as you are leaving and press the numbers on the keypad 1,2,3,4,5,*as posted close by. When you press these numbers in sequence the doors will open automatically and allow you to leave. In the event of a fire alarm, the doors release automatically.

We ask that you always be vigilant for Residents at risk who may wander through the open doors after a visitor.

Signing 'IN' and 'OUT':

As a safety measure to know who is in the building in case of emergency, all visitors are requested to sign-in at the visitor's sign-in table in the lobby upon arrival and before leaving.

"WASH YOUR HANDS" – Infection Control:

Please do not visit if you are feeling unwell or have cold or flu symptoms. Instead phone calls are welcome to check on a family member while you are ill.

Please use the hand wash station just inside the front entrance when entering and leaving the facility. There are many other hand wash stations throughout the building and you are encouraged to use them regularly.

Please read the posted signs regarding Infection Control or Outbreak prevention. You will be informed by phone message to your home and upon entrance to the Home if there is an "Outbreak" in progress and the procedures to be followed according to the Public Health

Department and the IOOF Home Infection Control Team. The IOOF.com website will also post Outbreak Information.

If visitor restrictions are in effect, please honor them. This is for the benefit of everyone's health - visitors, residents and staff.

For compassionate reasons and in exceptional circumstances during an "Outbreak", family members may be allowed to visit upon consultation with Nursing Management.

Resident Living Areas: Floor maps are located at the end of this Handbook

Simcoe Lodge – Second Floor (Main) of the south wing

Allandale Village – Third Floor of the south wing

Kempenfelt Court – Ground floor of the north wing

Georgian Way – First Floor of the north wing

Baldwin Lane – Second Floor (Main) of the north wing

Elston Temporary Unit – First Floor of the South Wing

Public Washroom Locations/ Resident Washrooms:

Public washrooms are located on the main floor between the lobby and the main dining room close to the elevators and on either side of the dining rooms in the north wing home areas.

All Resident rooms have a washroom. Water temperature is controlled to prevent burns.

Elevators:

There are two passenger elevators. To serve the south wing, one is located off the main lobby between the lobby and the main dining room. The other is located in the north wing to serve those residents. **The elevators are NOT to be used during a fire alarm.**

Upon Arrival:

On admission, a Resident will be greeted and taken to a Resident Home Area and room according to availability, and care requirements. Directions to enter and exit locked Home Areas using number touch pads are posted. Kempenfelt Court is one secure Home Area where Residents who tend to wander or have varying degrees of confusion are best accommodated. When entering or exiting Kempenfelt Court, please ensure that Residents in this area do not mistakenly wander out.

Introductions

Once settled into the assigned room, staff will orient the Resident to the basic layout of the Home Area. A Resident will be introduced in the dining room at the first main meal following his/her arrival. New Residents will also be welcomed by a variety of different staff over the first week. All staff and volunteers wear Name Tags for identification convenience.

Moving is a major change in anyone's life. The move from a private home to communal living is especially significant. Please give plenty of time to gradually adjust to this new lifestyle.

Everyone adapts at different rates. New Residents can be overwhelmed with too much information all at once. Thus this Handbook has been developed for easy and ongoing reference.

Moving Day:

Personalizing a Resident's space is important. Families are encouraged to provide pictures and memorabilia on day one. However, chairs, dressers and other furnishings must be pre-approved by the Resident Care Management team based on the Resident's care requirements and the available space in the room. Therefore, families are encouraged to bring approved furniture items to the room only after the care requirements are established by the care team. **Prior to arranging delivery of personal furniture and belongings to the Home, please contact the Assistant Director of Resident Care.**

Unpacking & Labeling of Clothing:

Prior to admission or when purchasing new articles, it would be appreciated if all the Resident's clothing being brought into the home was labelled with his/her initials. Please remember to also label the clothing the Resident wears on the day of admission as well as shoes, slippers, personal linens, glasses, dentures, hearing aids, orthotics, personal hygiene equipment etc . Residents and families are encouraged to buy washable clothing that can be easily laundered in the Home in large institutional machines.

Upon arrival on admission day, please do not unpack your suitcase(s).

During admission, an Environmental staff member will bring the labels and heat seal machine into the Resident's room and label the personal items as they are being unpacked. These items will then be hung in the closet/wardrobe or put into the drawers after they have been labelled. In a case when a Resident moves in and the Environmental staff is not available to label at that time, there will be a personal laundry bag left in the room so that any soiled items can be left in the room and be labelled the next morning.

Personal items must be labelled before leaving the Resident's room.

Dentures may also be labelled by the dentist for a minimal fee.

"Residents are discouraged from keeping very valuable items here at the Home." It would be better for families to keep such valuables stored elsewhere to prevent loss. The IOOF Seniors Homes Inc. is not responsible for any lost or stolen items.

Visiting Times:

Visitors are welcome anytime. However, the usual hours are 7:00 a.m. - 9:00 p.m. The doors are locked at 9:00 p.m. every evening. When visiting after 9:00 p.m., please use the intercom system, located in the vestibule at the Home's main entrance, to summon staff to buzz you in.

Children are welcome, as are well behaved, vaccinated, and supervised (leashed) pets.

Courtyard/ gardens are open for visits during warmer weather.

If living in a standard or semi-private room, please take advantage of the lounges or other common areas when entertaining guests so as not to disturb room mates.

During a **flu outbreak or other contagious health issues**, visiting may be restricted. Please check for signs before entering the building.

Visiting With Pets:



Pets are very welcome. However, pets involved in the formal Pet Therapy program as well as families who bring pets into the home must abide by infection control and health and safety standards.

All visiting pet owners/handlers must be aware of the following:

- Visiting pets should wear their current vaccination tags or pet owners must provide proof of pet vaccination if requested.
- All pets entering the Home must be leashed.
- Pets cannot enter areas where Residents are eating.
- All pet handlers and Residents please practice good hygiene that includes hand washing before and after contact with a pet.

Public Telephone:



A pay phone is not available at the Home but a "House Phone" is offered in the main lobby near the auditorium cloak room, free of charge, for local calls only. Just dial "9" for an outside line and then the local phone number.

Snack Machines:

Beverage and snack machines are available in the Home on the Main Floor in the main dining room close to the elevator.

Tuck Shop:



Operated by volunteers, the Tuck Shop is located by the main lobby. It is open every Monday, Wednesday and Thursday from 9:30 a.m. to 11:00 a.m. to provide Residents and visitors the opportunity to purchase treats, stamps, greeting cards and small items in-house.

Smoking Policy:



The IOOF Home is a “smoke free environment” for all staff and Residents as well as visitors and volunteers (Smoke Free Ontario Act 2006).

There is one designated outdoor smoking space on the property at a distance and location from the Home that meets the requirements of the law but is unsafe to access for Residents without assistance or supervision which is not provided. The nicotine patch program is offered to Residents when needed for smoking cessation.

Visitors may only smoke at the designated outdoor area in the centre island of the parking lot.

Residents may not keep lighters or matches on their person or in their room at any time.

Alcoholic Beverages:

Responsible use of alcoholic beverages by Residents is acceptable in the Home. Alcohol consumption must be authorized by the doctor, and be kept at the Nursing Station and given to the Resident as per the instructions of the doctor.

Scent Reduced Environment:



Many Residents, staff volunteers and visitors are allergic to scented products. For everyone's safety, visitors are asked not to use scented products such as perfume, cologne, hairspray and aftershave while visiting the IOOF Home.

Gratuities, Tips & Gifts:

The IOOF Home is proud to provide Residents with service. **Gratuities, tips and gifts to staff are not permitted.**

Fire Safety:



It is a fire when a person, through any of their senses of perception, detects smoke, excess heat, or flame. When in doubt, assume it is a fire until proven otherwise, and do not hesitate to activate the fire alarm. Fire alarm system 'pull stations' are located at the exits from all Home Areas and throughout the hallways in the building.

Resident Fire Safety Instructions:

1. If you discover a fire or smoke, pull nearest fire alarm, or the "Call Bell Pull Cord" for the nurses' station, or call for help. Follow instructions from staff.
4. Upon hearing fire bells, remain where you are until staff advises you where to go. Remain calm.
5. If you are able, close all doors and windows in your immediate area, to help confine fire. Prepare for evacuation.
4. If you are in the fire area, staff will come to assist you immediately. Follow instructions from staff.

DO NOT - SHOUT FIRE
DO NOT - PANIC
DO NOT - USE ELEVATOR

Fire Safety

Residents are asked to **STAY WHERE THEY ARE** when they hear the fire alarm unless directed by staff to move to a safer location. Always follow the instructions of staff promptly. There are fire doors separating all of the Resident Home Areas, which automatically close in the event of an alarm. As well, all Resident rooms have fire rated doors leading to the hallway. Elevators cannot be used during a fire alarm unless requested by the Fire Department. Fire exits are clearly marked from each floor and Residents and visitors are encouraged to become familiar with their location.

The LTC Home's Fire Safety Plan is current, reviewed annually, and has been approved by the Barrie Fire Department.

Fire drills are scheduled regularly without prior notification, and all staff, visitors, and residents are expected to participate. If visiting a Resident, please stay with the resident during an alarm.

Everyone will be advised when it is safe to return to normal activities when they hear the "All Clear" announcement over the public address system. Full cooperation during fire alarms is essential to the safety of all residents at the IOOF Home.

An Emergency Preparedness Plan is also in place, and "mock exercises and evacuations" are conducted regularly as per legislated requirements. Residents will be notified in advance when a mock evacuation is to take place.

Common Sense Tips to Prevent Falls:

Falls are a serious and all-too-common problem among the elderly.

If a Resident should ever suffer a fall, be sure to inform the Resident Care staff even if it is believed there is no injury.

Take the time to think about these tips, which may help prevent falling.

- When getting up from a lying or sitting position, if light headed, stand still for a few seconds.
- Check posture when first standing up and make sure the back, hips and knees are straight before starting to walk.
- Try to walk with feet spaced apart. The wider the base of support, the more stability there will be.
- When walking, put the foot down heel first. This exercises the ankle muscles and prevents shuffling.
- Always take several steps when making a turn. It is unsafe to turn quickly or to pivot.
- If getting up at night, make sure there is adequate light to see by. It is more difficult to balance in the dark.
- If using a rocking chair, try to make a practice of sitting and rocking in it daily. The rocking motion stimulates the balance system, and pushing on the floor with the feet exercises the ankles.
- Generally, whenever walking outdoors, in an unfamiliar or crowded area or for long distances, use a walking aid.
- If walking outdoors and approaching rough ground, uneven pavement or gravel, take these steps to keep steady:
 - Walk slowly when outdoors.
 - Check the ground outdoors to anticipate any uneven places.
 - Place the walking aid down firmly and make sure it is steady before each step.
- In the case of a fall, notify the Resident Care staff immediately to assess for injuries and check ways of preventing future falls.

RESIDENT SUPPORT SYSTEMS

Visiting Family & Friends:

Residents are encouraged to come and go, visiting with family or friends as often as they wish. We ask that the Resident or family members inform the Resident Care staff when you are planning to leave, especially if it is for an extended period, so that medications might be sent along. Even if your visit is just for a few hours, **all Residents leaving the building are asked to register his/her name in the sign-out book located at each Nursing Station.**

Personal Relationships:

Each of us benefits from close personal relationships and friendships. There is no reason why these cannot continue or grow while Residents are living with us.

Residents should feel comfortable asking for the necessary quiet times and privacy to allow these relationships to take place.

Continuing Family Ties:



We are aware of the continuing personal interest and support each individual treasures from family members.

Family ties that have been established over the years are encouraged to continue. New Residents in particular should realize their family is there to support them.

Family members are welcome at all times and are free to participate in the social and recreational programs that take place at the Home.

We depend on the families to give us advice on the care requirements, the background and the interests of our Residents.

Residents & Families Input Into Decision-Making

We Want to Hear from the Residents:

The IOOF Home is committed to continuous improvement of the quality of our services and programs. We believe it is vital to hear the Residents' opinions and to involve them in the planning and evaluation of changes and improvements to our home. Residents and their families have several avenues for participation.

Resident Care Conferences:



Within six weeks following the Residents' admission, a formal multi-disciplinary Care Conference including the Resident and family representatives will be held to further discuss the Resident's plan of care. The purpose of each Resident's care plan is to capture and reflect the Resident's current strengths, abilities, preferences, needs, goals and safety/security risks as well as to provide clear directions to the staff

providing care. There after, a Care Conference will be held as needed or requested.

The Resident and/or Power of Attorney for Personal Care may request access to and an explanation of, the Resident's plan of care at any time. Please contact the Director of Resident Care and/or the Nurse in charge should you wish to do so. Special Care Conferences may be held on staff or family/resident request to discuss specific issues/concerns.

Residents' Council



The Home has a Residents' Council consisting of Resident representatives nominated by fellow Residents. Family members, Home CEO and Department managers, or other individuals from the community may attend Council meetings by invitation. Residents are encouraged to participate in

Council activities. The Home provides a comfortable meeting room and seating for all Residents' Council meetings. Attending regularly by invitation is a Program Support staff member as recording secretary.

