



Idlewyld Manor
Thrive Group

Resident Handbook



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Contents

Welcome to Idlewyld Manor	3
Philosophy of Care	4
Our Mission, Vision & Values	4
Resident’s Council Welcome	5
Making A Difference	6
Contact Numbers	7
Facts About Idlewyld Manor	8
Idlewyld Manor Foundation	9
Resident Home Area Locations	9
Infection Control	10
Hand Hygiene	11
Visiting Hours	11
Parking & Transportation	11
Smoking	11
Volunteering	11
The Fundamental Principal & Residents’ Bill of Rights	12-14
Resident & Family Responsibilities	14
Commitment to Privacy	15
We Want to Hear From You	16-17
Complaints, Concerns, Report & Whistleblowing	18
Communication Pathway	19
Resident Safety	20
Upon Arrival	21-23
Clothing Suggestions/Valuables	23
Personal & Health Care Supplies	24

Contents Cont'd

Care Plans & Care Conferences	24
Nursing Services	25-26
Power of Attorney	26
Palliative Care	26-27
Mail	27
Discharge	27
Resident Care Programs & Services	27-30
Restraint Use	30
Supplies & Equipment	30
Support Operations (Nutrition/Housekeeping/Laundry)	31
Business & Financial Information	32-33
Safety Procedures	33-34
Internal Transfer	34
Discharge Process	34
Leave of Absences	34-35
Policies	35
Community Resources	36
Hamilton Area Lodgings	37
Area Taxi Cab Companies	37



Dear Resident and Family Member

Welcome to Idlewyld Manor, Thrive Group!

Our Mission:

Thrive Group provides a spectrum of integrated services to support and care for individuals to live as independently as possible. By bringing together like-minded organizations we will:

- Develop and deliver quality services that are responsive and innovative
- Enhance collaborative approaches to service provision
- Inform government directives and influence health care system
- Create efficiencies and reduce duplication

Idlewyld Manor is committed to excellence in care provision. We understand that each resident has unique and individual needs, and we emphasize the individuality of care. We believe in nurturing your physical, psychological, social, spiritual, and cultural needs. Idlewyld Manor is your home, where you may live with dignity, security/safety, and comfort.

Our staff is dedicated to high quality resident care, which is knowledgeable, skillful, and compassionate. Teamwork, honesty, respect, innovation, versatility, and excellence are the values we live by.

This handbook is part of your introduction to Idlewyld Manor. If you have any questions or would like to discuss any issue, please talk with myself or any other member of the leadership team. **Take time to review the information in this booklet as this is your guide to the home.**

In our comfortable surroundings, we will strive to meet all your needs by focusing on the right to privacy, choice, dignity, safety, independence, and a meaningful social life. It is an honour to provide service to you.

Sincerely,

Bahar Karimi
Executive Director
LTC Services

Philosophy of Care

We believe living well is an art and can be enhanced through research and science. The Thrive Group makes living life well, on your own terms, a reality. With an integrated service delivery model, Thrive provides a healthy living experience that meets service, safety, care requirements with innovation in environments designed for people with unique needs. Thrive Group's mission, vision and values are overarching and guide all member organizations.

Mission Statement

To provide a spectrum of integrated services to support and care for individuals to live as independently as possible

Vision Statement

Building a community of quality and responsive services in a highly integrated and transformed health care system.

Our Values

Teamwork is essential for our success. We believe we are more effective together than individually. We require our collective knowledge and skills to accomplish great things. Our employees and volunteers are expected to work in collaboration with each other, our clients, residents and family members. By building strong and effective partnerships with our community and funders we believe we can build more accessible and cohesive systems of care for all.

Honesty and transparency are fundamental in building relationships with our clients and residents, partners, funders, families, and community. We are trustworthy and ethical in all our dealings and hold our employees and volunteers to the highest standards of conduct. We value open, honest, and direct communication and encourage regular feedback from our employees and volunteers, clients, residents and stakeholders.

