

**WELCOME
TO
North Centennial Manor Inc.**

**Notre Cœur
est en
Notre Foyer**



**Our Heart
is in
Our Home**

2 Kimberly Drive
Kapusksasing, Ontario P5N 1L5
Telephone: 705-335-6125
Fax: 705-337-1091
info@ncmanor.com
www.ncmanor.com

Last update: August 2023

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Manoir North Centennial Manor Inc.

2 PROMENADE KIMBERLY DRIVE
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www.ncmanor.com



The information package is intended for anyone wishing to know more about *North Centennial Manor Inc.*, more specifically the care and services offered.

This package is designed in such a way that it answers most questions that you and your family members may have in regard to admission to the Manor. The information is divided into main sections for easy reference. The *Residents' Bill of Rights* is included in this package. Also included is the process for reporting and filing a complaint.

The management and employees of the Manor are proud that you are considering this establishment as your new residence. We are confident that your stay with us will be a most enjoyable and accommodating one.

Should you want to know more about the Manor or wish to visit the establishment please do not hesitate to call me at 705-335-6125, extension 223.

Sincerely,

Emilie Lemieux
Administrator

PROUD MEMBER OF: AdvantAge Ontario
FIER MEMBRE DE : Advancing Senior Care

1. ABOUT THE MANOR

Opened in 1967, the Manor is a 78-bed establishment (including 1 interim bed), operated by North Centennial Manor Inc. The primary purpose of our Manor has always been - and continues to be - the provision of high-quality care and services to elderly persons, people with disabilities, and those who have a chronic or prolonged illness.

This Long-Term Care establishment is primarily the home of the residents. As such, it is operated in a way that we meet the social, cultural, psychological and spiritual needs of each and every resident. Furthermore, each and every resident is given the opportunity to help meet the above-mentioned needs, according to his or her ability.

All employees of this establishment interact with residents and contribute to their quality of life by providing residents the opportunity, assistance, support and encouragement to meet his/her individual goals.

MISSION

North Centennial Manor is a long-term care facility committed to providing excellent care to all our residents in a safe home-like environment.

VISION

Our vision is to be the model long-term care facility of the north by putting joy in each resident's heart.

NAME AND TELEPHONE NUMBER OF LICENSEE

Emilie Lemieux	Gary Fortin
Administrator	Chairperson of the Board of Directors
705-335-6125 ext. 223	705-335-0787

ADMINISTRATION

The Administration Office is open from 8:00 am to 4:00 pm Monday to Friday, except on Statutory Holidays.

The Manor's mailing address and contact information is as follows:

North Centennial Manor Inc.
2 Kimberly Drive
Kapuskasing, Ontario, P5N 1L5

Telephone: 705-335-6125
Fax (Administration office): 705-337-1091
Fax (Nursing station): 705-335-3116
General email: info@ncmanor.com
Website: www.ncmanor.com

2. ADMISSION

ADMISSION PROCEDURE

Once a bed is assigned by the *Home & Community Care Support Services*, the Manor staff are available to meet with the new resident and/or family to discuss various details of the admission. The Manor Administrator or his representative will review and sign two (2) separate contracts with the new resident and/or the Power of Attorney for Property/Finance: the *Accommodation Agreement* and the *Purchase of Services Agreement*.

The following is a list of personal information **required for this meeting.**

- ✓ Copy of Power of Attorney for Care
- ✓ Copy of Power of Attorney for Property/Finance
- ✓ Ontario Health Card
- ✓ Social Insurance Number
- ✓ Drug Benefit Eligibility Card number (*if person is under the age of 65*)
- ✓ Copy of funeral arrangements (*if applicable*)
- ✓ Copy of last will and testament (*if applicable*)
- ✓ Copy of the most recent Notice of Assessment for the resident (*only for admission in **Basic accommodation** to determine eligibility for a rate reduction; see section RATE REDUCTION FOR BASIC ACCOMMODATION*)
- ✓ Voided cheque for automatic withdrawal of monthly charges
- ✓ Information regarding any private insurance coverage
- ✓ For VETERANS, please provide the Veteran's Affairs number (starts with the letter K)

The following items will be explained to you **during this meeting.**

- Accommodation rates and completion of any necessary forms
- Methods of payment (*payment by automatic withdrawal*)
- Accommodation Agreement and Purchased Services Agreement
- Any other pertinent information

ACCOMMODATION RATES

Effective July 1, 2023

Type of Accommodation	Daily	Monthly
<i>Basic</i>	\$65.32	\$1,986.82
<i>Semi-Private</i>	\$78.75	\$2,395.32
<i>Private</i>	\$93.32	\$2,838.49

Note: The fee structure (*resident co-payment*) for residents of Long-Term Care establishments is the same throughout Ontario.

Once the accommodation rates have been determined, these are payable at the end of each month by pre-authorized payment only.

The Manor may arrange for the long-stay resident to receive a different bed or room where the resident's needs have changed and as a result a different bed or room is necessary. Please note the Wing/room in which a resident resides may change depending upon the care needs of the resident. The Manor will

make every effort to provide the type of accommodation requested.

RATE REDUCTION FOR BASIC ACCOMMODATION

If a resident is in basic accommodation, they may submit an application to the Ministry for a reduction in order to reduce the amount for accommodation in the Home. The Rate Reduction Program is intended to provide a reduction in the co-payment amount the resident is required to pay based on their available income as per their most recent *Notice of Assessment*. **Only residents residing in basic accommodation may apply for a reduction in co-payment amount.**

How to Apply for a Rate Reduction

Residents who wish to apply for a rate reduction may do so by contacting the following person at the Administration Office of the Manor, **Monday to Friday, 8:00 am to 4:00 pm.**

Nicole Veilleux
705-335-6125 ext. 224
admin@ncmanor.com

TRUST ACCOUNT

The Manor can maintain a non-interest-bearing account on behalf of the resident to pay for services at the Manor or for smaller cash withdrawals. Examples of services to be paid from this Trust account include hairdressing, activities (such as bingo), and foot care services.