The purpose of the Council is to promote good relations and fellowship among the Residents of the Home, and to provide liaison between the Council and the Management of the Manor.

Council members have a number of responsibilities in the Home, including welcoming new Residents, participating in media events, thanking special guests and participating in Home committee work, evaluating programs, events and menu planning. They meet every month to address issues and concerns of importance to Residents and their families and recess for July and August. Council members inform fellow Residents about any changes in care or policies in the Home. The minutes of the Residents' Council meetings are posted on bulletin boards throughout the Home.

Suggestions and complaints from the Residents' Council shall be documented, investigated and responded to in writing by the CEO or her designate within 21 days unless a verbal response is agreed upon at the meeting. For more information about Residents' Council, please speak to the Director of Program Support and Volunteer Services.

Residents' Food Committee



A Food Committee consisting of volunteers from the Residents' Council meets with Food Services staff after each Residents' Council meeting to discuss menu ideas, recommendations and concerns. The purpose of the Food Committee meetings is to provide new and interesting information about the Food Services Department, provide an education forum for the Residents, and to give Residents an opportunity to participate in decisions directly related to food service, menus and dining experiences.

Family Council

The Family Council is mandated by the Ministry of Health and Long Term Care. Family members are invited to join the Council and be active participants.

In September 2004 a Home Family Council was established at the IOOF Home. The Council acts in an advisory capacity and to facilitate effective communications among residents, families, management and the staff of the Home.

Any family member of a Resident living in the Home who wants to participate is welcome. Family representatives volunteer to meet regularly with the Director of Program Support & Volunteer Services acting as facilitator. On occasion, the Family Council meeting is open to all families and includes an educational forum with guest speakers on a topic of general interest.

Family Council meetings dates and times are posted on the Family council bulletin board in the main lobby area of the Home. Residents interested in Family Council participation, should speak to the Director of Program Support & Volunteer Services.

Under the Long Term Care Homes Act 2007, a Family Council of a long-term care home has the power to do any or all of the following:

1. Provide assistance, information and advice to residents, family members of residents and persons of importance to residents, including when new residents are admitted to the home.
2. Advise residents, family members of residents and persons of importance to residents respecting their rights and obligations under this Act.
3. Advise residents, family members of residents and persons of importance to residents respecting the rights and obligations of the licensee under this Act and under any agreement relating to the home.
4. Attempt to resolve disputes between the licensee and residents.
5. Sponsor and plan activities for residents.
6. Collaborate with community groups and volunteers concerning activities for residents.
7. Review,
 - i. inspection reports and summaries received under section 149,
 - ii. the detailed allocation, by the licensee, of funding under this Act and the *Local Health System Integration Act, 2006* and amounts paid by residents,
 - iii. the financial statements relating to the home filed with the MOHLTC under the regulations and with the local health integration network for the geographic area where the home is located under the *Local Health System Integration Act, 2006*, and
See: 2007, c. 8, ss. 195 (8), 232 (2).
 - iv. the operation of the home.
8. Advise the Corporation of any concerns or recommendations the Council has about the operation of the home.
9. Report to the MOHLTC any concerns and recommendations that in the Council's opinion ought to be brought to the MOHLTC's attention.
10. Exercise any other powers provided for in the regulations. 2007, c. 8, s. 60 (1).

Advocacy:

The Board, Management and Staff of the IOOF Seniors Homes Inc. are committed to providing an environment that promotes an advocacy process where everyone will be comfortable and confident in advocating on behalf of the Resident.

Constructive ideas are welcome from the Residents in the planning and evaluation of programs and services. This can be accomplished through feedback to the Residents' Council and Family Council, as well as during a Resident's annual care conference or by approaching staff and managers at any time.

Are you hesitant about being an Advocate?

You may fear being told to mind your own business or you may also be concerned that the Resident could suffer reprisals should you speak on his or her behalf. Our organization strongly supports the philosophy that emphasizes the Rights of Residents and the advocacy process. There are no exceptions to these beliefs ---- advocacy is always promoted.

“Whistle-blowing” Protection:



Is now enshrined in the Long Term Care Homes Act 2007

No person shall retaliate against another person, whether by action or omission, or threaten to do so because,

- (a) anything has been disclosed to an inspector;
- (b) anything has been disclosed to the Ministry of Health & Long Term Care (MOHLTC) including, without limiting the generality of the foregoing,
 - (i) a report has been made under section 24, or the MOHLTC has otherwise been advised of anything mentioned in paragraphs 1 to 5 of subsection 24 (1),
 - (ii) the MOHLTC has been advised of a breach of a requirement under the Long Term Care Homes Act 2007, or
 - (iii) the MOHLTC has been advised of any other matter concerning the care of a resident or the operation of a long-term care home that the person advising believes ought to be reported to the MOHLTC; or
- (c) evidence has been or may be given in a proceeding, including a proceeding in respect of the enforcement of the Long Term Care Homes Act 2007 or the regulations, or in an inquest under the *Coroners Act*. 2007, c. 8, s. 26 (1).

What is the Advocate’s Role?

- An advocate speaks on behalf of the Resident who is unable or unwilling to speak on his/her own behalf.
- An advocate will follow the Resident’s instructions. Should the Resident be unable to instruct, advocacy will take place only if the Resident is perceived to be at serious risk.
- An advocate does not have the authority to make decisions on behalf of a Resident.
- An advocate will respect the confidentiality of the Resident.

Residents, families, friends and volunteers are encouraged to advocate for Residents in an atmosphere of co-operation. **Everyone is an advocate at the IOOF Seniors Homes Inc.**

“Your Opinion Counts” Resident Satisfaction Survey

In order to continuously improve services, the Home distributes a Resident & Family Satisfaction Questionnaire to evaluate the level of Resident and family satisfaction related to the care and services we provide. These questionnaires are sent out annually in October seeking a response. Identified areas of concern are followed up by Management and the tabulated results are reviewed by the Corporation’s Board of Directors and posted on the public bulletin board by the Administration office.

Complaint Process:

The IOOF Home has publicly posted the Complaint Procedure along with contact information re: **Long-Term Care Action Line at 1-866-434-0144** and Advocacy Resources.

All are placed on a bulletin board in the main lobby by the front entrance close to the Administration Offices.

At times, Residents/families may want to obtain information, raise concerns, lodge complaints or recommend changes regarding the Home and its services. The Corporation desires that any complaint be dealt with promptly and resolved.

Out of courtesy to the Staff and Management of the Home, please use the following informal and formal **steps for resolving complaints and/or addressing issues**:

- Discuss the issue with the direct care staff on the specific Home area
 - Discuss the issue with a Registered Nurse on the specific Home area
 - Discuss the issue with the Director of Resident Care or relevant Department Head *
(For a detailed list of Management Members contact information, please refer to pages 11 – 13 of this Handbook).
 - Discuss the issue with the Home's CEO
 - Raise the issue with the Residents' Council of the Home or Family Council
 - Lodge a written complaint with the Board of Directors (the names of Board Members are available from the Administration Office)
 - Contact the Ontario Ministry of Health and Long Term Care ACTION LINE at:
 - **Long-Term Care ACTION LINE**
Phone: **1 866 434 0144**
7 Days a Week 8:30 a.m. – 7:00 p.m.
 - Contact the Ministry of Health & Long-Term Care in Toronto* about the issue
 - Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7
- Or the Minister of Health & Long Term Care*
- The Minister of Health & Long Term Care for the Province of Ontario
Ms. Deb Mathews
Ministry of Health & Long Term Care
Hepburn Block 10th floor
80 Grosvenor Street
Toronto, ON M7A 1R3
Phone: (416) 327-4300
- Contact local and/or provincial consumer advocacy groups*.
- *above phone numbers are listed on the bulletin board in the main lobby.**

As per the LTC Homes Act (2007) every written or verbal complaint made concerning the care of a resident or operation of the Home shall be dealt with as follows:

1. 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, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. For those 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 of receipt of the complaint including the date by which the complainant can reasonably expect a resolution, and a follow-up response shall be provided as soon as possible in the circumstances.
3. A response shall be made to the person who made the complaint, indicating,
 - i. what has been done to resolve the complaint, or
 - ii. that the Corporation believes the complaint to be unfounded and the reasons for the belief.

Duty to Make Mandatory Reports to the MOHLTC:

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

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. 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 the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.
5. Misuse or misappropriation of funding provided to the Corporation under the Long Term Care Homes Act. 200, c. 8, s. 24 (1).

THE SERVICES WE PROVIDE

ADMINISTRATION & FINANCE

Administration Office Hours:

The Administration Office is open from 9:00 a.m. - 5:00 p.m. Monday through Friday excluding statutory holidays. Residents, family members or their approved representatives may seek information or settle accounts during these hours. To reach the office by telephone, during business hours, you may call 728- 2389 ext. 301.

Sign the Admission Agreement

The Residents and/or the Resident's Representative (POA) is agreeing to abide by the *Long Term Care Homes Act, 2007*, Regulations, and the IOOF Homes' policies and procedures.

A copy of the IOOF Home Admission Agreement is provided with the admission package. ***Residents, families or their approved representatives (Financial Power of Attorney) are requested to arrange a time to visit the Administration Office as soon as possible before or upon admission to review and sign the Admission Agreement, to discuss payment of accounts and other business matters. Provincial legislation requires that the Admission Agreement must be signed upon admission with a copy to go to the Resident's file and a copy to the Resident's POA.***

At this meeting, the Resident/POA will be asked to sign a Pre-Authorized Payment Authorization to withdraw required bank funds to cover the accommodation charges which are processed on the first day of each month. The Resident/POA will also be asked to provide information regarding funeral arrangements.

Voidable Agreements

An agreement between the Corporation and a resident or prospective resident, a substitute decision-maker of a resident or prospective resident, or a family member of a resident or prospective resident is voidable by the resident, prospective resident, substitute decision-maker or family member for 10 days after it is made. Long Term Care Homes 2007, c. 8, s. 81 (1).

Obligations Incurred Before Voiding

The voiding of an agreement does not relieve any person from liability for charges that were incurred before the voiding. Long Term Care Homes 2007, c. 8, s. 81 (2).

When Fees are Payable:

Fees are payable at the first of each month for the current month. Monthly statements are either available from the office or are mailed out to Resident representatives (POA's) regularly. **A \$40.00 administration fee will be charged for N.S.F. cheques or frozen/closed account returns.**

For income tax purposes, the IOOF Homes issues a receipt for the accommodation fees paid by a Resident in any one year. These payments can be claimed as Medical Expenses. As the IOOF Home is a charitable organization and therefore exempt from paying property taxes, **no portion of this amount can be used to claim the Ontario Property Tax Credit.**

If a Resident no longer resides at the Home any outstanding arrears shall forthwith become due and payable and will be billed to the Resident and/or the Guarantor.

The Resident is solely responsible for any financial loss or harm occurring as a consequence of the Residents' management of his/her financial affairs.

The Resident is expected to name a substitute decision-maker or continuing Power of Attorney: (1) For Personal Care; (2) for Property/Finances and provide a copy of the most currently executed Power of Attorney documents to the IOOF Homes.

Powers of Attorney & Contact Information

It is very important for every Resident who plans to reside in the Home to designate or have appointed a Power of Attorney for both Personal Care decisions and Financial matters for that time when they are no longer able to make such decisions and/or look after business affairs. The Administration staff will be happy to provide explanatory POA booklets and kits regarding this process. **Attested copies of both types of POA will be requested** upon admission to the Home.

As well, the Resident Care Department must be advised of the Power of Attorney (POA) for Personal Care and/or a Resident's next of kin, with names, addresses and phone numbers, to be contacted in case of changes in health status, or in an emergency. Privacy and confidentiality are maintained by releasing information only to the POA for Personal Care and/or POA for property unless directed otherwise by the Resident.

The IOOF Home asks the Resident's Representative (POA):

- to attend any meeting, at a mutually convenient time, for the purpose of discussing the welfare of the Resident or any other matter covered by this Agreement
- to inform the IOOF Homes of changes of contact information of the Guarantor and/or next of kin, or persons responsible for the above named resident, and
- to provide on ongoing basis appropriate clothing and footwear, prosthetic devices (glasses, dentures, hearing aids, etc.) and anything else, which is reasonably necessary for the Resident's comfort and functional ability in the Home.
- to ensure that the Resident's accommodations fees are regularly paid in full and in a timely manner.
- to respect the right and privacy of other persons in the Home and to treat those persons in the Home with dignity, courtesy and respect.
- to remove items of furniture and personal effects from the Home within 48 hours of the Resident's date of death or discharge

Health Card:



On admission the Home Administration Office will verify that the health card number matches with the information received from CCAC. The Ministry of Health and Long Term Care will be notified on the Resident's behalf of the address change. A new card is usually issued and sent directly to the IOOF Home. The POA can either request to be given the new card or it can be kept in a binder in the Resident Care Administration Office. If a Resident does get a health card or an expiry

notice sent to him/her at an old community address, please forward it to the Resident Care Administration Office. Renewal cards will be requested by the Home. If the health card was lost or stolen prior to admission, please advise our Resident Care Administration Office.