Respect is required in all our interactions. We respect the privacy and dignity of our clients and residents and will provide them with support and services that allow them to live as safely and independently as possible. We value and celebrate diversity in our clients, residents and colleagues. We respect the environments within which we work and will strive to maintain them to the highest standards possible.

Innovation and progressive approaches to care are essential in meeting the current and growing needs of our clients and residents. We are committed to continuous learning and development and encourage our employees and volunteers to strive to be the best that they can be.

Versatility ensures our ability to adapt and change to meet growing demands with limited resources. We are committed to building services and systems that are responsive, timely and cost efficient. We will remain solution-focused and will provide our clients, residents and stakeholders with demonstrated value without compromising quality of service. We will build a culture of responsibility and accountability across all organizational systems.

Excellence is a fundamental requirement in all we do. We are committed to building a leading-edge organization that attracts and retains a highly qualified and engaged workforce. Through the expertise and commitment of our employees we will subsequently develop high quality programs, services and systems that are held in a highest regard across the wider health and social service sector.

Resident's Council Welcome

Dear Resident,

We are excited to welcome you to our community of 192 residents. You, and/or your family, have decided that you require some extra care, and as one of the leading long term care facilities in Ontario, we are very happy you have chosen Idlewyld Manor.

You will see more information regarding the Resident's Council in your handbook. For now, we would like to let you know of some things we are involved with:

- Monthly meetings
- Offering Financial Support for several things such as, for resident entertainment, plants for our many beautiful gardens, special events
- Advocating for all residents within the home

These are just a few of our many accomplishments. We have a great relationship with all staff and appreciate their support and enthusiasm to help ensure all residents are living their best life. Most of all, we enjoy the privilege of being able to contribute.

You will receive a monthly calendar which will let you know that date of the monthly meeting. We hope to see you there. If you have any questions, please reach out to the Resident Council President.

Sincerely,

Your Residents' Council

Making a Difference

Together we can make a difference!

Thrive Group and its member organizations are dedicated non-profit, charitable entities. While we appreciate the government funding we receive, additional financial support is crucial for our specialized programs, services capital needs and vital equipment.

The generosity of others makes it possible for our organization to thrive, ensuring our homes are exceptional places to live. Annually, we provide integrated services and support to empower hundreds of adults to live as independently as possible. Our diverse fundraising activities, including the Moving to Make it Happen event, online donations, legacy gifts, holiday campaigns, third-party events, community bingo, sport team 50/50 activities, and naming opportunities play a pivotal role.

Our Thrive Group Programs such as Heart of Thrive, In Memoriam, and Employee Giving contribute to support of our clients and residents.

Funds raised directly impact our programs, significantly enhancing the quality of life in our homes. Achievements include establishing cafes, procuring outdoor and indoor furniture, multi-position tables, televisions for clients and resident living areas, blanket warmers, ceiling lifts, wellness areas, resurfaced outdoor spaces, and facilitating community activities.

To discover more about our fundraising activities, make meaningful connections, support events, or share your stories or to opt out of receiving fundraising information contact:

Shari-Lee Srigley, Executive Director of Fundraising and Development

ssrigley@thrivegroup.ca

289.309.8477 ext.572

Team Contact Numbers
905-574-2000

Prosha Bakr-Baifi	Customer Service Associate – Reception	Extension 700
Bahar Karimi	Administrator	Extension 722
Rosa Mozaffari	Associate Administrator	Extension 745
Cindy Abbott	Manager of Administrative Services	Extension 760
Cathy Luke	Director of Nursing	Extension 728
Shawna Morrison	Resident Care Supervisor	Extension 759
Flordelyn Medina	Resident Care Supervisor	Extension 752
Velichka Ganichevi (Vili)	Resident Care Supervisor	Extension 753
Lori Ambrose	Resident Care Supervisor	Extension 735
Jen Walker	Resident Care Supervisor (IPAC)	Extension 741
Nicole Bassarab	Manager of Resident Services	Extension 732
Nita Aboagye	Resident & Family Advisor	Extension 761
Hanna Do	Food Service Manager	Extension 744
Dayna Derwinsky	Assistant Food Service Manager	Extension 726
Emiliee Newhouse	Registered Dietitian	Extension 702
James Derwinsky	Manager of Environmental Services	Extension 738
Elizabeth Wojtowicz	Director of Clinical Practice	Extension 747
Brad McCulloch	Recreation & Volunteer Co Ordinator	Extension 724
Recreationists		Extension 737
Physiotherapists		Extension 754
Financial Analyst- Residents Accounts		289-309-8488 Extension 525