Upon admission or at any time, the resident may open a trust account by making an initial deposit of approximately \$20. Monthly amounts can then be withdrawn with the pre-authorized payment for the rent, and deposited to the Trust. Statements for the details of the trust accounts are sent to the resident/financial POA on a quarterly basis.

Small cash withdrawals of no more than \$50 can be made at the Administration office during regular business hours below. **IMPORTANT:** Please note that the Manor is not responsible for lost valuables or money. For this reason, we recommend that all money and valuables **NOT** be kept in resident rooms.

Monday to Friday
8:00 am to 4:00 pm
Nicole Veilleux
Administrative Assistant
705-335-6125 ext. 224
admin@ncmanor.com

GUIDELINES FOR FURNITURE AND PERSONAL POSSESSIONS

All furnishings brought into the Manor should be in good condition. These items must be brought to the Maintenance Department to be entered into the resident's inventory list, and to be inspected prior to being placed in the resident's room. (Due to the limited space in the bedrooms and lack of storage, residents may bring only the following furnishings and personal possessions. The resident's room must be free of clutter and it

should be easy to clean.) Any additional furnishings must be approved by the Manager of Support Services.

Chair

Not to exceed **24 inches wide**. Rocking chairs must be equipped to lock automatically when the person rises. All chairs must be in good repair with fabric that is easily cleaned and disinfected. Non-rocking reclining chairs are also acceptable, but must have a fabric that is easily cleaned and disinfected.

Dresser

Not to exceed **32 inches wide with no more than 4 drawers high or 3 drawers for someone who is in a wheelchair**. Dresser must be equipped with wheels to be easily moved for proper cleaning; if necessary, wheels will be installed on dresser by the Maintenance Department of the Manor.

Television

Residents can have basic cable television services in their room for \$35.00 a month (rate effective October 1 2022). The Manor provides the cable box (which is to be returned to the administration office upon discharge of a resident), but the resident **must provide the television**, which must be a **flat screen T.V. and no bigger than 26 inches**. The television will **not** be hung on walls, so it must stand safely on dresser.

Lamp

A lamp activated by touch is recommended. No torch-style lamps are allowed.

Wall Hangings

Plastic pictures frames recommended, religious items, magnetic information/bulletin boards and other wall decorations may be hung in resident rooms but only with **3M® picture hangers**. Nails, thumb tacks or pins of any kind are not allowed.

Telephone (*if applicable*)

All resident rooms are equipped with a telephone jack; however, the telephone itself must be provided by the resident/family. Phones with corded handsets (not cordless) and large numbers are recommended. If a resident wishes to have a personal telephone in their room, it is the resident's/family's responsibility to make all the arrangements, including providing the telephone and contacting the provider to request the installation and provide the room number. Some other notes about resident personal telephones:

- Once a resident is admitted, if they choose to change rooms within the Manor, it is the responsibility of the resident/family to arrange for the room change with the telephone service provider and to pay any associated charges.
- If a resident is discharged or deceased, it is the family's responsibility to get the telephone services discontinued.
- Please note that the Manor cannot transfer calls to a resident's personal telephone and cannot call telephone providers on behalf of residents.
- For residents who do not have a personal telephone, any family member or friend wishing to call a resident can do so by calling the Manor at (705) 335-6125 and asking to speak to that resident. The staff will then bring the resident to the nearest desk telephone to take the call.

Other

Bed, bedside table, mattresses with waterproof covers, pillows, bedding, linen, washcloths and towels are provided by the Manor at no cost to the resident.

Restrictions

It is suggested that items of value such as jewelry be left with the family, as **the Manor cannot be held responsible for any loss.** For safety reasons, heating pads or any product that delivers localized heat or cold, electric blankets, irons, knives (including jackknife), sewing equipment, and scissors are not permitted in the resident rooms. Other items that are not allowed in Manor for safety reasons are listed later in this booklet.

RESIDENTS' PERSONAL CLOTHING

On-site laundry services are available seven days a week at no cost to the resident.

ALL CLOTHING MUST BE LABELLED. The Manor provides a service for labelling the resident's clothing, at no cost to the resident. Prior to admission day, the families must bring all clothing in a container clearly marked with the resident's name to our Laundry Department during hours of operation (***Monday to Friday, 7:00 am to 3:00 pm***) in order for the clothes to be labelled. Any clothing brought in after admission must also be brought to the Laundry Department for labelling. This will prevent the loss of personal items.

On occasion, residents may require additional clothing. In some cases, special garments for those residents experiencing difficulty with dressing may be needed. Families will be informed of the need for such items. The associated costs are the responsibility of the resident.

If a resident is interested in washing their own clothing, there is a washing machine and drying machine available for resident use, free of charge, with automatic soap dispensers. To schedule your laundry time, please visit the Activity Department.

Dry cleaning services are the responsibility of the resident/family.

Families are strongly encouraged to review and sort the resident's clothing with each new season in order to minimize the clutter in the rooms.

3. REGARDING RESIDENTS

RESIDENTS' BILL OF RIGHTS

The poster is titled "RESIDENTS' BILL OF RIGHTS" at the top, flanked by two scales of justice. The central theme is "Because this is YOUR HOME", illustrated by a group of diverse people standing in front of a building. The poster is divided into several sections:

- To be treated with DIGNITY and RESPECT**: Accompanied by an icon of two people talking.
- Participate in MAKING DECISIONS about your CARE**: Includes icons for medication (pill bottles and a glass) and a case conference (a group of people around a table). Both sections include "YES" and "NO" options with thumbs up and down icons.
- Know WHO will HELP you**: Accompanied by an icon of a person with a question mark.
- INFORMATION**: Includes an icon of a clipboard and a person thinking ("I think...").
- NO ABUSE**: Includes icons for physical abuse (a hand hitting a person) and mental abuse (a person shouting).
- PRIVACY**: Accompanied by an icon of a person standing in a doorway.

Logos for Ontario and the Alberta Institute for Building Construction Services are also present.