Resident Photograph & ID Bracelet:

It is very important for each new Resident's picture to be taken on the day of their admission to the Home by the Administration Office staff. It allows staff to get to know a Resident sooner and it is a safety measure for such measures as fire safety, medication dispensing, therapeutic nutritional requirements, and elopement. A staff member from Resident Care will bring a new Resident after admission to the Administration Office to take his/her picture. An identification bracelet will also be prepared for every Resident. This bracelet must be worn at all times so that staff can confirm identity for administration of medication and in case of emergency situations.

Basic or Standard Accommodation:

Accommodation fees in all Ontario LTC Homes are set by the provincial government and are adjusted upwards annually for a basic or standard bed.

Preferred Accommodation:

Two types of preferred accommodation are available:
Private Room & Semi-private Rooms

The Province regulates the upper fee limit that may be charged for such semi-private and private accommodation.

A schedule of current fees is included in the Admission package.

Rate Reduction:

Residents with limited income may be eligible for a reduction in fees. Regardless of the availability of a rate reduction, seniors are encouraged to file tax returns in order to receive the various credits/rebates that may be available.

Rate reduction is available to all Residents who, based on their net disposable income after taxes, can no longer afford to pay the basic accommodation rate.

You may apply for a rate reduction in Long-Term Care Home Accommodation Fees' through the Home Administration Office. This application requires the Resident to disclose his/her yearly income only, not the value of personal assets.

In order to apply for assistance, a Resident is required to produce the current "Notice of Assessment" received from Revenue Canada after filing his/her Income Tax Return.

A waiting period may exist for rate reduced accommodations and ongoing payment is required for existing accommodation until a rate reduced bed becomes available. Residents who are approved for rate reduction cannot reside in a private room. Rate reduced beds are available in standard (two beds in a room) accommodation only.

Comfort Trust Account:

Residents are encouraged to manage their own financial affairs or to appoint a Power of Attorney for Property to manage their assets or personal funds. A Power of Attorney can be a family member, friend or financial institution.

Upon admission, a Comfort Trust Account is established for a new Resident with the IOOF Homes Finance Department and divided into two sub accounts: one (Trust) to account for the cost of monthly accommodations and the other (Comfort – like a petty cash account) is set up for personal items. Itemized accounting statements are maintained and distributed regularly and/or at least quarterly.

Deposits and withdrawals may be made at the Administration Office during normal business hours (Monday to Friday, between 9:00 a.m. and 5:00 p.m.).

Residents may wish to arrange to have pension cheques deposited directly to their Trust account to apply to accommodation costs.

Residents may charge a number of expenses to their Resident Comfort Trust account each month. The Unfunded Services Agreement that makes up part of the Admission Agreement must be signed by the Resident or financial POA representative giving permission to do so. These extra charges may include telephone, cable TV, hairdressing/barbering, tuck shop, guest meals, clothing sales, special outings etc. or to simply withdraw cash when needed. This will enable you to have access to money without keeping it in your room.

Prescription drugs and drugs not covered under the provincial drug plan are invoiced directly to the Residents or financial POA by the local drug store as are other such approved professional services.

Under the Long Term Care Homes Act 2007, Residents are not required to purchase care, services, programs or goods from the Corporation and may purchase such things from other providers, subject to any restrictions by the Corporation, under the regulations, with respect to the supply of drugs. Long Term Care Homes 2007, c. 8, s. 78 (2).

In Ontario residents are guaranteed a comfort allowance. This means **every Resident is entitled to have the comfort allowance available to them from their pension cheques before accommodation fees have been charged**. Currently the amount is \$134.00 per month. It is recommended that the balance of your Comfort account not exceed \$500.00.

User Pay Services:

Under each section in this Handbook describing services are listed those goods, supplies and services which are provided at no additional cost at this time, by the Home or by the Government of Ontario.

It is understood that, in the event that the Government of Ontario ceases to provide certain supplies or services, the costs of these benefits may become the Resident's responsibility.

Residents will be expected to pay the full cost of the following partial list of optional services and goods. Additions and/or deletions are dependent on legislative changes and personal choices.

- Cable TV, telephone, internet, hairdressing, newspapers/magazines
- Tuck shop purchases, meals off premises (e.g. on shopping trips), Resident's guest meals
- Personal use craft materials, BACTS bus, taxi and other transportation costs for personal use
- Dry cleaning, purchases of clothing
- Recreational activities outside the Home (e.g. some trips, theatre, etc which are not funded by the Home)
- Personal equipment (e.g. TV, radio, lamps, walker, Geri chair or wheelchair)
- Devices/drugs not covered by insurance programs, personal hygiene products of a different brand than those supplied by the Home
- Hearing aids, batteries and repairs, eyeglasses
- Supplementary nursing services from outside agencies
- Dentures, dentist/denturist services, foot care services
- Support stockings, special footwear/braces.

If a Resident qualifies as a Canadian veteran they may receive assistance for some of the above items through DVA. Please ask the Administration Office staff and they will contact the local Legion Branch to assist with the application.

Valuables & Belongings:

Residents are encouraged to be selective in choosing those valuables he/she wishes to bring with him/her, as such items can easily be lost or broken. The bedside table has a locked drawer in it. Each Resident can have a key upon request.

The IOOF Homes discourages the keeping of large amounts of cash or valuable personal items (i.e., rings, other jewellery, etc.) in the Home.

The IOOF Home will not be liable or responsible for:

- (a) the loss of money, valuables and personal effects of the Resident unless these were respectively and specifically deposited to be held in safe keeping by the IOOF Homes; and
- (b) the loss or destruction of clothing, dentures, dental bridges, hearing aids, eye glasses, contact lenses, remote controls, wheelchairs, walkers, or any other prosthetic devices of the Resident unless the loss or destruction occurred as a result of **proven** negligence on the part of the IOOF Homes.

Residents are encouraged to arrange their own insurance coverage for specific items.

Donations:



The IOOF Seniors Homes Inc. as a charitable and not for profit organization, encourages individuals, friends, families and community organizations to make financial donations. All donations are used within the IOOF Homes for activities or projects to enhance the quality of life for the Residents. Donation receipts are distributed for income tax purposes. A most sincere thank you to all those who have made donations.

Donations of equipment are specific, subject to an inspection process and must be approved by Resident Care or Program Support management. If a donation receipt is desired for such a donation in kind, an approved appraisal must be obtained. We do not accept clothing donations. However exceptions may be made for open back clothing.

Additional Services

Telephones:



The IOOF Homes contracts with a supplier to provide all of the Home's telephones. **For a monthly fee, Residents wishing to have a telephone activated in their room may do so.** An installation fee also applies.

Residents are responsible for any long distance charge which is currently 5 cents/minute anywhere in North America or for a nominal fee can purchase 500 long distance minutes/per month for anywhere in North America.

Phone service for hearing and vision-impaired Residents is available through the telephone company.

Please see the Administration Office to make such arrangements.

The nursing stations are busy and while staff may relay personal phone messages for Residents without phones on occasion, it is not encouraged on a routine basis.

Cable Television

Television sets with enhanced cable programming are provided for general viewing in the main lounges on all floors.

Residents are welcome to bring their own television. TV access to **Rogers' enhanced cable television programming in a Resident's room for personal viewing is available at a monthly cost.** Arrangements may be made for this service at the Administration Office. All charges related to television cable service in a Resident's room are the Resident's responsibility.

A small to midsize portable television (not larger than 24 inches) is recommended if it is an older bulky style that will sit on a dresser. The newer flat screen TV's, if being wall mounted, may be larger. Televisions will need to be inspected by the maintenance staff prior to being set up in a Resident's room. Earphones are useful, so that programs may be enjoyed late in the evening without disturbing the neighbors.

Computers and Internet:

Residents are able to have internet services in their rooms, but it is up to the resident to arrange for these services and to pay any costs incurred directly to the service provider. The IOOF Homes is not able to provide any technical support for the residents' personal computers. WIFI is not available.

Mail:

Residents may receive mail at:

**Odd Fellow & Rebekah Home
10 Brooks Street
Barrie, ON L4N 5L3**

Mail is delivered to the Home Administration Office each business morning. Office staff sort and deliver mail to Residents Monday through Friday. Mail is also available for pick-up at the office by Residents or family after 1 p.m. Monday through Friday.

If a Resident's Power of Attorney will be taking care of his/her personal and financial needs, it is encouraged to have bank statements and income tax receipts forwarded to that person.

Stamps may be purchased from the Tuck Shop only. Mail may be left to be posted at the Administration office. However, **stamps are NOT available at the Administration Office.** An exterior Canada Post mailbox, located at the corner of Brooks Street and Baldwin Lane by the bus stop, picks up daily for those who wish to post their own mail.

Newspapers:

Residents and/or families may subscribe to the various local newspapers or Toronto Star or Sun. However, these **papers are only delivered as far as the front entrance of the Home to be picked up by the Resident and/or his/her family.** During the week the Administration Office staff does volunteer to deliver newspapers to resident subscribers but this service is not available on the week end. Setting up subscriptions and payment with the newspapers are also the full responsibility of the Resident and/or his/her family. This function is not handled by the Administration Office.

Banking:

For Residents living on this campus who want to retain a community bank account, the IOOF Homes wheelchair accessible bus makes a trip once a month to the local TD Canada Trust as a service for these residents. Please check monthly Activity Calendar for dates and times.

Room Bookings for Special Gatherings:

Residents/families may reserve a common area for special events such as birthday/anniversary parties, family celebrations, open houses, etc.

Bookings for special events can be made through the Administration Office. Please make **requests three - four weeks prior to the event.** All bookings for available common areas are on a first-come first-served basis.

The **Events Booking Agreement** must be agreed to and signed by Resident families regarding procedures and any associated costs for such occasions.

As well, request forms are also available from the Administration Office for families who request special services such as refreshments, food, decorations, chairs, tables, dishes, staffing, etc., on a fee for service basis which would be determined by numbers attending.

No "open flames" or "lighted candles" are allowed in the Home or adjacent surrounding gardens at anytime.

Available parking for special gatherings is not guaranteed.

RESIDENT CARE SERVICES

The Resident Care Department dedicates itself to a high standard of elder care in cooperation with other Departments within the Home. It endeavors to maximize the independence of each Resident and provide as much support and comfort as possible to improve the quality of life for our Residents. The Department supports and enhances the various activities of daily living, keeping in mind the physical and psychological abilities of the individual and assists Residents to realize their potential.

The Director of Resident Care is responsible for the overall operation of the Resident Care Department and in collaboration with the Assistant Director of Resident Care and Nurse Manager, provides 24 hour support and guidance to the Resident Care Department. A Registered Nurse (RN) is on duty 24 hours per day, 7 days a week. Registered Staff (RN and RPN) and Personal Support Workers / Health Care Aides (PSW / HCA's) are assigned to provide nursing care on all shifts.

Resident Care staff monitors residents' needs and assistance is given whenever needed (e.g. personal hygiene and grooming, mobility, use of toilet facilities, bathing etc). Independence is encouraged and supported through individualized Restorative Nursing Programs. The Registered Staff provides all medications and treatments as ordered by the Nurse Practitioner and/or Physician.

The Home contracts with local external health care professionals to augment care, many of whom provide their therapy services within the Home. Therapy services include: laboratory, x-rays and oxygen, physiotherapists, foot care, vision, hearing and dental clinics, speech and swallowing therapists, physician consultants, nurse clinicians, pharmacy, and massage therapists.

Under the Long Term Care Homes Act 2007, Residents are not required to purchase care, services, programs or goods from the Corporation. Residents may purchase such things from other providers subject to any restrictions by the Corporation, under the regulations with respect to the supply of drugs. Long Term Care Homes 2007, c. 8, s. 78 (2).

Medical Care:



The Medical Director is responsible for all aspects of medical care in the Home and coordinates 24 hour on call service for the Home to ensure Resident needs are addressed promptly. The Medical Director makes regular visits to the Home and Attending Physicians on contract with the Home visit as needed.

To balance the workload the Home has the services of a full time Nurse Practitioner to assist the Physicians with Resident care. Any medical concerns can also be directed to the RN or RPN who will notify the Physician or NP accordingly.

The Home has the authority to permit the Medical Director or delegate to release to the medical staff of any hospital and/or clinic to which the Resident may be referred, information relating to the Resident's health status and treatment which are required for the provision of ongoing care.

When you move into the Home you will always have choices. You may choose to be come under the care of the Medical Director or you may choose to stay with your physician from the community if they are willing to attend to you at the Home. An Attending Physician

contract must be signed between the Physician and the Home and that Physician must be willing to meet the Home's standards for medical services that are in place.

Please be aware that should the opinion of the Resident's Physician and that of the IOOF Seniors Homes' Medical Director conflict, the Home will follow the opinion of its Medical Director.