Nursing Stations

Charge Nurse – OW/OV	720
Charge Nurse - RG/Complex.....	758
Charge Nurse – CS/SV/GS.....	710

Orchardview	736
Gateside.....	731
Spruce View	730

Oakwood.....	742
Rosegarden.....	733
Creekside.....	723

Facts About Idlewyld Manor

Idlewyld Manor is a 192 bed Long Term Care residence located on Hamilton's west mountain. The facility sits on a picturesque 14-acre corner lot, dotted with trees and beautiful gardens for residents and families to enjoy. The Manor opened its new facility in May 2004. We are a not-for-profit charitable long term care home.

Idlewyld Manor is steeped in a rich history of community service and celebrated its sesquicentennial anniversary (150 years) in 1996.

The institution first began as a soup kitchen on John Street, in 1846, under the auspices of the Ladies' Benevolent Society. This group of Hamilton women banded together to help the needy in cold winter months. In 1848, the ladies established the "Destitute School", for children of the poor. It was determined there was a great need for a home for orphan children. In 1853, the Ladies' Benevolent Society was able to purchase two acres of land on Charlton Street, where they erected the "Hamilton Orphan Asylum".

Eventually, as Boys' and Girls' Homes were opened, it was decided the greater need was now a home to provide care for the aged women. This dream was made possible by a bequest of \$4,000 donated by Mrs. Edward Jackson in 1875. Mrs. Jackson is the Founder of Idlewyld Manor. The first two ladies were admitted to this residence, located on Wellington Street South, in 1877.

In 1948, the name of the facility was changed to "The Aged Women's Home of Hamilton". Extensive alterations to the building continued, until the decision was reached to build a new facility. The site chosen is our current location, a lot offered to the Trustees by the Hamilton Health Association on the property of the Mountain Sanatorium. The corner stone was laid for our former building on June 4, 1958. In 1959, The Garden Club of Hamilton presented and erected a pair of beautiful wrought iron gates at the entrance to the property. They were a gift from "Idlewyld", the estate of the late Col. Gordon and Mrs. Henderson. Thus, in 1964, the name Idlewyld was added to The Aged Women's Home and officially registered as Idlewyld Manor in 1982.

In the 1990's, the Ministry of Health recognized the need for additional Long Term Care Beds in Ontario related to the aging population. A Request for Proposal Competition was initiated by the Ministry of Health in 1997. We were pleased to be selected in May 2000, and to be able to build an additional 91 beds for a total of 192 beds.

The Idlewyld Manor Foundation

The Idlewyld Manor Foundation is a Registered charity, established as a fund-raising entity, for purposes of assisting Idlewyld Manor in raising its share of the capital funds necessary for building projects, new furnishings, rehabilitative and therapeutic equipment – all for the ongoing wellbeing of the Residents of Idlewyld Manor.

The Idlewyld Manor Foundation receives unconditional gifts in the form of bequests, estates, legacies, memorial donations, etc. In addition, the Foundation receives donations for purposes as designated by the donor. Financial donations can be made through the Idlewyld Manor website.

Donations of equipment cannot be accommodated due to lack of storage space and the liability of providing a resident with equipment not assessed for their specific need. We also do not accept clothing donations; however, exceptions may be made for open back clothing.