Every licensee of a Long-Term Care Home shall ensure that the following “Rights of Residents” are fully respected and promoted.

RESIDENTS' BILL OF RIGHTS

Residents' Bill of Rights

3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

RIGHT TO BE TREATED WITH RESPECT

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

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

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

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.

Source: Ontario Provincial Government, Fixing Long-Term Care Act, 2021
Accessed 2022-04-25 | <https://www.ontario.ca/laws/statute/21f39#BK5> | Page 1 of 4

12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
 - iv. have their personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

Source: Ontario Provincial Government, Fixing Long-Term Care Act, 2021
Accessed 2022-04-25 | <https://www.ontario.ca/laws/statute/21f39#BK5> | Page 2 of 4

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

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out “restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))

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

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
28. Every resident has the right to participate in the Residents’ Council.
29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
 - i. the Residents’ Council.
 - ii. the Family Council.
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a

member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. staff members.

v. government officials.

vi. any other person inside or outside the long-term care home.

BASIC CARE PROGRAMS PROVIDED TO RESIDENTS

The following list provides information about the basic care programs provided to residents at no additional cost to the resident.

1. Nursing and personal care on a 24-hour basis, the administration of medications, and assistance with activities of daily living.
2. Medical care and restorative care as available in the Home.
3. Certain medical supplies and nursing equipment that is necessary for the care of the resident.
4. Supplies and equipment for personal hygiene and grooming.
5. Certain equipment for the short-term use of the resident.
6. Meal service, hydration and meals (three meals daily, snacks between meals and at bedtime), special and therapeutic diets, dietary supplements and devices enabling residents to eat with minimum assistance.

GOODS AND SERVICES PROVIDED WITH ACCOMMODATION

The following list provides information about the goods and services for which the resident **will not be charged**:

1. Social, recreational, spiritual and physical activities and programs.
2. Laundry, including labelling.
3. Bed, mattress, wardrobe, beside table, bedding and linen.
4. Cleaning and upkeep of accommodations.
5. Maintenance of a trust account on the resident's behalf.
6. Prescription pharmaceutical preparations listed in the Ontario Drug Benefit Formulary.
7. Special preparations or medical devices that may be obtained from the Ontario Drug Benefit Program as interim non-formulary benefits.

The following list provides items for which the resident **will be charged**:

1. Insured devices, equipment, supplies and services that are available to the resident through certain programs, such as the Ontario Assistive Devices Program (the Government covers part of this cost and residents must pay the rest).
2. Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon request. Some medications or treatments are not covered and the resident or POA will be made aware; they can decide how they want to proceed.

Note: The resident or Power of Attorney may purchase additional goods and services from the Home under a separate agreement.

MAIL FOR RESIDENTS

If a resident is **not capable** of receiving their mail, please ensure their mailing address is the Power of Attorney's mailing address, and notify Administration that all mail is to be forwarded to the POA. Mail is received daily and is distributed to the residents.

A resident may purchase stamps or mail letters through the Administration Office between the hours of *8:00 am to 4:00 pm* Monday to Friday.

RESIDENT COUNCIL

We encourage as much decision-making and independence as possible on the part of the residents. The Manor's Resident Council provides the residents an opportunity to voice any suggestions, wishes and concerns. A provision exists enabling a "representative" to assist in expressing the needs of those residents unable to make decisions for themselves, thus respecting, supporting and promoting the residents' rights. It should be noted that family members or other individuals from the community may attend the Resident Council meetings. The Resident Council meets the first Thursday of every month at 1:30 pm. Minutes of these meetings are posted on the bulletin board in the Manor lobby in English and in French. For further information on the Resident Council, please contact:

Mylaine Habel
Recreational Lead
705-335-6125 ext. 241
mhabel@ncmanor.com

FAMILY COUNCIL

Every Long-Term Care Home may have a Family Council. The Family Council at North Centennial Manor meets the last Tuesday of every month at 7:00 pm at the Manor. Everyone is welcome to attend the Family Council meetings. The approved meeting minutes, as well as any other information relating to the Family Council, are posted on the bulletin board in the Manor lobby. For further information, you may contact the Chairperson or Co-Chairperson of the Family Council, or the Staff Liaison:

Dana MacIntyre
Chairperson, Family Council
705-335-0999
nmac152009@hotmail.com

Mylaine Habel
Staff Liaison for the Family Council
705-335-6125 ext. 241
mhabel@ncmanor.com

LONG-TERM CARE HOME COMPLAINT PROCESS

The Ministry of Health and Long-Term Care will respond quickly to urgent complaints — in some cases, on the same day. For non-urgent complaints, contacting a Home directly is often the best and fastest way to address a problem.

Types of complaints

The way you make your complaint depends on the type of complaint. There are two types:

1. **urgent complaints** – these include cases of harm, neglect or danger to residents
2. **non-urgent complaints** – these include less serious complaints related to diet, activities or care

Urgent Complaints

To report an urgent complaint

Call the Long-term Home Care ACTION Line: toll-free **1-866-434-0144**

Hours of operation: 8:30 a.m.-7 p.m., 7 days a week

What information to include

Give as much information as you can about your concern. This will make it easier for the Home or Ministry of Health and Long-Term Care to look into your complaint. Please include:

- name of the Home
- address of the Home (including town or city)
- a description of what happened (is the concern an ongoing problem?)
- for a specific event: when and where it happened (e.g., outside or inside the Home)
- who was involved
- what you would like the Home to do to resolve your complaint

Process for urgent complaints

After you submit a complaint:

- the Ministry will take steps to make sure that the Home is following Ontario's laws for long-term care homes
- the Home could be inspected, if there's reason to believe it is breaking these rules

If you give us your name, address and telephone number

- a member of our team will follow up with you to review the complaint, usually within 2 business days
- together you will discuss the next best steps to take
- you will receive a report explaining how the matter was addressed

If you don't give your name and contact information

The LTC ACTION Line staff will forward your complaint to a Ministry inspector for follow-up. The inspector will not be able to contact you later to let you know what happened.