For Residents who must or choose to change doctors, the Medical Director shall provide care to the Resident. A Resident/family/POA/SDM may arrange an appointment to meet with the doctor through the Registered Staff. The Registered Staff will also request that the doctor see any Resident whom they assess to need medical attention.

Your medication is reviewed every three months by your physician and an annual physical examination is performed on admission and annually thereafter.

Nursing Care:



Nurses' Stations are located in each Home Area. All Resident rooms have call bells located on the wall by the bed and in the bathroom to be used when assistance is needed.

The front line Resident Care team is comprised of Registered Nurses (RN), Registered Practical Nurses (RPN) and Health Care Aides/Personal Support Workers (HCA/PSW).

In the event of a Resident incident or change in health status, the Power of Attorney (POA)/Substitute Decision Maker (SDM) will be notified immediately. It is recommended that all Residents have a designated POA or SDM in place. The Home can provide information and support to facilitate this if requested. Current contact information is required to help ensure a prompt response to any events.

Resident Care staff will plan and conduct a Multidisciplinary Care Conference within 6 weeks of admission and annually for each Resident and their POA/SDM to discuss the Resident's care. Bring any notes and questions with you. Residents/POA and/or the Home may also ask for a Care Conference at any time. These meetings last approximately 20 minutes and involve the resident and family/POA (if able to attend) and representatives from Resident Care, Food Services, Program Support, Environmental Services, Nurse Practitioner and/or Physician and when appropriate physiotherapy.

The Resident's needs and wishes are discussed, the plan of care is reviewed, and decisions are made to enhance aspects of daily living and overall quality of life. Care conferences ensure that Residents are recognized as individuals with choices.

With input from the Resident/family, the multi-disciplinary team will develop a written personalized plan of care. Staff review care plans quarterly and when there is a significant change in a Resident's health status.

While many Residents are able to make independent decisions about their care, others are unable to express their needs and concerns. Sometimes a family member is the only person with the ability to shed light on a situation. We welcome their input. If it is not possible for the family/POA to attend, please have them contact the Registered Staff on the home area to inform them. We recommend that family/POA send in written comments or questions to be

addressed at the care conference. The Registered Staff will follow up with the Resident/or POA after the conference.

Only the POA for Care will be contacted by phone and invited to the conference. This invitation can then be shared with other appropriate family members. All are welcome to attend. Due to the large number of care conferences which must be scheduled annually, it is not always possible for us to alter dates. For those unable to attend in person telephone conferencing can be arranged.

Pharmacy/ Medications/ Supplements/ Alcohol:



The Home contracts with a local pharmacy that provides the services of a Pharmacist available to our Residents. The Pharmacist works closely with the Home's Physicians and Registered Nursing staff.

Both Registered Nurses and Registered Practical Nurses are involved in administering prescribed medications on a 24 hour basis. All medications are given and supervised by our Registered Staff, under the direction of the Resident's Physician. All medications must be taken

in the presence of a Registered Staff member.

Residents are not permitted to keep personal medications or supplements at their bedside because of safety concerns.

The Ontario Drug Benefit plan covers the cost for most medications. On occasion, a Physician may order a medication or treatment that is not covered by this plan and the Resident would therefore incur the cost of these medications.

The pharmacy retained by the Home fills each Resident prescription in prepared package strips. Residents will incur the cost of a minimal dispensing fee monthly. Prescriptions are delivered once weekly to each Home Area. Should medication be required in an emergency, special delivery will be made. Any questions regarding medications should be directed to the Registered Staff, Nurse Practitioner or Physician. If a Resident/family wishes to access written documentation regarding his/her medications, the pharmacist will provide this information on request in consultation with the Medical Director and Director of Resident Care. If a Resident plans to be away from the Home, they are to notify the Registered Staff well in advance so that medications can be prepared to accompany him/her.

Please do not purchase any "over-the-counter", non-prescription medications, without consulting with the Registered Staff. Certain drugs may interfere with other drugs being taken. The Registered Staff must be aware of all medications including ointments, eye drops and herbal remedies. Since there is a potential for adverse interactions between medications and alcohol, Residents wishing to use alcohol must first have obtained a written physician's order.

Screenings/ Immunizations/ Vaccinations:

The Ministry of Health requires that all Residents of long-term care facilities be tested by the facility for past exposure to tuberculosis (TB). A 2 step TB skin test will be performed upon admission. The results will provide a baseline of information for medical and nursing care.

The influenza ("flu") vaccine is offered to the Residents of the Home at no cost, in the autumn of each year. The Physician will order the vaccine if it is appropriate. If a Resident agrees to have our Registered Staff give them the vaccine by injection, he/she or POA will

be asked to sign a consent form. Other vaccines may be offered as appropriate, if recommended by the Public Health Unit.

Bath Schedule:

Residents may have baths and/or showers (two baths or showers a week are provided) and Resident Care staff will discuss your bathing preferences, options, and schedule with you to meet your bathing needs.

Dental Services:

Basic dental screening and procedures are provided in the Home. Services offered include cleaning, scaling, tooth extractions, and fillings. Referrals can be arranged for more complex dental needs. Similarly, arrangements may be made for Residents to visit a dentist. If a Resident is unable to leave the facility arrangements can be made for a dentist to visit.

Residents are welcome to continue with the services of their own dentist or dentist. All costs related to dental care by a dentist or dentist is the Resident's responsibility.

Eye Care:

If a Resident requires the services of an eye specialist (ophthalmologist), he/she will be should speak to the Registered Staff. A local eye specialist visits the Home on a request for eye exams and vision testing at their convenience. Residents are encouraged to continue using the services of their own optician, optometrist or ophthalmologist in the community if they are able to do so. All costs related to eye care are the Resident's responsibility.

Laboratory Work/ Oxygen Therapy/ X-Ray Services:

Technologists visit the Home on a weekly basis to do routine blood work, electrocardiograms and other specific tests, when ordered by a physician.

For those Residents who need oxygen therapy using personalized portable oxygen tanks, the Home has a contractual agreement with an outside company to provide this service. There are certain medical criteria as assessed by a Respiratory Therapist which need to be met in order to have oxygen provided at no cost.

A mobile x-ray service is available to come to the Home. Many routine x-rays may be taken on the premises.

Foot Care/ Hand Care:

General hand and foot care is provided by the Resident Care staff. The Registered Staff will assess the need for specialized foot care on arrival and regularly thereafter as required. Specialized foot care services are available to Residents in house on a fee for service basis through a contractual arrangement with the Home. Costs for specialized foot care services are the Resident's responsibility and he/she will be billed for the service by our financial department. Residents are welcome to continue to use the services of their own foot care specialist, by making their own arrangements.

Appointments:

Referrals to external health care services/clinicians/specialists must be arranged through the Registered Staff. Family members are responsible to accompany Residents to health care appointments outside the Home. Families are also responsible to coordinate transportation to and from the Home. Support in arranging this is available upon request.

Advance Directives:

It is important for Residents and their families to discuss and document a Resident's end of life wishes. "Advance Directive" is a general term that simply means the expression of wishes regarding life-sustaining measures, which need to be recorded and followed. The Home will request that the Resident and/ or POA for personal care and his/her physician complete an Advance Directive Form on admission which will become part of the Resident's health care record.

On admission and during the annual Care Conference and upon the request of the Resident/POA, Registered Staff shall discuss wishes for Resident care in the event of a very serious illness, (for example, would the Resident want to be hospitalized).

Palliative Care:

The staff shall work closely with the Resident and their family to provide compassionate end of life care. Family and visitors are invited to remain at any time in one of the Family Rooms available with a pull out couch or chair and linens for staying overnight if requested.

The multidisciplinary care team is available to support Residents and their families when end-of-life palliative care or advanced symptom control is needed. The goal of palliative care is comfort and dignity for the Resident living with the illness as well as the best quality of life for both the Resident and his/her family, including relatives, partners, and friends. An important objective of palliative care is relief of pain and other symptoms. Palliative care is planned to meet not only physical needs but also the psychological, social, cultural, emotional and spiritual needs of each person and family.

Hospital:

Barrie's Royal Victoria Regional Health Centre is a short distance away by car or ambulance whenever specialized or emergency services are required.

Ambulance:

If ambulance transfer is required on an elective basis, the ambulance service will charge a fee.

Personal & Health Care Supplies and Equipment:



The following items are provided at no cost to the Resident:

Medical and wound supplies.

Supplies and equipment for personal hygiene and grooming.

Residents may continue to purchase their own personal preference of brand supplies and equipment, at their own cost.

Equipment for the **short term** use of Residents, including wheelchairs, geriatric chairs, canes, walkers. Note: If a Resident uses a walker or wheelchair routinely, he/she will be asked to purchase their own equipment. We will arrange for professional assistance to aid in selecting the best equipment to suit their needs. Please feel free to contact the Physiotherapist who can provide a vendor list. Assistance to obtain government funds through the Assistive Devices Program (ADP) to help in the purchase of special devices or equipment needed.

Non-prescription Drugs, Medication, Supplements and Treatment Products:

Residents wishing to have any non-prescription drugs, supplements, or treatment products must first have obtained a written physician's order. If the items are not covered by the Ontario Drug Benefit plan or do not fall into the category of "supplies and equipment" the Resident will be charged accordingly.

Leaves of Absence:

The provincial government has set the following regulations regarding leaves of absence. These are periods of time a Resident may be away from the Manor. When a Resident is on an approved medical or psychiatric leave of absence, he/she will continue to be responsible for his/her basic accommodation costs. The government will continue to fund the nursing and personal care and program and support services cost.

Residents are welcome to come and go as they please. Any Resident leaving the building is expected to sign in and out, in a book kept at the Resident Home Area Nursing Station. The staff must be aware, for emergency purposes, of all Residents who are out of the building. Residents are therefore required to write down what time they have gone out, and approximately what time they plan to return.

The IOOF Home will not assume any responsibility related to the Resident's welfare and care requirements when off the premises of the IOOF Homes, except when such absence is related to a Home event or program in which staff of the Home are in attendance.

A casual leave of absence of up to 48 hours per week is available to Residents of a long-term care facility. The first day of the week is considered to be Sunday, when calculating casual leave. Please notify the registered staff on your unit at least 24 hours in advance, to ensure your medications are ready for your leave.

A vacation leave of absence of twenty-one (21) days a year is available to Residents of long-term care homes. Vacation leave can be used only in the calendar year in which it is granted and is not cumulative.

On the attending physicians orders, instructions and medications will be given to the Resident or party responsible for the Resident's care for use during the Resident's leave.

Medical leave for purposes of hospitalization is up to thirty (30) days at a time and is available to all Residents of long-term care homes. Psychiatric leave for the purposes of hospitalization for assessment and treatment is up to sixty (60) days at a time and is available to all Residents of long-term care homes.

During a leave of absence or stay in hospital, you are required to continue to pay for your accommodation including any services purchased (i.e. Phone).

IN HOME TRANSFERS/ DISCHARGE

Internal Transfers are necessary, at times, to move Residents from one area of the Home to another. **The IOOF Homes has the right to allocate room location and make changes therein as necessary**, considering the Resident's comfort and preference as much as is practicable. Such internal moves are only undertaken with much compassionate forethought by the nursing staff. The Resident and family will be informed in advance (unless the move is urgent), by the Resident Care Department management and the reason for the move will

be discussed. Home staff will facilitate any relocation and attempt to make the move as simple as possible. Should the IOOF Homes request a room reallocation there is no charge.

Should the resident or substitute decision-maker (POA) request a room reallocation there will be a moving charge of \$125.00 and if a telephone account is in operation, there will be a \$50.00 transfer fee.

The Home reserves the right to move a Resident to a different room in the Home if it is determined that the Resident's health care requirements or behaviour make a move necessary. In addition the Home has the right to move or remove room furnishings and/or goods if it can be shown that it is in the interest of the resident's or staff safety to do so.

On occasion, a Resident's health status improves to the point where he/she may be discharged to the Community to live in more independent surroundings. We enjoy facilitating this process and work with CCAC in the Community to ensure that this transition is successful.

Because Ministry of Health and Long-Term Care funding requires that the Home maintain at least 97% occupancy throughout the year, upon transferring to the community or to another long term care facility or upon death, the family or representative is requested to remove the all of the Resident's personal clothing, furniture and equipment within 48 hours. If unclaimed within that time, the Facilities & Environment Department staff will move the belongings from the room to storage until arrangements can be made for pick up. **A packing and storage fee of \$50.00 will be charged to cover a one-week period beyond the 48 hours and thereafter if the representative has not removed the belongings, they will be disposed of and a \$100.00 fee will be charged for disposal of effects.** The Facilities & Environment staff will not be responsible for any damaged or lost articles while packing or storing belongings.

While we appreciate families' kindness in wanting to donate things, only a few very specific items are useful to our resident population. Please contact one of the Management who has the authority to discuss such matters with you.

Where, in the opinion of the Medical Director, Chief Executive Officer, and the Director of Resident Care, the Resident can no longer be cared for in the Home, or if the Resident becomes a hazard to the health and safety of themselves, other Residents or staff, the above mentioned may take steps to transfer or discharge the Resident to another facility where appropriate care can be given. This will be done in consultation with the Community Care Access Centre and the Ministry of Health & Long Term Care.