Accommodations

- There are six resident home area with 32 residents in each area. Each resident home area has a dining room, recreation area and a den
- Creekside Resident Home Area is the one secure home area at the Manor. Residents who tend to wander or have varying degrees of confusion are best accommodated in this Home Area. Keypads have been installed on the exit doors of this Home Area. Directions to enter and exit this Home Area are posted on the wall. When entering or exiting the Creekside Home Area, please ensure that Residents in this area do not mistakenly wander out. Safety is a priority concern in caring for Residents who are confused.
- There are 116 private beds and 76 basic beds. Private and basic beds are located on all home areas.
- Basic accommodations are home to only one resident with a shared washroom
- Each room has a large window and comes with window coverings, electric bed, bedside chair, two nightstands, and a very large closet.
- All linens are included but families may bring in their own linens if they prefer. All linens brought into the facility will be labeled with the residents' name.

Resident Home Area Locations

First Floor – Gateside located to the right of the elevators
Rosegarden located to the left of the elevators
Rosegarden Complex Care located in Rosegarden

Second Floor – Orchardview located to the right of the elevators
Oakwood located to the left of the elevators

Ground Floor – Spruceview located to the right of the elevators
Creekside (secured unit) located to the left of the elevators

Infection Control

Families and visitors are welcome and encouraged to visit whenever possible. Our resident population is very vulnerable to infections and complications from illness. A simple cold could turn into a very serious or potentially fatal secondary infections. Visitors should not visit the home if they do not feel well or have:

- Chills or fever
- Diarrhea in the last 48hrs
- Nausea or vomiting
- Cough or sore throat
- Signs of an infection such as a rash

Immunizations and Screening

Thrive Group strongly recommends that everyone maintains up to date on all recommended vaccines. Please speak to your healthcare provider. This includes residents and their visitors.

Each resident on admission will be screened for tuberculosis which includes an x-ray (and potentially a TB skin test if you are under 65 years old). Annually residents will be offered the influenza vaccine. Also, all residents will be offered immunizations against pneumococcus, tetanus and diphtheria and other vaccines recommended in accordance with the immunization schedules of Ministry of Health.

Additional Precautions

Certain infections and communicable diseases are very contagious and can be transmitted easily. These infections require additional precautions to stop the spread. Additional precautions are identified by signage on the resident's door indicating what personal protective equipment is required (such as a gown, gloves, eye protections or different masks). All visitors must follow precautions; if you have any questions, please speak to the care team.

If there is an outbreak, (situation where multiple people are ill at the same time), additional precautions may be required for your entire home area, or the entire home. Some of the precautions may include pausing of general visitors, using eye protection, restricting visiting to your room, wearing seal tested N95's or other precautions as recommended by Public Health. These precautions are put into place to decrease risk of wide spread of an infection.

Respiratory Etiquette

To prevent transmission of all respiratory infections, respiratory/cough etiquette is our first line of defense:

- Turn your head away from others
- Maintaining 2metre distance from others
- Cover your mouth and nose with a tissue when you cough/sneeze or cough/sneeze into your upper sleeve.
- Do not cough/sneeze in your hands
- Place used tissue into the garbage
- Wash your hands with the alcohol based hand rub.

Hand Hygiene

Clean hands are the best way to stop the spread of germs. Each time you enter and leave the home and home area, please use the alcohol-based hand rub to clean your hands. Residents should also clean their hands before and after each visit.

Everyone should clean their hands:

- Before and after having physical contact with a resident (or their room)
- Before and after eating
- When hands are visibly dirty
- After using the bathroom
- After coughing/sneezing

Visiting Hours

There are no restrictions on visiting hours however visiting normally occurs between the hours of 8:00 am-8:00 pm. For security reasons, for access after 10:00 pm or before 6:00 am, please use the phone to contact the Charge Nurse.

Parking and Transportation

Parking facilities are available in the upper parking lot of the home for visitors.