Non-Urgent Complaints

To make a non-urgent complaint

You can make a complaint that is not urgent:

1. REPORT YOUR CONCERN DIRECTLY TO THE HOME

- 1) North Centennial Manor will ensure that every written or verbal complaint made to the Manor or a staff member concerning the care of a resident or operation of the Home is dealt with as follows:
 1. The complaint shall be investigated and resolved where possible, and a response 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 the Manor has done to resolve the complaint; or
 - ii) that the Manor believes the complaint to be unfounded and the reasons for the belief.
- 2) North Centennial Manor shall ensure that a documented record is kept in the Manor that includes:
 - a) the nature of each verbal or written complaint;
 - b) the date the complaint was received;

- c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
 - d) the final resolution, if any;
 - e) every date on which any response was provided to the complainant and a description of the response; and
 - f) any response made in turn by the complainant.
- 3) North Centennial Manor shall ensure that:
- a) the documented record is reviewed and analyzed for trends at least quarterly;
 - b) the results of the review and analysis are taken into account in determining what improvements are required in the Home; and
 - c) a written record is kept of each review and of the improvements made in response.
- 4) Subsections (2) and (3) do not apply with respect to verbal complaints that the Manor is able to resolve within 24 hours of the complaint being received.

How to File a Complaint with the Home

We plan your care with your involvement and/or that of your family. However, at times problems may arise therefore; the following steps will help you to resolve the matter.

STEP 1 - We ask that you first give us the opportunity to address the issue by contacting the person responsible for that specific service.

Director of Resident Care Pauline Frechette Keating
Clinical Lead..... Annie V. Bernard
Occupational Therapist Assistant Barbara Deschenes
Recreational LeadMylaine Habel
Manager Support ServicesMichele Prevost
Medical Director Dr. Pierre Plamondon
Maintenance ServicesRonald Hachey
Administrative Assistant Nicole Veilleux

STEP 2 - If unresolved, discuss the issue by contacting:

Administrator Emilie Lemieux

STEP 3 - If unresolved; discuss the issue by contacting the following Board Members:

ChairpersonGary Fortin 705-335-0787
Vice-Chairperson Martin Dinnissen 705-335-0102
Secretary/Treasurer..... Angèle Beauvais 705-335-6146
Board Member Jules Gendron 705-339-2521
Board MemberPriscilla Marcoux 705-347-0125
Board Member Vacant

STEP 4 - If unresolved, contact the Ministry.

2. CALL THE MINISTRY

Call the Long-Term Care Homes ACTION Line: toll-free **1-866-434-0144**

Hours of operation: 8:30 a.m. - 7:00 pm, 7 days a week

The person who answers your call will:

- take down your information
- ask you some questions

- give the information to an inspector for follow-up

If your complaint is not urgent, you will hear back within 2 business days.

3. WRITE TO THE MINISTRY

Send a written letter, by mail, to:

Director, Long-Term Care Inspections Branch
Ministry of Health and Long-Term Care
11th Floor
1075 Bay St
Toronto, ON, M5S 2B1

You will receive a reply to let you know that the ministry has received your complaint. The Director will pass your complaint on to an inspector who will look into the matter.

4. CONTACT THE PATIENT OMBUDSMAN

If you have already contacted the Home directly and the Long-Term Care ACTION Line (toll-free at 1-866-434-0144) and were not able to reach a satisfactory resolution, you can contact :

Patient Ombudsman:

- **online** (<https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint>)
- **by calling** 1-888-321-0339 (toll free)

You should only contact the Patient Ombudsman after you have already exhausted all other complaint options.

ZERO TOLERANCE OF ABUSE AND NEGLECT POLICY AND WHISTLE BLOWER PROTECTION

Please note: This is only a summary of our policy. For more information refer to our full policy posted on the bulletin board in the Manor lobby, or on our website at www.ncmanor.com.

Scope

This policy applies to all staff, contractors, students, volunteers, families, visitors, board members, and individuals that are involved with the care of the resident and/or the safe operation of the home.

I. Policy Statement

All residents have the right to live in a home environment that treats them with dignity, respect and is free from any form of abuse or neglect at all times, and in all circumstances.

The Manor is committed to zero tolerance of abuse or neglect of its residents. Corrective action will be taken against anyone who abuses a resident or anyone who fails to immediately report witnessed or suspected abuse once it becomes known that he/she has been withholding such information.

This *Zero Tolerance of Abuse and Neglect* policy must be communicated and displayed in the Manor, in a manner that is both highly visible and legible for all residents, staff and visitors.

II. Definition of Abuse and Neglect

This policy uses the definitions of “abuse” and “neglect” from the LTCHA and its Regulation. These definitions are as follows:

“Abuse” in relation to a resident, means physical, sexual, emotional, verbal or financial abuse, as defined in the regulations in each case. LTCHA Regulation 79/10, s. 5, Appendix A: Definition of Abuse and Neglect.

“Neglect” means the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents. LTCHA Regulation 79/10, s. 5.

III. Program for Preventing Abuse and Neglect

- 1) The Manor’s management staff and the Board of Directors will ensure that the Home has a program that complies with the LTCHA and its Regulation for preventing abuse and neglect - LTCHA Regulation, c. 8, s. 20 (2). The Home will ensure that the policy, definition and concept of abuse and neglect are reviewed with staff, volunteers, consultants and affiliates during orientation and training and annually thereafter.
- 2) The Manor's management staff will ensure that the policy to promote zero tolerance of abuse and neglect of residents is communicated to all staff, residents and residents' designated Power of Attorney (POA's) - LTCHA 2007, c. 8, s. 20 (3).