FOOD SERVICES



The Food Services Department at IOOF Seniors Homes Inc. provides three nutritious, home style-cooked meals daily to the Residents. There are four dining rooms, with the Main Dining Room service the Residents of Allandale Village, Simcoe Lodge and the Elston Unit. The remaining three dining rooms are located at and are specifically for the Residents of Kempenfelt Court, Baldwin Lane and Georgian Way. Food Service employees are in attendance to serve meals, and Resident Care employees provide feeding assistance and monitor to ensure Resident's safety.

The Director of Food Services in collaboration with Resident Care and Food Services employees will determine a seating plan that best suits Residents' needs. Seating is assigned according to appropriateness of individuals. Residents may eat seated in their wheelchair if they are unable to walk. For safety, walkers will be removed from the dining rooms by Resident Care employees during the meal, and returned when Residents are ready to leave.

The Registered Dietitian, Director of Food Services, Food Service Coordinator and qualified production team ensure that wholesome, delicious meals are planned and prepared. State-of-the-art equipment, procedures, and quality ingredients ensure tasteful and nutritious food presentations.

The Residents are offered a varied menu, knowing that each person has diversified tastes and food favorites. Residents are provided the option to choose between two meal choices. If the main entrée of the meal is not appealing, there will always be an alternate offered for Residents to choose from.

IOOF Homes has a Summer/Fall and Winter/Spring three week menu rotation. The menus are also adjusted accordingly to acknowledge important dates and festive events such as Christmas, Thanksgiving, Valentine's Day and more. Residents participate in menu development through the Resident Food Committee.

A daily and weekly menu is posted on the Menu Board located outside each of the dining rooms.

Upon admission the Director of Food Services will meet with the new Resident and complete a Nutritional Profile. This interview provides information such as the Resident's preferences, intolerances, diagnosis and physical abilities pertaining to eating. The Resident's weight will be taken by Resident Care employees, recorded and monitored regularly thereafter. The Registered Dietitian will meet with each Resident upon admission, complete an assessment and develop a nutrition care plan. If special or therapeutic diets, nutritional supplements or assisted feeding devices enabling the Residents to feed themselves are required, the Registered Dietitian will identify this.

Residents and families/visitors may not enter the main kitchen under any circumstances.

Any snack food such as cookies and candies stored in Residents' rooms must be kept in tins or sealed containers. Meal tray service is provided during times of illness or infirmity. It is not recommended that perishable food is kept in the Residents' rooms.

The Food Service Department is also pleased to cater, on a fee for service basis, for special events such as birthday, anniversary parties or other gatherings. Catering inquiries can be made through our Food Service Coordinator at x343.

Residents are encouraged to drink extra fluids between meals (unless medically advised not to) to keep well hydrated, especially during the hot summer months. Resident Care employees will deliver nourishments and *snacks every morning (AM) at 10:00 AM, afternoon (PM) at 2:00 PM and evening (HS) at 7:00 PM* to each Resident in their room or common areas.

Therapeutic Diets:

The Registered Dietitian will visit all new Residents to explain food choices and options at meal times. Special diets and dietary preferences should be discussed with the Dietician at that time. Should Family members wish, they may assist with feeding as volunteer assistance is invaluable, especially during meals.

Meal Times:

Meals are served in each of the dining rooms at the following times:

* BREAKFAST	8:30 AM
* LUNCH	12:00 PM
* DINNER	5:00 PM

If a Resident has an appointment which conflicts with mealtime, he/she may wish to take advantage early meal or a take-out meal. The Resident and/or Resident Care employees are asked to notify the Food Service employees at least one meal in advance if he/she plans to take advantage of early meal or take-out meal due to an appointment.

Guest Meals:

Family members and friends are welcome to join Residents for a meal. To arrange for a guest meal, contact the main kitchen at 728-2389 Ext. 340. Meal tickets can be purchased at the *Administration Office (Monday to Friday, 9:00 a.m. – 5:00 p.m.)*. Please make reservations two hours before meal times.

Guest meal prices:

Lunch: \$6.50

Dinner: \$7.50

Weekend visitors must purchase meal tickets in advance for use on the weekend. Meal tickets **are not** available for purchase from either Food Services or Resident Care employees. Food Services employees **are not authorized** to serve any meals to visitors without a meal ticket. Cash **cannot** be accepted by Food Services employees to purchase meals. Out of courtesy to other tablemates, guests are not allowed to join the resident in the dining room.

Bringing Food from Outside the Home:

In order to permit family and friends to bring safe foods to the Home on special occasions, the following procedure should be followed:

- Resident's family or friends are to notify the Food Service department.
- The foods that family are purchasing and bringing into the facility should have an expiry date on them.
- Foods made at home should be dated with preparation and expiry dates.
- Foods brought in by family members for parties should be for the resident only.
- Food to be shared with all residents (ex. Birthday cake) must be purchased through the Food Services department.
- Prior to resident family members or friends bringing food from home into the Home that is not for a special occasion consultation with the Food Service department (Director of Food Service and/or Food Service Coordinator) is required. This information should be communicated to the Food Service department.
- All food brought in must comply with the Resident's prescribed therapeutic diet and texture order.

PROGRAM SUPPORT & VOLUNTEER SERVICES



The Program Support & Volunteer Services Department: is committed to providing programs and services of a recreational and therapeutic nature. Resident choice, interest, needs, strengths, and lifestyle history are major parts in program planning. The Department tries to involve and encourage family, friends and community in Resident programming.

Residents are involved in the planning of programs of interest; from exercise programs and games to outings on our para-transit bus or van. Program opportunities are designed to be of interest to all Residents. Residents are encouraged to participate at our monthly Activity Chit Chat where ideas are shared to improve the monthly calendar and evaluate activity programs. Resident input helps our recreation staff to tailor programs and introduce new ideas for the benefit of all.

Activity Areas:

A number of common areas are available to Residents on all floors, for programs and events of all kinds.

The **auditorium** is also used for large group events for example monthly birthday parties, dances, exercise program, etc. This room also contains a piano, organ, sound system, and a large 60 inch flat screen T.V. with DVD.

In addition to the larger common areas already mentioned, the Home has a number of smaller **lounges** and family rooms in the Residential living areas which are available to Residents, families and friends. These lounges are equipped with large flat screen televisions. All of the televisions in the lounges are hooked into the cable television system.

Outdoors, the **courtyard garden** is a secure area for Residents to enjoy leisure time in the open air. There are a number of special events and programs scheduled outdoors during the warmer months for Residents to enjoy.

Social & Recreational Programs:



Our Social & Recreational programs provide stimulating activities and one to one visitations for all levels of mental and physical functioning among our Residents.

Our Recreation & Leisure Staff referred to as Activationists regularly visit those Residents who are unable to attend group functions, to provide stimulation through conversation, walking, tactile exercises, reading letters, and/or listening to music in the

Resident's room.

All supplies and equipment for programmed recreational activities are provided at no extra cost.

Special outings, shopping trips, meals special ordered or outside of the building are provided at minimal cost and are based upon a "sign up" process, which is posted outside the main dining room. All transportation and destination locations are wheelchair and walker accessible. Activationists with volunteers supervise all outings.

We welcome, and will try to accommodate, any Resident's special interests, talents, and hobbies.

Activities are highlighted daily on the activity boards throughout the Home and monthly calendars for each Home area are distributed and available in the Home Administration Office by the last day of the month for the next month's program calendar? Monthly calendars are posted in each Resident's room and on the bulletin board just outside the auditorium off the main lobby as well as outside each activity room and the Dining Room in the south wing. All monthly calendars are also available on our website at www.IOOF.com. Please check the monthly calendar to see when the activities that interest you are scheduled.

Activity Program are offered to Residents by enthusiastic staff throughout the week, on weekends and on selected evenings during the week. A variety of programs are offered permitting Residents of all abilities and interests to participate. Residents are encouraged to participate. However, participation is voluntary and Resident choice to or not to participate is respected.

Residents are welcome to participate in the "Happy Hour" program but must have a doctor's order for the consumption of alcohol in reasonable amounts.

Music Therapy

The Residents of the Home have the opportunity to benefit from Music Therapy. Music therapy is the skillful use of music and musical elements by an accredited music therapist to promote, maintain, and restore mental, physical, emotional, and spiritual health. Music has nonverbal, creative, structural, and emotional qualities. These are used in the therapeutic relationship to facilitate contact, interaction, self-awareness, learning, self-expression, communication, and personal development.

Greenhouse & Gardening:



The Home has a Greenhouse located off the front lobby of the Home. Overlooking the courtyard gardens, the greenhouse is a warm and inviting space for any interested Resident, family member or volunteer to enjoy. Residents can partake in year-round gardening in the greenhouse or activity rooms and, for summertime planting, the beautiful courtyard gardens or outdoor decks. Plans are in progress to convert the Greenhouse to a Cafe in the near future while still maintaining opportunities for Residents to participate in gardening and horticulture activities.

Rehabilitation/ Physiotherapy:

Department staff and a qualified physiotherapist assess mobility status of all Residents upon admission and on a regular basis thereafter. A detailed and continuing treatment program is developed for Residents in need of therapy.

The Restorative Care Co-ordinator works closely with the Program Support staff, Resident Care staff, Physicians, and Physiotherapy staff in carrying out any prescribed routines. Therapy and restorative services are provided within available resources to the Residents without cost.

Occupational Therapy:

Upon a direct referral from a Doctor, the Home contacts Community Care Access Centre and requests that an Occupational Therapist comes to the Home to assess the resident's needs.

Assistive Devices Program:

Basic therapy equipment is supplied to Residents receiving therapy services. As a courtesy, the Home through its supplier, will provide therapeutic assistive equipment if available i.e. wheelchairs/walkers on loan, to a Resident upon admission for such needs, on a time limited basis.

The appropriate wheelchair and walker will maximize Resident safety, independence and comfort. Families are encouraged to apply on behalf of the Resident to the Assistive Devices program which provides government assistance for up to 75% of the cost of the mobility devices by a certified ADP Physiotherapist or Occupational Therapist.

Residents are assessed by a physiotherapist or occupational therapist, in the Home, and an application to the program is made. Residents who require assistive mobility equipment will then own their equipment and it will be suited to meet the individual Resident's needs. Costs of equipment required, such as walkers or wheelchairs and possible government funding assistance can be discussed with the Director of Program Support and Volunteer Services and/or the Restorative Care Co-ordinators.

Massage Therapy Services:

Massages are now available to Residents on a fee for services basis by a massage therapist through a contractual arrangement with the Home. Please contact the Director of Program Support and Volunteer Services or the Physiotherapist for information on fees and services.

Spiritual Care Services:

The Spiritual and Religious Care Co-ordinator organizes programs to meet the spiritual and religious needs of the Residents in a multi-faith context. Residents are encouraged to maintain existing ties with community faith groups. Ongoing spiritual support is delivered within a collaborative and ecumenical approach to holistic care.

Several of the local congregations rotate leadership of the interdenominational services worship services held every Wednesday morning in the Auditorium and provide regular celebrations of denominational Communion including Roman Catholic and Protestant. Memorial services are held regularly.

Small group services, individual communion, bible study, special celebrations, palliative spiritual care, bereavement support and grief counselling are also available.

A small non-denominational Sanctuary is available off the main lobby for private quiet time, prayer or meditation or small group spiritual activities.

The Spiritual and Religious Care Coordinator provides understanding spiritual care and counseling to Resident and their families in a multi-faith setting. We welcome Residents to share their faith and to discuss their needs with us. Pastoral advisors (Minister, Priest, etc.) are most welcome to visit at any time.

Hairdressing & Barbering:



The Home has its own hairdressing and barbering salon on the main floor off the lobby area staffed by qualified hairdressers on contract, **Denise Wandler & Elizabeth Sutton.**

Appointments may be booked by contacting the Hair Salon. The hairdressing and barbering schedule is posted outside the Salon.

Monday to Friday – from 9:00 am to 4:30 pm. Telephone Ext. 319.

The hairdresser will make arrangements to have a Resident escorted to the salon and returned to his/her room, if required.

A fee for service is charged. It is the Resident or family's responsibility to make appointments and to pay for this service. This cost may be placed on the Resident's account with signed permission from the Resident or financial Power of Attorney.

Prices Currently in Effect inclusive of HST:

Full Perms \$50.00 - \$60.00

Permanent Hair Colour	\$28.00 (with own box of colour including set)
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Cut Only	\$12.50
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Shampoo & Cut	\$17.00
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Shampoo & Set	\$17.00
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Shampoo, Cut & Set	\$25.00
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Men's Cut	\$12.50
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Library:



A library, located in the Home auditorium, is available for Residents to use. There is a wide assortment of reading material including large print books. There are also talking books for anyone interested in listening to books on tape/CD. The Barrie Public Library offers a library service where new reading material is provided regularly and distributed by the Activationists.