Transportation to and from appointments is the responsibility of the Resident and family. DARTS and wheelchair taxi vans are available in Hamilton if a wheelchair is used. These services can be booked directly by the Resident/Family. Speak to the nursing staff for more details. The Manor is located on a bus route, with a bus shelter located at the end of the driveway.

Smoking

Idlewyld Manor is a non-smoking facility. No one is allowed to smoke within the home. Visitors are requested not to supply smoking materials to Residents. When residents and visitors are smoking outdoors, we request that the cigarette disposal containers are used.

Idlewyld Manor complies with the Smoke-Free Ontario Act.

Volunteering

Idlewyld Manor is proud to benefit from the valued assistance of a growing number of volunteers. There are several individuals and groups who volunteer their time one-to-one with our Residents. Our volunteers also provide their services in recreation, meal enhancement, laundry, maintenance, and pastoral care.

If a Resident is in need of the service of a volunteer, (e.g. visiting, escorted to the courtyard), please speak to the Registered Staff or the Recreation and Volunteer Co-Ordinator. If family members or friends are able to donate a few hours of their time to volunteer, please refer them to the Manager of Recreation and Volunteer Services, 905-574-2000 extension 724.

The Fundamental Principal & the Residents' Bill of Rights

The following basic rights of all Residents living at Idlewyld Manor are the foundation of our services, policies, and standards. We will endeavor to uphold these rights for you.

The Fundamental Principal

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.

Resident's Bill of Rights

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's 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.
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.
6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen
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 the right to ongoing and safe support from their caregivers to support their physical, mental, social, and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
25. Every resident has the right to be provided with care and services based on a palliative care philosophy.
26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

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 person inside or outside the long-term home.

Resident and Family Responsibilities

Residents and families also have responsibilities to fellow residents and to the staff of Idlewyld Manor.

1. To observe the rules and regulations in effect at the time of admission and as altered from time to time.
2. To treat fellow residents and staff with courtesy and consideration and to always bear in mind their rights.
3. To be supportive and respectful of other's opinions, differences, and recommendations.
4. To always observe the non-smoking regulations for the protection of all the residents and staff.
5. To participate always and with promptness in fire and disaster drills.
6. To use with care all supplies, linens, and furnishings just as if they were your own.
7. To consider that other residents may require more assistance, and more urgently, than you. Not all residents can be served first.
8. To report promptly anything, one feels needs attention i.e. safety hazards, security, or anything you do not feel is right.
9. To have fun and enjoy your stay.

Commitment to Privacy

Collection and Protection of Your Personal Health Information (PHI)

Ontario's Personal Health Information Protection Act (PHIPA) standardizes and places limits on the collection, use, disclosure, and disposal of personal health information. The goal of this legislation is to protect the privacy of individuals and the confidentiality and security of personal health information in way that facilitates the effective provision of health care. PHIPA based on the idea that those involved in a resident's 'circle of care' should have access only to as much information as they need to provide the best healthcare possible.

Your personal health information is essential for the provision of quality resident care. We will ask you, or the person acting on your behalf, for information about your health and your family's health. The personal health information that we may collect includes your name, date of birth, address, health history, records of your visits to hospitals and physicians and the care you received during those visits.

We use and disclose your personal health information to:

- Treat and care for you
- Get payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Conduct research
- Compile statistics
- Conduct resident satisfaction surveys
- Teach
- Fundraise to improve our healthcare services and programs
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Other information that may be disclosed includes:

- Your religious affiliation
- Specific information as required by other health care providers such as pharmacies, laboratories, ambulance, hospitals, LHIN's and the Ministry of Health

If you have any questions related to privacy, please contact the Director of Care.

We Want to Hear From You

Idlewyld Manor 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.

Residents' Council

Resident Council is an integral part of Idlewyld Manor and represents all the residents living at the Manor. The Council serves as a vehicle through which residents can share in the planning of events in the home. Council members also play an important role in maintaining and improving the quality of life for the residents of Idlewyld Manor.