IV. Overview of Investigation & Reporting of Abuse and Neglect

a) Investigation and Reporting (including notification to POA)

1. All Manor staff will ensure they take appropriate action in response to any suspected, alleged or witnessed incident of resident abuse or neglect as outlined in the Procedures.
2. Staff and board members must immediately report every alleged, suspected or witnessed incidents of:
 - a. Abuse of a resident by anyone, and
 - b. Neglect of a resident by the licensee, a staff member (or affiliate) of the Manor.
3. Staff must investigate immediately all reports by staff and board members under this policy, and third-party reports of abuse or neglect, in accordance with the investigation procedures in Part B Part Two: Reporting and Notifications. LTCHA Regulation, s. 23(1).
4. A report shall be made to the MOHLTC Director with the results of every investigation conducted under this policy, and any action the Home takes in response to any incident of resident abuse or neglect. LTCHA Regulation, s. 23(2).
5. Staff must notify the resident and the resident's Power of Attorney Maker (POA), if any, and any other person requested by the resident of the results of the investigation immediately upon the completion of the investigation under #5 above.
6. If the resident's Power of Attorney Maker (POA) is the individual being alleged of abuse, the home will ensure that this fact is included within the reports to the MOHLTC Director and the police (e.g., financial abuse) and the home is not required to advise the POA of the results of the investigation.
7. Staff must notify the Medical Director and Police. The notifications to the police are guided by reference to the criminal code offences outlined in *Appendix F: June 13, 2012 MOHLTC Memo and Decision Trees {6} Regarding Abuse and Neglect*.

b) Mandatory Reporting under Section 24(1) of the LTCHA

1. LTCHA Regulation, s. 24(1) requires certain persons, including staff members, to make an immediate report to the MOHLTC Director where there is a **reasonable suspicion** that the following incidents occurred or may occur.
 - Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
 - Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.
 - Unlawful conduct that resulted in harm or a risk of harm to a resident.

- Misuse or misappropriation of a resident's money.
- Misuse or misappropriation of funding provided to a licensee under the LTCHA or the Local Health System Integration

Reporting to the Ministry should not be taken lightly, hence, it is imperative that information is recorded truthfully, conclusively, and that the investigation and documentation be done in a timely manner.

2. It is an offence under the LTCHA to discourage or suppress a report of abuse or neglect, both internally in the home, or to the MOHLTC Director.

Whistle Blower Protection

A Manor staff member filing a report is protected under s. 26 of the LTCHA (Whistle-blowing protection) which forbids retaliation, or threats of retaliation, against a person for disclosing anything to an inspector or the MOHLTC Director, or for giving evidence in a proceeding under the LTCHA, or during a coroner's inquest. Under section 26, employees, officers, and directors cannot discourage these disclosures. Staff will report any retaliation actions or threats of retaliation experienced related to the reporting of abuse or neglect under this policy.

For further information please contact the following:

AdministratorEmilie Lemieux..... 705-335-6125 Extension 223

Director of Resident CarePauline Frechette Keating 705-335-6125 Extension 225

No retaliation against residents

A prospective resident or existing resident may decline to sign a document, void an agreement (other than agreement to pay accommodation) or withdraw or revoke consent to treatment of care, without fear of being refused admission in the case of a prospective resident, or of being discharged in the case of an existing resident.

4. NURSING AND PERSONAL CARE SERVICES

The Medical, Nursing and Personal Care Services Department is under the direction of the Director of Resident Care, who is available Monday to Friday. The Medical Director provides overall coordination of medical care for residents, including referrals to various specialists, as well as arranging for laboratory and radiology tests. The Medical Director is available for consultation on bimonthly basis and appointments may be made through the Registered Nurses. As well, medical attention is available at all times in case of emergency.

Nursing Care is available twenty-four hours (24) a day under the supervision of a qualified Registered Nurse (RN) and is provided by Registered Practical Nurses (RPN) and Personal Support Workers (PSW). A Nurse Practitioner and Behavioural Supports Ontario (BSO) Employee are also part of the department.

The nursing staff, in conjunction with other members of the interdisciplinary team, regularly review and assess each resident's care needs. The philosophy of this department is to ensure residents maintain the highest level of independence possible. Residents are encouraged to make every effort to carry out the activities of daily living such as dressing, personal hygiene and attending social functions.

Residents may retain their own family physician; however, they are responsible for their own transportation (and accompaniment) to appointments. Residents are also responsible for all costs incurred for these appointments. If a resident chooses to retain their own primary care provider (such as Medical Doctor or Nurse Practitioner) these individuals must meet the Home standard.

MEDICATIONS

Registered Nurses or Registered Practical Nurses certified in medication administration are the ones who administer all medication.

North Centennial Manor's pharmacy services provider is *CareRX* (previously named *Medical Pharmacies*). Under legislation governing Long Term Care homes (the Long-Term Care Homes Act), prescription and over-the-counter (OTC) medications and natural health products (i.e., vitamins, minerals and supplements) must be dispensed through the Manor's pharmacy services provider *CareRX*. Residents and their families **cannot** bring their own natural health products, prescriptions and OTC medications into the home for nurses to administer. This regulation ensures the **safe administration and storage** of these products. It will also help **prevent harmful effects** that can be caused by interactions between natural health products and other medications or medical conditions.

CareRX will provide all-natural health products, prescriptions and OTC medication, and coordinate their administration with Manor staff. *CareRX* only charges the regular retail price for these products – the same you would pay at a local pharmacy except that, unlike your neighborhood pharmacy, *CareRX* repackages and properly labels these medications and there is no HST tax on these products. *CareRX* do not charge a dispensing fee on any OTC product prescribed by a doctor.

For medication products not covered by the Ontario Drug Benefit Program, the resident or family member will be notified by the nursing staff to be informed of the associated costs. If there is a cost, *CareRX* will send a quarterly statement electronically to the resident or POA which can be paid by cheque or direct withdrawal directly to *CareRX*.

POLICY TO MINIMIZE RESTRAINTS

North Centennial Manor has a least restraint policy. Difficult or unsafe behaviours are first addressed through an interdisciplinary problem-solving approach that leads to the development of strategies to manage behaviours without using restraints.

When restraint free strategies prove ineffective and there exists a risk of harm or injury to the individual resident, caregiver, or other residents, the least possible restraint needs to be considered. The use of any restraint needs to be approved by the resident or his/her Power of Attorney for Care/substitute decision maker or next of kin.