Shopping:

Mobile clothing and shoe retailers, who specialize in clothing and shoes for the elderly visit the Home regularly. Specialty item retailers also visit the Home, i.e. jewellery, accessories, confection, farmer's market and gift wear. They set up their wares in the Home Auditorium or Front Lobby where Residents and visitors may browse and try on items that appeal to them. We encourage Residents and their families to take advantage of these opportunities to buy new clothing, footwear and gifts.

Once per month, an outside shopping trip is planned as part of the recreational programming calendar. A sign up procedure is posted for this type of program. Residents able to go shopping on their own or with family, are encouraged to continue to do so.

Tuck Shop:



The Tuck Shop is located in the front lobby of the Home and is operated by volunteers. It is open every Monday, Wednesday and Friday from 9:30 a.m. to 11:00 a.m. to provide Residents and visitors the opportunity to purchase small items in-house including postage stamps. The funds raised from the tuck shop support the HOME's Residents' Council.

Pet Program:



The St. John's Ambulance pet therapy program visits the Home regularly with their affectionate and well-trained dogs.

As well, the Home encourages visitors to bring their pets to visit providing that the pets are well socialized and kept under control at all times on leash or in a carrier.

Volunteers:

Volunteers of all ages are a much esteemed group at the Home, providing loving support to the Residents. Committed, qualified and enthusiastic individuals work together and play an integral part in delivering quality programming and services. Volunteers are carefully screened, trained and oriented and are provided with meaningful and fulfilling assignments that enhance the Resident's quality of life.

Our generous volunteers assist staff with small and large group programs as well as individual programs on a one-to-one basis. Some of these services include reading to those who have impaired vision, assisting with writing letters and cards, visiting Residents on a regular basis, assisting during scheduled activity programs, bingo, musical activities, worship services, tuck shop, bazaars and teas to name just a few. Assistance at meal times is another area of need and volunteers who express interest receive additional training to support the Resident's dining experience.

A variety of events are also sponsored by service clubs, church groups, etc. The purchase of needed items for the Home is often made possible by generous donations from these volunteers.

If a Resident is in need of the service of a volunteer, (e.g. visiting), please speak to the Registered Staff or the Director of Program Support & Volunteer Services.

The **Home Volunteers** are an enthusiastic and friendly group. **Perhaps, you'd like to join.** All of the above mentioned programs require steady help, and we welcome all inquiries to join this vibrant group. Students 15 + are welcome. If family members or friends are able to donate a few hours of their time to volunteer **please contact the Director of Program Support & Volunteer Services.**

FACILITIES & ENVIRONMENT SERVICES

The Facilities & Environmental Services Department: provides a safe, clean, sanitary and well maintained environment to meet the needs of Residents, staff, volunteers, and visitors to the Home. Their responsibilities include all environmental services that relate to maintenance, housekeeping, laundry, and grounds keeping.

Resident Room Furnishings:



All rooms are furnished with a bed, bedside table, dresser, chair, and in some areas a portable wardrobe. **Residents must use the bed and mattress provided by the Home for reasons of safety and fire retardancy.** All bed linens are provided.

Residents are encouraged to personalize their rooms with a selection of pictures, photographs, books, knickknacks and plants to contribute to a homelike atmosphere. Arrangements may be made to hang pictures in the Resident's room. Requests for maintenance service may be made through the Resident Care staff or the Home Administration Office. Residents and/or their families will be responsible for arranging and paying for repairs to personal furniture and mobility appliances if required.

Some personal furniture such as a comfortable chair and perhaps a small chest of drawers, portable television (old TV's not to exceed 24" for safety reasons while newer flat screen TV's can be larger) radio and lamp may also be brought into the room if space is available. **Scatter mats, or area rugs are not permitted in rooms.**

Please bring approved furniture items to the room only after the care requirements are established by the care team. A cart is available to assist in moving belongings. **All personal items/furniture need to be labeled.**

In the interest of safety, there cannot be too much clutter in the room as staff always need easy access to the Resident when he/she needs more nursing intervention.

Enhanced Cable Television is available in a Resident's room at an additional monthly cost. In semi-private rooms the use of earphones is encouraged when watching television so as not to interfere with one's room-mate or other Residents living in the vicinity.

All electrical appliances, such as televisions, lamps and radios must be CSA approved, carry a CSA/UL label and be inspected by the Home's Maintenance Department prior to use in order to ensure compliance with safety standards.

Do not use any electrical items until they have been checked and authorized by the Home's maintenance staff.

All lamps must have harps to secure the shade away from the light bulb. Touch lamps are recommended for ease of Resident use. **Floor and wall mounted lamps are not permitted.**

For safety reasons the following is not permitted:
personal refrigerators, kettles, coffee makers, hair dryers, hot plates, toasters, irons, electric room heaters, space heaters, electric blankets, electric heating pads, vaporizers, humidifiers/dehumidifiers, microwavable heat pads filled with flammable stuffing or grain-filled.

Air conditioners and fans are not permitted. Significant improvements have been made to the Home's air circulation system during the last few years with air cooling units installed to keep the environment pleasantly comfortable in the warmer months which prove sufficient

for our Resident population who usually like to be warm. Staff use the facility's fans in the common areas when needed.

Extension cords are NOT allowed in Resident's rooms under any circumstances.

Power bars are acceptable, and must be supplied by the Resident. Please monitor regularly that all such cords are kept away from heat sources in the room.

Storage:

The Home does not have space enough to make provisions to store seasonal clothing or other personal belongings. **Resident's personal storage is limited to bedside tables and an in-room closet/wardrobe.** For safety reasons do not store items under the bed or on top of the wardrobe.

Families are encouraged to rotate Resident's clothing seasonally if needed and store out of season clothing heavy baggage and suitcases in the home of a family member **off site.**

To avoid tipping, absolutely nothing is to be stored at any time on the top of portable wardrobes located in some rooms.

Housekeeping:

The Housekeeping staff maintain a clean, sanitary and pleasant environment in the Home for Residents, staff and visitors. All Residents' rooms are cleaned on a regular basis by our Housekeeping staff. Residents are also encouraged to keep their own areas tidy.

Daily, each Resident's washroom is cleaned and rubbish is emptied. Weekly, each room is dusted and vacuumed. Bed linens are changed weekly or as needed. Resident rooms with carpeting are shampooed regularly. Yearly, a thorough house cleaning is completed including floors, walls, lights, windows, curtains and blinds.

Maintenance:

Equipment is inspected on a regular basis to ensure safe operating conditions. The ongoing maintenance and regular upkeep of any personal items is the sole responsibility of the Resident and family.

Should servicing of Resident's personal equipment be requested by the IOOF Facilities & Environment Department, it will be at the Resident's cost based upon an hourly rate. If parts are needed, the Resident must assume the cost.

If Maintenance Services are required, please contact the RN on duty or the Administration Office and a Maintenance Work Order will be submitted.

LAUNDRY

Labeling of Clothing:

Prior to admission or when purchasing new articles, it would be appreciated if all the Resident's clothing being brought into the Home was labelled with his/her initials.

Please remember to also label the clothing the Resident wears on the day of admission as well as shoes, slippers, personal linens, afghans, comforters, glasses, dentures, hearing aids, orthotics, personal hygiene equipment, television remotes, etc .

When you arrive on admission day, please do not unpack your suitcase(s).

During admission Laundry staff will bring the labels and heat seal machine into the Resident's room and label the personal items as they are being unpacked. These items will then be hung in the closet/wardrobe or put into the drawers after they have been labelled. In a case when a Resident moves in and the Laundry staff is not available to label at that time, there will be a personal laundry bag left in the room so that any soiled items can be left in the room and be labelled the next morning.

Personal items must be labelled before leaving the Resident's room.

Dentures may also be labelled by the dentist for a minimal fee.

Residents and families are encouraged to buy washable clothing that can be easily laundered in the Home in large institutional machines.

"Residents are discouraged from keeping very valuable items here at the Home." It would be better for families to keep such valuables stored elsewhere to prevent loss. The IOOF Seniors Homes Inc. is not responsible for any lost or stolen items.

Laundry:



Laundry service is available to all Residents at no extra charge, and includes labeling, machine washing and drying of personal clothing. Laundry is done on a regular basis and returned in a timely manner to each Resident's room.

The Home operates an institutional laundry on the premises 7days/week. Resident Care staff pick up soiled laundry from each room regularly, and all items are returned within a 48-hour period. Fresh laundry will be placed in the drawers or closet/wardrobe as required.

Bed linen, pillows, wash cloths and towels are provided to all Residents and laundered on site.

For families who wish to take Resident's personal clothing home to launder, please be sure you inform the admitting Resident Care staff so that appropriate signs can be posted in Resident's room.

As the laundry machines are of a commercial nature, it is recommended that clothing be of durable, wash and wear quality. Residents and families are encouraged to **buy washable clothing that can be easily laundered**. The Home cannot be responsible for damage to items that are not wash and wear, e.g. TED stockings and wool items.

Dry cleaning is not available.

As articles become worn or lost, replacement becomes necessary. **Families are also asked to check Residents' clothing regularly for wear or mending needs and replace or mend accordingly.** The Resident Care staff, Laundry personnel, Resident and/or representative will work together in the discarding and replacement process.

Family bringing in **new items of personal clothing after admission, must take them to the Nursing Station** so that the form for having clothes labelled can be completed and the clothing can be attached to the form and sent to the laundry to be labelled before it is hung or placed in the Resident's room drawers.

Lost & Found:

Staff strive diligently to avoid the loss or misplacing of articles of Resident's clothing. On occasion an item of clothing may be placed in the wrong closet or a label may fall off and the item is then unidentifiable and placed in the "Lost & Found" in the Laundry area. Proper labeling of clothing should minimize this problem. If an article of clothing goes missing, please notify the floor RPN immediately who will request a search.

All other "lost and found" items (non clothing) should be reported to the Registered Nurse. Often items may go missing and spontaneously reappear....glasses, hearing aids, dentures, sweaters, socks etc. Wait a little while before you lose patience or replace them.

As well, "Lost and found" items are kept in the Laundry and a Resident or his/her family can make arrangements with staff to go to the Laundry on the ground floor near Kempenfelt Court and speak to the Laundry staff who can direct you to the Lost & Found bins where you can look for lost items. Articles of clothing are only kept in the Lost and Found for 3 months.

THE HOME CANNOT ASSUME RESPONSIBILITY FOR LOST/MISSING OR DAMAGED BELONGINGS.

The Home offers minor mending services through the volunteer program. If Residents require a button or a repair to a ripped seam, volunteers can sew items in exchange for a donation towards the Resident Council's fund. Donations can be forwarded to the Director of Program Support and Volunteer Services.

For more intricate work (i.e. hemming, converting clothing into open-backed articles), residents and/or family are referred to external service providers for alterations and repairs.

SAFETY AND SECURITY

Personal Identification/ Photographs:

As a security measure to assist with the distribution of medications and treatments, **Residents are required to have their photograph taken on admission.** Similarly Residents are asked to wear a small identification bracelet which is free of charge for the basic one. For an enhanced type of bracelet, there is a one-time charge.

Call Bells:

Call bells are located throughout the facility – in each Resident room near the bed, in each Resident washroom, in all dining rooms, just outside the lounges and in various common areas throughout the Home. All call bells are activated by pulling the attached cord or pushing the large red button. Staff will respond to these calls 24 hours a day.

Front Door Access/ Keypad: As discussed under First Things to Know.

Late Evening/ Night Hours:

All exterior doors are locked at 9:00 p.m. every evening. If you need to enter the building after that hour, please ring the intercom buzzer located at the Ambulance Entrance, in the North Wing (by Kempenfelt Court) to summon staff to let you in. Staff conducts security rounds throughout the night.

Exit Door Alarm System:

All exit doors throughout the facility are equipped with alarms which sound when opened so that staff are alerted if someone leaves an area. This is particularly important for the safety and security of Residents during the late evening and night.

Please adhere to the signs posted and do not use the doors. Residents, staff, and visitors are requested to use the main entrance doors when entering and exiting the building.

Electro-magnetic Door Locking System

All exterior doors and some interior doors are on an electro-magnetic door lock system, which ensures the safety of wandering Residents. This system operates by use of an access pad/button or by use of an electronic swipe card access at each door available only to authorized personnel.

This system interfaces with the fire alarm life safety system to ensure that the doors will automatically release in the event of a fire alarm. If this happens the electro-magnetic system must be reset manually by the staff.

'Wanderguard' Alarm System:

As a further safety measure, for those Residents at risk to elope, a 'Wanderguard System' is in place at the main entrance door. These Residents wear a special bracelet. This alarm is activated if a Resident, who is at risk of wandering, stands too close to the main door. The main door automatically locks and can only be re-opened when the alarm is re-set by staff. If you are entering or exiting the Home, as the door opens, a Resident in the lobby might activate the alarm. Please ensure that a Resident does not exit at this time. The alarm has a sharp, beeping sound that rings at the main door and at the main floor Nursing Station.