Residents are elected annually by their peers and meet at least quarterly (usually monthly) with an Idlewyld Manor designate to discuss common issues.

Residents' Council may, at any time, request their suggestions and issues be taken to the Administrator. The Administrator will respond in writing to the Council within 10 days. Idlewyld Manor values the role of the Residents' Council and appreciates its dedication to making our home a better place.

Residents' Council membership, meeting minutes and upcoming events are posted on the Residents' Council bulletin board on the main floor outside Rosegarden.

Family Council

The purpose of Family Council is to create opportunities for interested family members to learn more about Idlewyld Manor and long-term care, serve in an advisory capacity to the Administrator, and create ways to welcome and support other families.

If the Family Council has advised the Home of any concerns or recommendations about the operation of the Home or of any concerns or recommendations brought to the Administrator's attention, the Home must respond in writing to the Family Council within 10 days of receiving the advice.

Family Council meets monthly and information about the meetings is posted in the elevators.

For more information, please contact a member of the Family Council. A list of the Council Members is posted on the Family Council bulletin board located across from the cafe, near the elevators.

Food Council

Idlewyld Manor has an established Food Council which brings together residents from all six home areas to meet monthly with the Food Service Manager and the Assistant Food Service Manager. Residents are encouraged to participate and provide feedback on the menu and the Food Services department. Idlewyld Manor provides a comfortable meeting room with seating for all Food Council attendees.

The purpose of the Food Council meetings is to provide new and interesting information about the Food Service department, provide an education forum to the residents, and to receive feedback from the residents.

Food Council meetings are advertised in the resident's monthly newsletter and in the monthly calendars. A notice is also posted at the menu boards in each Resident Home Area with the date, time and location of the next meeting.

Information Bulletin Board

Our Information Bulletin Board is in the front of the lobby to the right of the elevators. Here you will find relevant postings including Resident Bill of Rights, Ministry postings including contact for information to initiate a compliment/concern to the Ministry of Health. The most recent audited reconciliation report and other MOHLTC Public Copies of Inspection Reports are posted. There is also posted a suggested communication pathway to help answer your questions.

Advocacy

We welcome input and ideas from the Residents in the planning and evaluation of programs and services. This can be accomplished through feedback to the Resident Council and Family Council, as well as during a resident's yearly care conference or by approaching staff and managers at any time. Satisfaction surveys are also conducted annually.

Complaints, Concerns, Reporting and Whistleblowing

As in any living arrangement concerns may arise from time to time. Idlewyld Manor is interested in addressing your questions and concerns. To assist you in having your questions/concerns addressed promptly, the following procedure should be followed:

- Discuss the situation with the Registered Staff (Registered Nurse or Registered Practical Nurse) on your unit at the time of the concern. If your concern is not resolved;
- Contact the Manager for the appropriate area of concern: Nursing - Director of Care, Associate Administrator or Resident Care Supervisor; Food – Food Services Manager; Housekeeping /Laundry/Maintenance – Environmental Service Manager and Recreation - Recreation Supervisor. The Manager of Resident Services is also available as required. If your concern remains unresolved;
- Contact the Administrator if your concern is not resolved to the resident's or family's satisfaction. Concerns are usually resolved internally however if your issue or concern is not resolved to your satisfaction by the Administrator, then please contact as below the Ministry of Health and Long-Term Care.
- You may also complete the "How Are We Doing Form – Compliments, Concerns & Opportunities for Improvement" form located at reception.
- Contact the Ministry of Health and Long-Term Care Regional Office at (905) 546-8294 or the MOHLTC Toll Free number of 1-866-434-0144.

Everyone shares the responsibility to ensure that residents can live with dignity, safety, and security. Idlewyld Manor is committed to providing the best possible care for residents. All employees and volunteers will report any incidents of suspected harm or risk to a resident, immediately. Long Term Care Homes are required to report certain matters to the Director of the Ministry of Health and Long Term Care. Items to be reported would include allegations of abuse or written complaints. Included in the report are the details of the associated investigation and the actions taken by the home. Members of the public who have concerns or complaints that they do not feel the home is able to resolve are welcome to contact the Ministry of Health at the number above to report their concern to the Director.