The use of a device from which a resident is physically and cognitively able to release them is not considered a restraint.

Personal Assistance Services Device (PASD)

A personal assistance services device is used to assist a resident with routine activities of living. These may include table tops or items such as hip belts or tilt wheelchairs that assist to position residents according to their plan of care. If the resident is physically and cognitively able to remove the PASD then there are no risks associated with immobility.

Sometimes a resident is unable to release themselves from a PASD due to cognitive or physical disabilities. A PASD that a resident cannot undo is not considered a restraint if the intent of the PASD is to assist with the resident's activities of daily living. For this reason, whenever a PASD is applied to a resident who is unable to release it, the intent of the PASD must be determined, noted and consented to.

The use of restraints or PASDs that the resident cannot remove should not be consented to without due consideration as the use of restraints or PASDs that cannot be removed by the resident can have a negative impact on the resident's wellbeing.

Please see the following table for an explanation:

Types of restraints	PASD	Possible Negative outcomes of restraints or PASDs that cannot be removed by resident
<ul style="list-style-type: none"> • Physical restraints restrict or control movement or behaviour • May attach to a person's body or create a physical barrier. • Examples: table trays that tie behind the wheelchair, seatbelts, that the resident cannot undo or tilt wheelchairs. 	<ul style="list-style-type: none"> • Purpose: to assist a resident with an activity of daily living. • Examples: full bed rails, table trays, seatbelts, hip belts, lap belts, tilt wheelchairs 	<ul style="list-style-type: none"> • Loss of independence and self-esteem • Attempts to slide down under a lap belt, seatbelt or table tray may result in strangulation • Skin irritation and/or open wounds if the resident rubs against belt or sits too long without repositioning • May fall if they attempt to climb over a side rail • Increased frustration and behaviours • Deconditioning – a decline in physical fitness, muscle mass and strength.

Types of restraints	PASD	Possible Negative outcomes of restraints or PASDs that cannot be removed by resident
<ul style="list-style-type: none"> • Chemical restraints medications used solely to restrict or modify behaviour. • Examples: Tranquilizers and sedatives on PRN basis 	<ul style="list-style-type: none"> • THERE ARE NO CHEMICAL PASDs 	<ul style="list-style-type: none"> • May leave a person sedated and less active causing deconditioning or falls • May result in decreased appetite, increased dependence • Deconditioning –a decline in physical fitness, muscle mass and strength
<ul style="list-style-type: none"> • Environmental restraints change or modify a person’s surroundings to restrict or control movement • Examples: Outside fenced in areas attached to dementia care units 		<ul style="list-style-type: none"> • Loss of independence and self-esteem • Feelings of isolation • Feelings of frustration

How to Obtain the Restraint Policy

If you would like a copy of the policy or would like to discuss the content of the policy, please contact the following person:

Pauline Frechette Keating
Director of Resident Care
705-335-6125 ext. 225
pfkeating@ncmanor.com

LEAVING THE MANOR

Residents are free to come and go from the Manor as they wish. However, they are required to notify the nursing staff when leaving the Manor and the approximate time at which they will be returning.

Residents wishing to leave the Manor overnight should inform at least 48 hours in advance, either the Director of Resident Care or a Registered Nurse in order that they prepare the necessary medications. If the resident is planning to leave for a longer period of time, it should be discussed with the RN as arrangements may need to be done with the pharmacy to ensure the resident has their medication.

The doors of the Manor are locked from *11:00 pm to 7:00 am* for security reasons. Arrangements should be made in advance with the Registered Nurse if anyone needs to enter the Manor between these hours.

CASUAL LEAVE AND VACATION LEAVE

The Ontario Ministry of Health determines the policies on casual leave and vacation leave.

A casual leave of absence of up to forty-eight (48) hours per week is available to residents.

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

MEDICAL APPOINTMENTS

The POA or resident must advise nursing staff of all medical appointments outside the facility a minimum of 24 hours before the appointment. Some residents cannot attend medical appointments unaccompanied. The family will be informed of upcoming medical appointments and will need to arrange a companion for these residents.

MEDICAL SUPPLIES AND EQUIPMENT

It is the responsibility of the home to provide medical supplies and nursing equipment necessary for the care of residents, including the prevention or care of skin disorders, continence care and issues related to infection prevention and control.

Supplies and equipment for personal hygiene and grooming, such as skin lotions, shampoos and soap are also provided by the home. Residents are allowed to bring in their own preferred personal care items but must ensure that all items are identified with the resident's name.

The Manor shall provide a bed specific to the needs of the resident. Adjustable bed rails are available for those requiring them.

Residents are supplied with a bedside table for their personal use. It is recommended that the resident limit the number of items on this bedside table as nursing may need to use the surface to set up care related items.

It is North Centennial Manor's policy that if you require the use of a mobility device (i.e., wheelchair and/or walker) it should be either obtained or applied for prior to admission. A personal wheelchair which is designed to fit your body and your needs provides you with comfort, safety, and a decreased risk of skin breakdown and a means of mobilization within your new home. **We suggest that while awaiting notification of availability at North Centennial Manor, you make the necessary arrangements to rent or purchase these items.** The Community Care Access Centre can provide you with information regarding this process. North Centennial Manor is equipped with a limited number of assistive devices that you may borrow once you arrive should your application for your own device be delayed. Should an assessment for a mobility device not be achieved prior to your admission, North Centennial Manor will make application on your behalf for assessment by a physiotherapist or occupational therapist.

Any dentures, glasses or hearing aids must be permanently labelled with the resident's name prior to admission. Dentures can be labelled by either dental office in Kapuskasing.

SMOKING

Smoking is only permitted in designated smoking areas. For visitors and residents, this area is located outside the front of the Manor at the far end of the canopied area. All residents who smoke will be screened upon admission and as needed to determine if they are safe to smoke independently. If the resident is assessed as unable to smoke safely independently, they will require supervision. The Manor **does not** provide supervised smoking.