"No Open Flame" Policy:

"No Open Flames" are allowed within the Home. Residents and families frequently reserve a variety of common areas for special events such as open houses, birthday parties, anniversaries, family get togethers etc. As part of these events, it has often been tradition to have candles lighted.

However, the Ontario fire Code Section 2.4.4.1 (2) prohibits “OPEN FLAMES” i.e. candles in buildings used for public assemblies as they are a potential hazard.

Therefore, it is the Home’s policy that No Open Flames (lighted candles) are permitted anywhere, at any time. This includes religious celebrations. There are no exceptions.

“Smoke Free” Environment:

The IOOF Home is a “smoke free environment” for all staff and Residents as well as visitors and volunteers (Smoke Free Ontario Act 2006).

As discussed under First Things to Know.

Fire Safety

As part of the Life Safety Systems, heat and smoke detectors, fire alarm pull stations, fire hoses and extinguishers, and illuminated EXIT signs are located throughout the Home. Fire exits are clearly marked on each floor and Residents and visitors are encouraged to become familiar with their location.

A fire alarm ‘pull station’ can activate the fire alarm system. ‘Pull stations’ are located at the exits from all Home Areas and throughout the hallways in the building.

The IOOF Home is equipped with a two - stage fire alarm system. When the fire alarm is activated, the chimes sound loudly but slowly throughout the Home during the first stage. These first stage chimes are an alert stage, letting everyone know there may be a fire in the building and to prepare to evacuate if necessary. The second stage chimes are much faster. The second stage is sounded throughout the entire building indicating a need for total evacuation.

When an alarm is activated and the bells ring, fire zone doors in the hallways automatically close, dividing the building into safe zones to prevent the spread of smoke and fire. As well, all Resident rooms have fire rated doors leading to the hallway. In case of an actual emergency, the Barrie Fire Department would be on the scene in a matter of minutes. Full and prompt cooperation during fire alarms is essential to the safety of all Residents at the IOOF Home. Instructions are posted in each Resident’s room.

To ensure that fire safety procedures remain effective, simulated fire drills and staff training are scheduled in the Home regularly without prior notification at least three times a month, one occasion on each shift and all staff, visitors, and residents are expected to participate.

Residents are asked to STAY WHERE THEY ARE when they hear a fire alarm unless directed by staff to move to a safer location. Visitors are asked to stay with the resident they are visiting with during an alarm. Elevators cannot be used during a fire alarm unless requested by the Fire Department.

Everyone will be advised when it is safe to return to normal activities when the “All Clear” announcement is heard over the public address system.

The LTC Home’s Fire Safety Plan is reviewed annually, and has been approved by the Barrie Fire Department.

Fire Access Routes “NO PARKING”:

Signs are clearly posted and routes must be kept free of parked vehicles to allow access for emergency vehicles.

There is absolutely no parking or standing allowed in the designated fire routes directly in front of the building. Failure to comply may result in tagging and/or towing. The current tagging fine is \$75.00

Emergency Preparedness Plan:

In co-ordination with local and provincial authorities, the Home has also prepared and maintains an Emergency Preparedness Plan which would be implemented in the event of a major disaster or crisis. The Plan is tested regularly and the staff receives ongoing training in emergency preparedness.

Safety Signs & Devices:

Oxygen In Use - signs are placed on the door of Residents who use oxygen. Please follow instructions.

Wet Floor - signs are placed wherever housekeeping has washed the floor or where there is a liquid spill. Please do not walk over this area as it will not only be wet, but may well be slippery.

Water Temperatures - Hot water in Resident areas is set at an appropriate fixed temperature and monitored daily to prevent injury.

Life Safety Systems – As discussed under Fire Safety.

Red Evacuation Markers - are affixed to each Resident's doorframe. These markers will be positioned by staff to indicate that the room has been evacuated should the need arise.

Door Alarm/Locking Systems – As discussed elsewhere.

Auxiliary Power – two emergency generators maintain light, heat, and electrical power during power outages. The elevator continues to be operational.

Valuables:

All Residents' rooms are equipped with a locked space to which the Resident and the Home have the only keys.

On admission, a Record of Valuables form is provided for completion in the Resident Care Services admission package. If the record changes, please notify the Resident Care Services Department staff. If family members take jewelry home for safe keeping for example, the staff need to know to reassure the Resident that the valuable isn't lost or stolen.

Residents are discouraged from keeping very valuable items here at the Home. It would be better for families to keep such valuables stored elsewhere to prevent loss.

The IOOF Seniors Homes Inc. is not responsible for any lost or stolen items.

Safe Storage of Chemical Items:

Residents are not permitted to keep personal medications or hygiene and grooming products on their bedside table or in unlocked drawers/cupboards because of safety concerns. They must be placed in the locked drawer space provided.

TRANSPORTATION



Barrie Transit: City buses provide regular scheduled service to the IOOF Home. The shelter is located at the front of the Home on the corner of Brooks Street and Baldwin Lane. From there, connections can be made to all areas served by Barrie Transit.

Barrie Accessible Community Transit (B.A.C.T.S.) is available to those Residents whose disabilities prevent them from using the city bus service. Appointments are made for this specially equipped handicap vehicle through the Resident Care's Administration Office. A small user fee is charged for this service. If there is a need for registration for the B.A.C.T.S., special transit services, it will be discussed with you by the Administration Office on admission. Residents using this service who require assistance will be required to have a companion travel with them.

Taxi Service:

Taxis, including a specialized unit equipped to accommodate wheelchairs, can be arranged at any time for any Resident requesting this service.