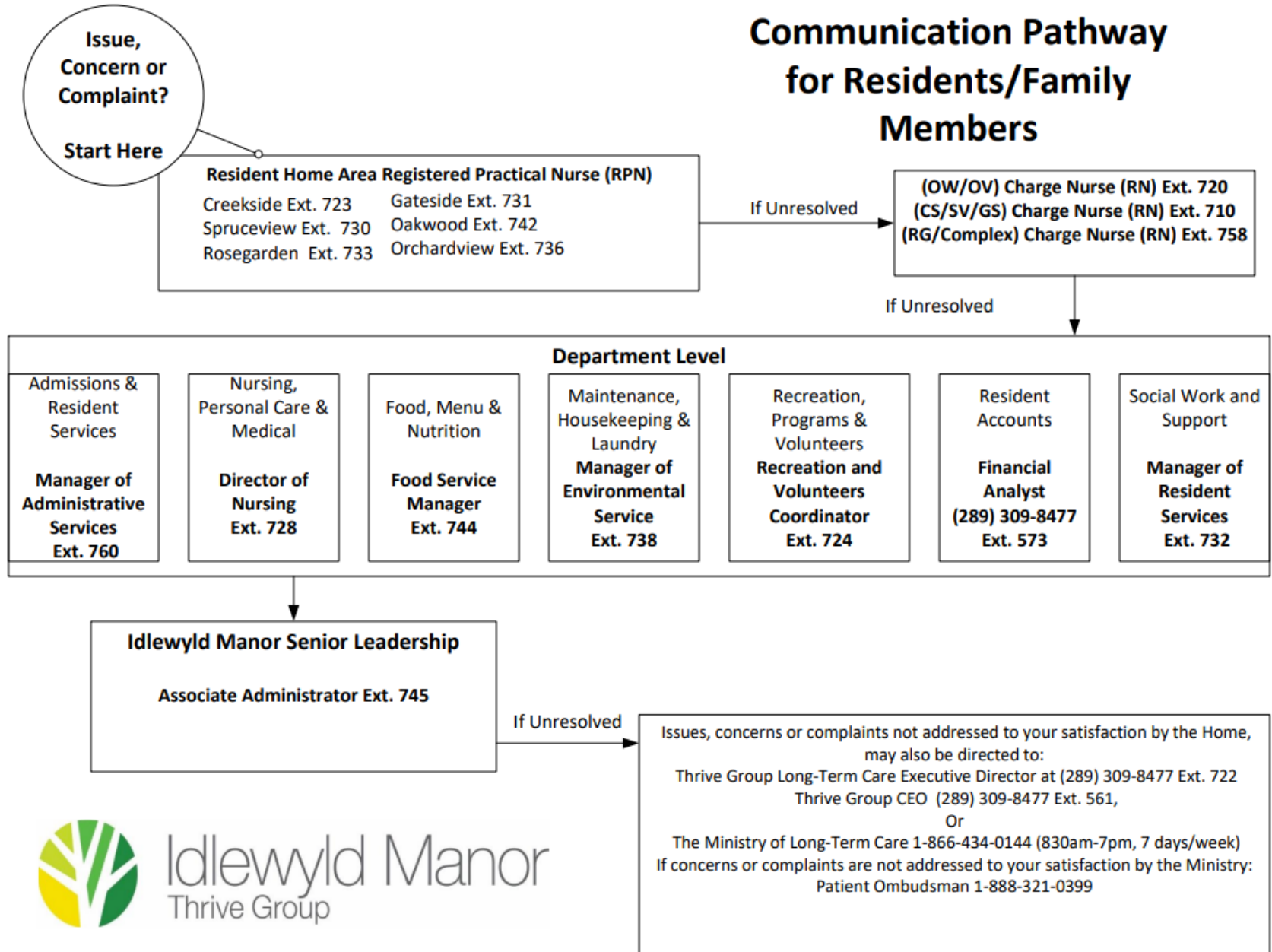
Duty to Report signage is posted in the home near the elevators. The signage outlines the Ministry process and responsibility.