There is a no smoking policy applicable to residents, employees, visitors and volunteers in accordance with the **“Smoke-Free Ontario Act”**.

5. THERAPY AND ACTIVATION SERVICES

The goal of this department is to help and facilitate residents based on rehabilitation principles and activation concepts. This member of the care team assists residents to regain, maintain and improve physical, mental and social functioning when facing new limitations due to illness or injury.

This employee provides varied, adaptive and individualized programs such as teaching the resident transfer techniques. Daily exercises, memory development, emotional support, recreation, and the opportunity to socialize are also the responsibility of this department.

The employee receives direction and guidance from outside sources such as physiotherapists and occupational therapists, senior mental health experts who may have been referred by the Medical Director.

This department coordinates arrangements for the assessment and purchase of special devices through the Assistive Devices Program (ADP).

6. RECREATION AND VOLUNTEER COORDINATION SERVICES

ACTIVITY DEPARTMENT

This department promotes resident participation in the following activity programs:

ACTIVITIES INCLUDE

- bingo
- movies
- dances
- craft and bake sales
- card parties
- social exercise groups
- B.B.Q.
- concerts
- religious services
- group outings
- Resident Council
- tea parties
- gardening
- live entertainment
- baking sessions

A calendar of activities is created every month and posted in each resident's room, as well as in various areas around the Manor. Copies are also made available for pick-up in the Manor lobby. Family and friends are always welcome to participate in any or all of these activities.

For residents who still enjoy cooking, the Activity Room has all the necessary facilities and appliances to cook a full course meal. Residents are encouraged to make use of this kitchen by inviting their friends and family members for a meal in a more intimate atmosphere. Residents wishing to organize such a get-together are asked to advise the Activities Coordinator ahead of time to ensure availability, and are expected to bring all ingredients and food required.

RESERVE A SPACE FOR SPECIAL ACTIVITIES WITH A RESIDENT

Three spaces are available to reserve for special activities with a resident:

- the multi-purpose room (bring own food)
- the activity room with access to kitchen appliances (bring own food)

Multi-purpose room and Activity room:

To reserve the multi-purpose room or the activity room, you must contact the Administration Office.

Visitors can bring in their own food or can have what the Manor is serving if requested and paid in advance (\$8.00 per meal). Please see the administration office to pay in advance; otherwise, the amount will be deducted from the resident's trust account.

Here are the rules when visitors have a meal with a resident:

- 1) Maximum of two (2) visitors.
- 2) Book the room in advance and indicate if visitors will "BRING OWN FOOD" or "EAT MANOR FOOD".
- 3) Pay for meal(s) in advance at the administration office; otherwise, the amount will be deducted from the resident's trust account.
- 4) Dietary Aide will ask the resident for their choice of meal.

- 5) Dietary Aide will prepare the meal(s) after all other residents in dining room have been served. The trays will be brought on a cart in the hallway by the room.
- 6) Visitor is responsible to clean up room and return dirty dishes on the cart to the servery.
- 7) Visitor is responsible to supervise the resident throughout the entire meal.
- 8) **NOTE: Manor staff is not responsible for cleaning dishes or cookware brought in by visitors.**

IPAD, IPOD AND WI-FI

The Activities department has iPads and iPods available to residents. Both types of devices can be utilized for recreational purposes, as well as for therapeutic purposes. The Activities Coordinator can develop custom activities suited to each resident. For example, residents can play their favorite activation games on the iPad, or they can listen to their special song list on the iPod.

Residents can also borrow an iPad to video chat with family members and friends who are at a distance. Residents must see the Activities Coordinator in order to plan a video chat.

The Manor is equipped with public Wi-Fi access. Guests and residents can use the internet for free by connecting through Wi-Fi. The password can be obtained at the Administration office or from the Activities Coordinator.

HAIRDRESSING SHOP SERVICES

There is a professional hairdresser available to residents for general hairdressing needs (wash and set) as well as cuts and perms.

For hygiene reasons, residents must supply their own perm rods and/or regular hair curlers which they will bring with them when required for hairdressing services.

The hairdressing shop is open on *Tuesdays between 9:00 am and 3:00 pm.*

RELIGIOUS SERVICES

Religious services are held regularly in the Manor's chapel. Mass for Catholic residents is held once every week, and for our Anglican residents, services are usually every *third Tuesday at 1:15 pm.*

VOLUNTEER SERVICES

The Manor has many dedicated volunteers. The immense contribution they make to the lives of our residents is deserving of our highest recognition and our deepest gratitude. These volunteers assist with recreational programs, can accompany residents on outings when their family is not available, and much, much more. Many of our weekly activities such as bingo, hairdressing and religious services could not be carried out without the help of these volunteers. The Manor's *Ladies Auxiliary* is also a vital and active aspect of the Recreation and Volunteer Services.

For more information about our volunteers, or to become a volunteer at the Manor, please contact the Activity Department at 705-335-6125 extension 241.

7. SUPPORT SERVICES

DIETARY SERVICES

The dietary staff, under the guidance of the dietician/dietary supervisor, provides three daily nutritious, safe, appetizing meals and in-between meals and evening snacks to residents.

All menus are reviewed and improved annually in accordance with *Canada's Food Guide to Healthy Eating* and Bill 140, the Long-Term Care Homes Act.

The residents' personal likes and dislikes are considered in meal planning. Alternatives for lunch and supper are available to all residents who do not wish to have the main course. Individual meals are planned and monitored for diabetics and other residents requiring therapeutic modifications or special diets.

Dietary supplements and devices enabling residents with special needs to feed themselves are provided following a complete assessment by the dietician.

The Manor has a dining area in each wing; therefore, assistance is available based on the resident's needs.

The Dietary department caters to home functions and prepares special menus for holidays, birthdays and other celebrations.

This department also provides hot and nutritious "Meals on Wheels" to seniors and persons with disabilities in the community through the Canadian Red Cross.