ODD FELLOW & REBEKAH HOME

Second Floor

Simcoe Lodge

Lobby/Common Area

Holgate Street

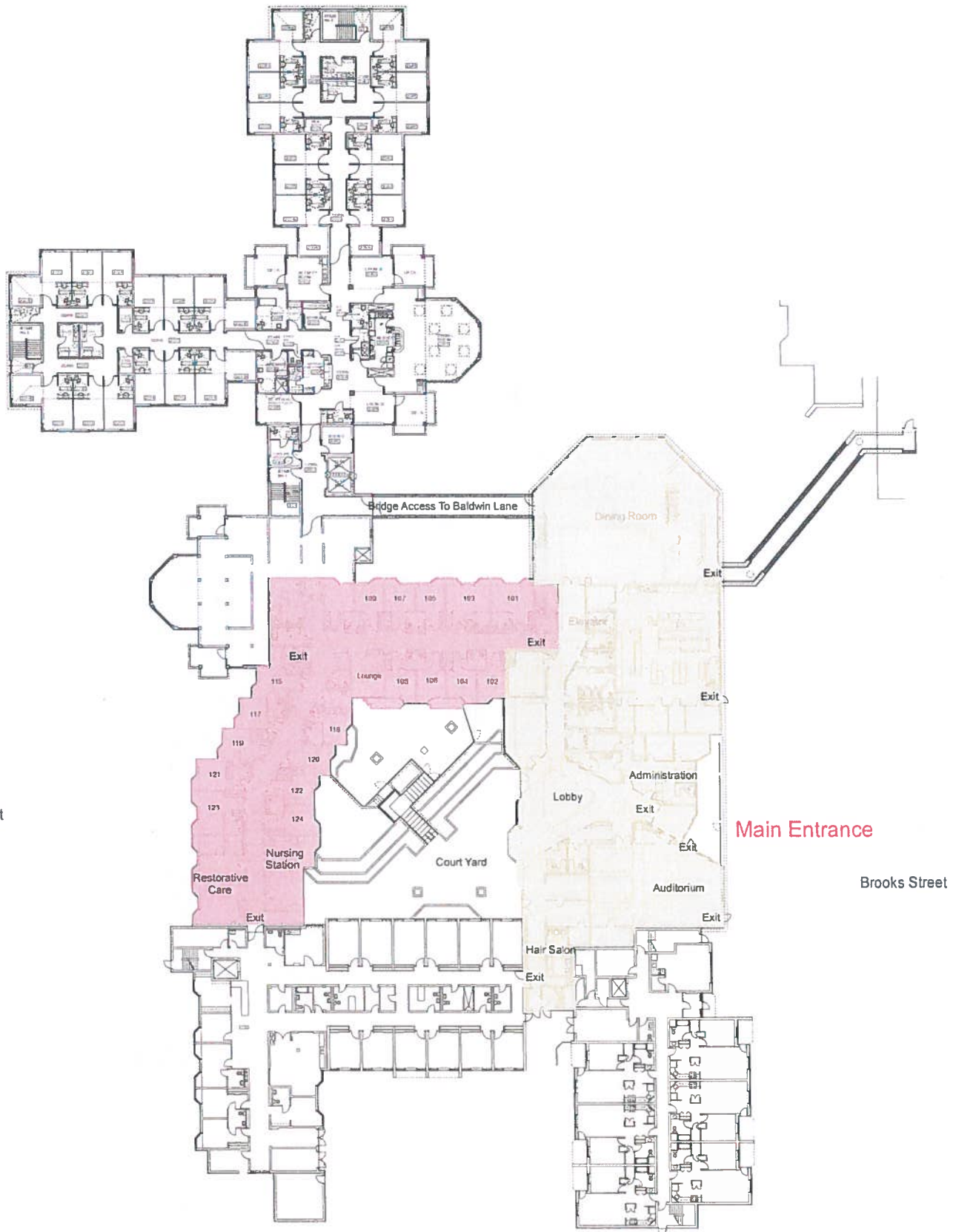
N
W E
S

William Street

Main Entrance

Brooks Street

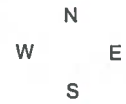
Baldwin Lane



ODD FELLOW & REBEKAH HOME

Third Floor

Allandale Village ■



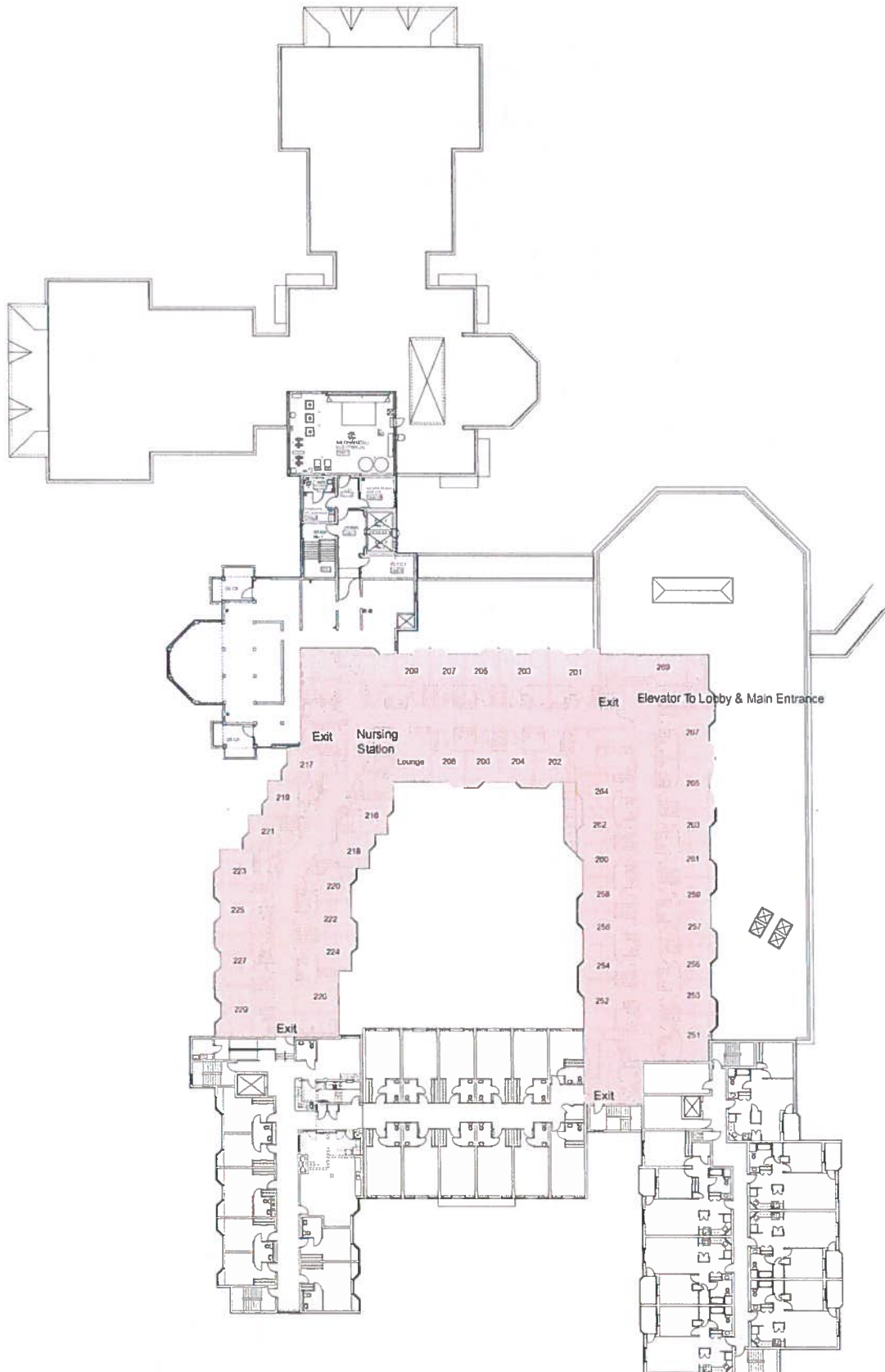
North

West

William Street

Brooks Street

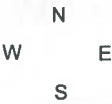
Baldwin Lane



ODD FELLOW & REBEKAH HOME

First Floor

Elston Unit



Holgate Street

Elevator to Second Floor Bridge Access to Main Entrance

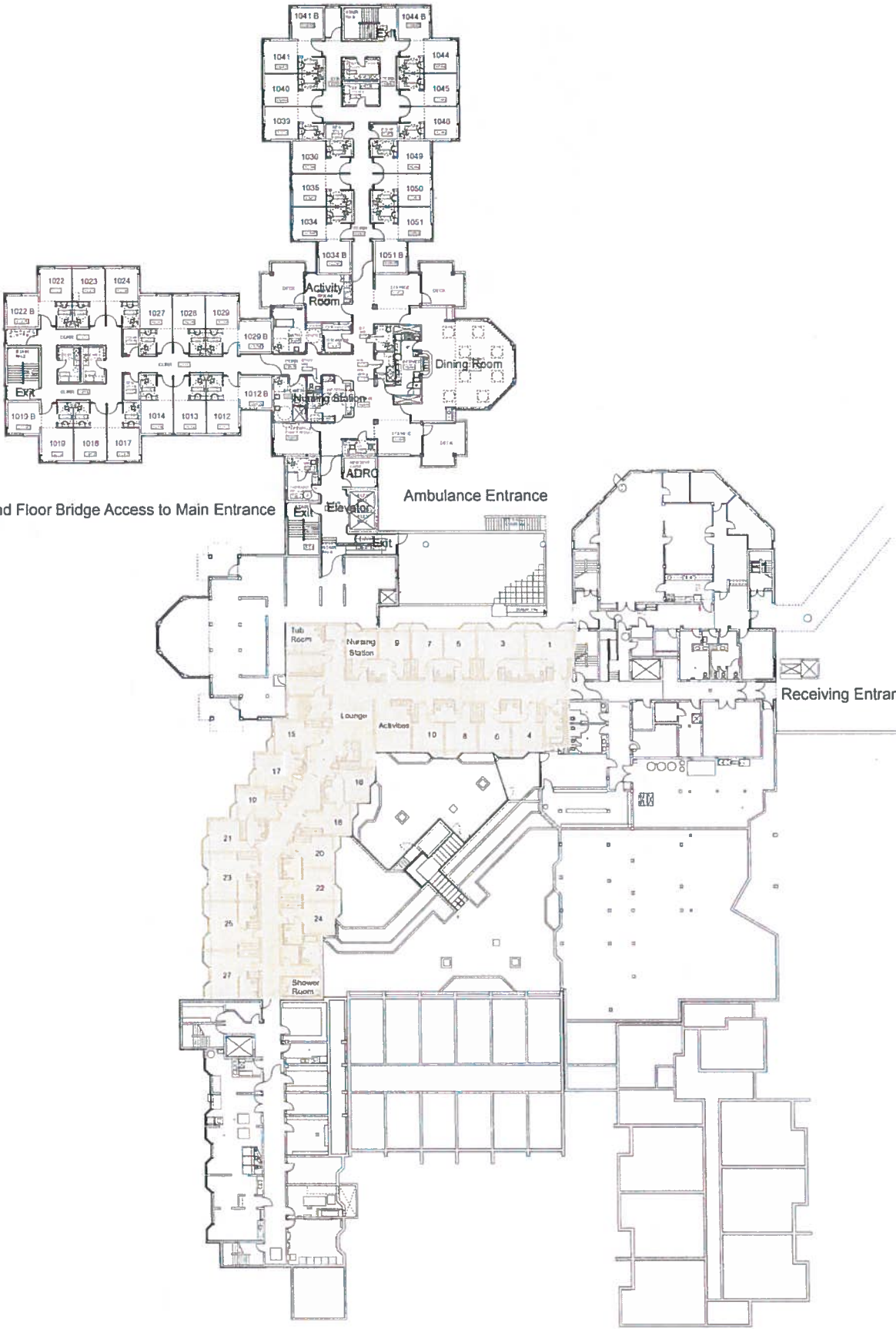
Ambulance Entrance

Receiving Entrance

Williams Street

Brooks Street

Baldwin Lane



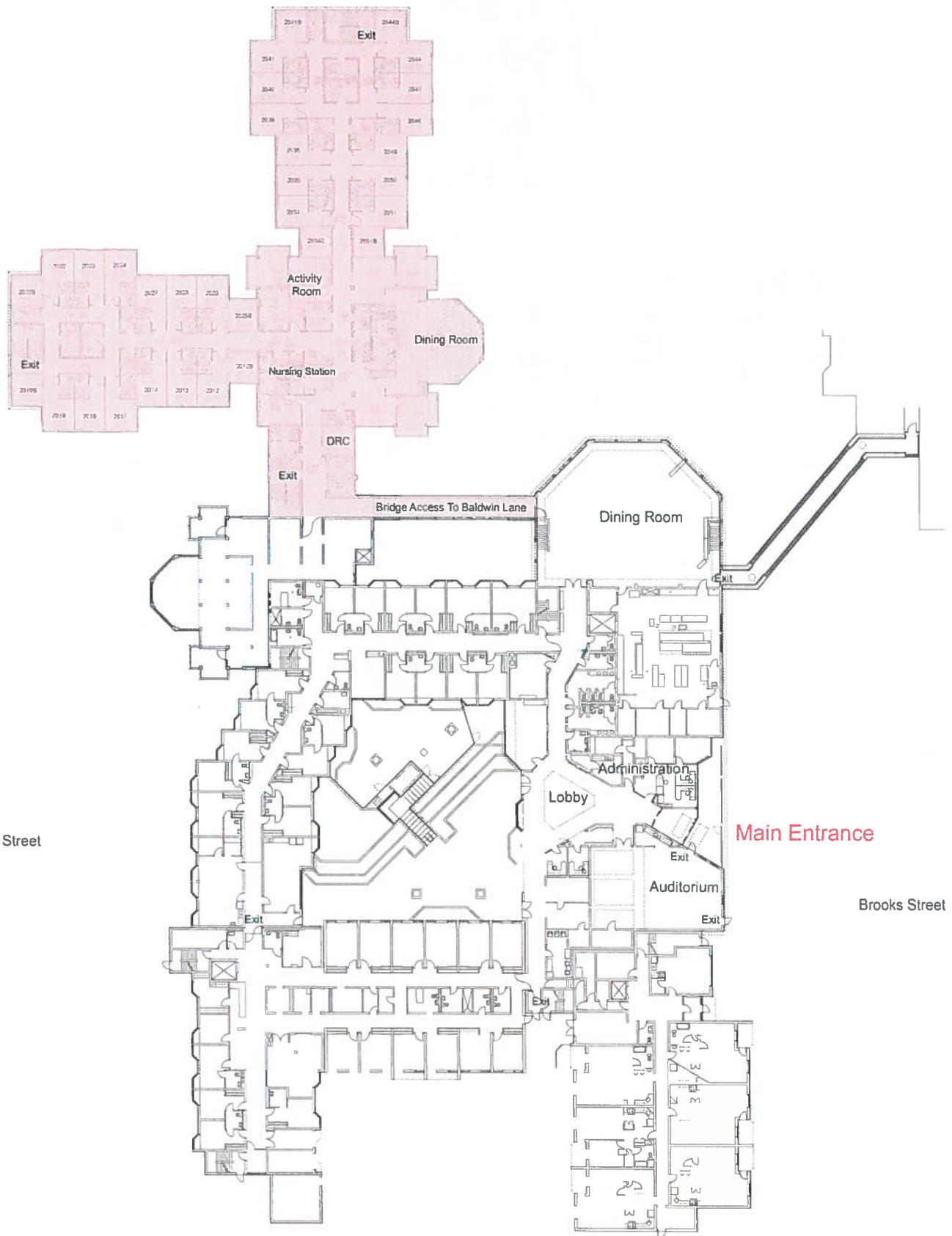
ODD FELLOW & REBEKAH HOME

Second Floor



Baldwin Lane

Holgate Street



William Street

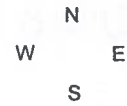
Main Entrance

Brooks Street

Baldwin Lane

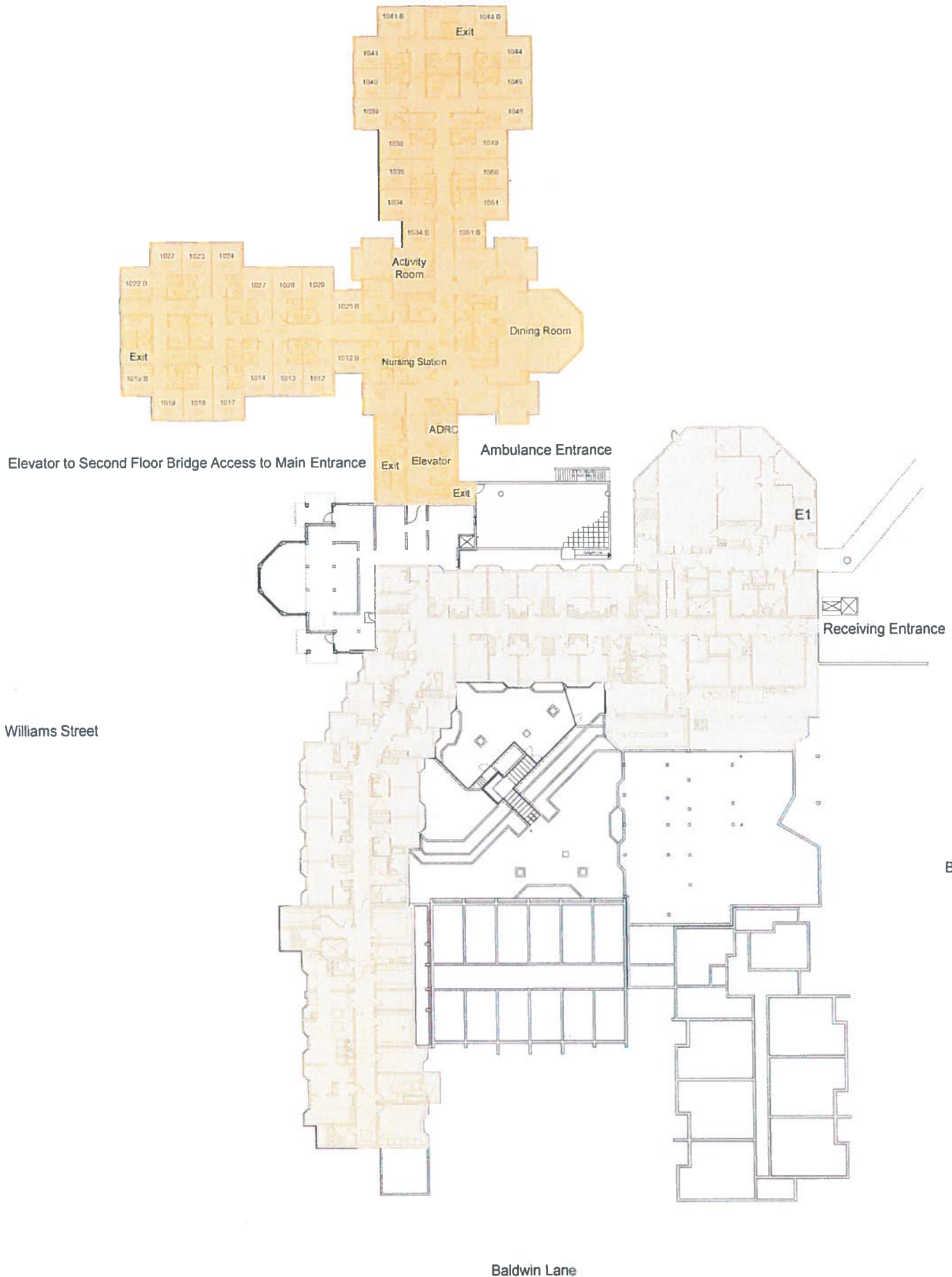
ODD FELLOW & REBEKAH HOME

First Floor



Georgian Way
Receiving, Mechanical, VON

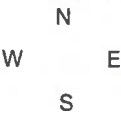
Holgate Street



ODD FELLOW & REBEKAH HOME

Ground Floor

Kempenfelt Court



Holgate Street

William Street

Brooks Street

Elevator to Second Floor Bridge Access to Main Entrance



The Odd Fellow & Rebekah Home

owned & operated by licensee

IOOF SENIORS HOMES INC.

20 Brooks Street

Barrie, Ontario L4N 7X2

(705) 728-2364

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May 2013