HOUSEKEEPING AND LAUNDRY SERVICES

The Housekeeping and Laundry Departments are opened *7 days a week from 7:00 am to 3:00 pm*

The Housekeeping Department is responsible for the daily upkeep of the residents' rooms, public washrooms, common rooms and all of the furnishings, thus ensuring a sanitary and attractive environment. If a resident prefers to maintain his or her room, he or she is encouraged to do so.

MAINTENANCE SERVICES

The Maintenance Department is responsible for maintaining the Manor's physical environment. The employees carry out daily maintenance services to ensure that the building, grounds, equipment, utilities and safety systems are maintained in a safe operating condition.

The Maintenance Department **must check all electrical items** that are brought into the Manor, including TV's, radios, fans, electric razors, etc. to ensure that they are in safe working condition. Resident's family or POA are responsible to maintain and/or repair any personal electrical items.

The Maintenance Leader is on duty *Monday to Friday 7:00 am to 3:00 pm* and can be reached for reasons of emergency, twenty-four hours per day through the Nurse in Charge.

8. HEALTH AND SAFETY

For Health and Safety reasons, the Manor **does not allow the following**. If any of the following is found in a resident's room, it will be removed and thrown away.

- powders (baby powder, talcum powder, etc.)
- area rugs of any type or size
- straight edge razors (electric razors only)
- scissors or sharp objects such as sewing equipment, knife, pocket knife
- perfume or any scented products
- laundry soap or fabric softener in resident's rooms – a washer and dryer are available for resident use that has an automatic soap and fabric softener dispenser
- devices that heat up such as heating pads, blankets, heat packs
- cool packs or ice packs unless administered by a registered staff member
- curling/straightening irons or hair dryers
- alcohol for consumption in the rooms
- medications kept at the bedside
- aerosol products of any type (air freshener, Febreze, hair spray, bug spray)
- foot stools

FIRE REGULATIONS

All employees of the Manor participate in a fire safety program conducted annually with the assistance of our local fire department.

Fire drills are held on a monthly basis and everyone must cooperate and respond as if it were a real fire. New residents should familiarize themselves with fire exits, particularly the one nearest to their room. Also, take time to read the regulations posted on the Manor lobby bulletin board, and at the entrance of each Wing. Your safety and the safety of others depend on a positive observance of these fire prevention rules.

SECURITY CAMERAS

The Manor has security cameras in most public areas for security reasons as per the *Personal Information Protection and Electronic Documents Act* (PIPEDA) and the *Personal Health Information Protection Act* (PHIPA). For more information, please contact Emilie Lemieux at (705) 335-6125 at extension 223, or visit the Manor Administration office.

OTHER HEALTH AND SAFETY INFORMATION

1. Do not visit the Manor if you are sick with something contagious such as a cold or the stomach flu. You must wait until 48 hours after you have recovered from the illness before you can visit the Manor.
2. Wash your hands with alcohol-based hand rub when entering and leaving the Manor, when you enter or leave a room and before and after contact with a resident.
3. Sign the guest book indicating which resident you will visit. Sign out when your visit is over.
4. Never give a resident medication. If a resident asks you for medication, inform the nurse so that the

resident can be assessed.

5. If you take the resident off the Manor grounds, inform the nurse and sign out in the Wing that the resident lives in.
6. If you take the resident to an appointment with another health care professional, please ensure that the nurse is aware.
7. If you visit in a locked unit, do not hold the door open or assist anyone to leave the unit unless you have the nurse's approval.
8. If you bring in food for the resident and store it in the refrigerator in the servery, ensure that the food is dated and labelled with the resident's name. All unlabeled/undated food will be discarded.
9. If you have any concerns regarding the resident (such as the resident is weak, dizzy, not feeling well) speak with the nurse the same day.
10. Do not undo seatbelts for residents or attempt to transfer residents on your own. Always ask for nursing assistance.
11. All personal apparel and personal care products need to be labelled with the resident's name. Bring all new clothing to laundry to be labelled. Personal care products can be labelled by writing the resident's name on the product with a permanent marker.
12. All electrical equipment must be checked by maintenance before being put to use in the resident care areas.
13. Report any safety concerns that you might have to a staff member immediately.
14. Due to allergies, please do not wear scented products at the Manor.
15. Information regarding the resident's health status and care will only be released by the Manor directly to the resident. If the resident is not able to comprehend care decisions or wishes to share care decisions with his/her next of kin then information related to the resident and his/her plan of care will be given to the Power of Attorney/next of kin.
16. No items of any sort should be placed on top of wardrobe units (all items should be stored within cupboards). Do not place any items that the resident may need above the resident's reach.
17. Due to the risk of severe injury, never stand on furniture to reach for an item. Ask staff for help.

9. BOARD OF DIRECTORS, ADMINISTRATION AND SUPERVISORY PERSONNEL

BOARD OF DIRECTORS

Chairperson	Gary Fortin
Vice-Chairperson	Martin Dinnissen
Secretary/Treasurer	Angèle Beauvais
Board Member	Jules Gendron
Board Member	Priscilla Marcoux
Board Member	Vacant

ADMINISTRATION OFFICE

Administrator	Emilie Lemieux
Administrative Assistant	Nicole Veilleux
Administrator Assistant & Human Resources Assistant	Diane Mainville
Director of Finance	Emily Tremblay

SUPERVISORS

Medical Director	Dr. Pierre Plamondon
Director of Resident Care	Pauline Frechette Keating, RN
Nurse Practitioner	Valérie Lamontagne, NP
Dietary Services	Michele Prevost
Dietitian	Karolyne Tremblay, RD
Housekeeping/Laundry Services	Michele Prevost
Maintenance Services	Ronald Hachey
Activity Department Lead	Mylaine Habel, BSW, RSW
Craft Coordinator	Erin Van Alstine
Occupational Therapist Assistant	Barbara Deschenes
Behavioural Supports Ontario (BSO) Employee	Mylaine Habel, BSW, RSW

A Final Note:

Please remember that this is your home.

***Every employee is here to make you feel comfortable, happy and safe.
If there is anything we can do for you to further this aim, please let us know.***

10. NOTES