The Long Term Care Home Act provides protection for people who report concerns to the ministry. People making reports do not have to give their name; all reports are treated as confidential.

Idlewyld Manor protects employees/volunteers from retaliation or unfair treatment if a report is made to the Administrator or to the Ministry. The Long Term Care Home Act also provides "Whistle Blowing" protection for anyone who has made a report to the Ministry.

"Whistle Blowing" Protection means no person can retaliate against another person or threaten to do so because information has been disclosed to the Ministry Director or Inspectors.

Communication Pathway for Residents/Family Members



Resident Safety

Your Health Care – Be Involved

Idlewyld Manor is committed to the safety of our residents, staff, volunteers, and visitors.

Some of the ways that you can promote and support a culture of safety at Idlewyld Manor include:

1. Be involved in your healthcare. Speak up if you have questions or concerns about your care. One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking a member of your health care team questions, so you can make informed choices.
2. Tell a member of the health care team about your past illnesses and your current health condition. You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know and even if you think it is not important.
3. You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know and even if you think it is not important.
4. Bring a **current** up to date list of your medications from your pharmacy when you come to the Manor ensure the pharmacist includes all the drugs you take with a doctor's prescription and includes any over-the-counter remedies such as vitamins and herbal remedies.
5. Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.

If you get sick, your health care team may have to act fast. Before they give you any medicine, they need to know if you could have a bad reaction to it. That is why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food.

6. Make sure you know what to do when you return from visiting a medical appointment. Share this information with you care team. You can write this information down or have a family member/friend help you to write it down.

Upon Arrival

Personalizing the Resident Room

Residents are encouraged to personalize their room by utilizing the memory box and bringing personal items to display. While furniture is standardized in all rooms, some residents have a favourite piece of furniture such as a chair or a lamp, they would like to bring with them. All standard room furniture must remain in the room. Our maintenance team will gladly hang all pictures that are brought in at their earliest convenience. Please just ask a registered staff (RPN/RN) to have a work order completed.

We would ask that you bring limited amount of furniture on the day of arrival. Instead, get a feel for how much space will be available for such items and discuss your ideas with staff and maintenance prior to bringing additional items in. We want to ensure you are familiar with your new environment and mitigate any tripping risks. Once you agree on the pieces, bring them in for a short evaluation period to ensure the safety of all involved.

As care needs of your family member change, space requirements in the room may increase to accommodate various pieces of equipment. Please be aware that the care team may approach you about taking some furniture home under these circumstances. All resident equipment and furniture must be safe for use by the resident. Occasionally, a resident can no longer be cared for safely in their current room. This is most often due to changes in the resident's needs that require different equipment or alterations in the environment. In this circumstance, the home will speak with you and/or your Power of Attorney and arrange for a change in room where your needs can be better met. It is the obligation of the home to ensure that residents are placed appropriately within the care setting. We ask that residents and their Power of Attorneys comply with such requests when they are brought forward. Idlewyld Manor makes every effort to keep room moves to a minimum.

Personal Appliances

Some electrical equipment can be brought into the home such as televisions (**maximum allowed size is 42 - 46 inch flat screen**), radios, clock, electric razors and lamps. Flat screen televisions **cannot be wall mounted**.

Refrigerators of 1.7 cubic foot with NO FREEZER are allowed (family/resident responsible for cleaning etc). All electronic hook ups (e.g. computer, television and DVD players) are completed by the family after electrical clearance from maintenance. As a fire safety precaution, all items of an electrical nature must be CSA approved items and inspected/approved by Maintenance Services.

Appliances used for cooking or heating of food, humidifiers, space heaters, electric blankets, dehumidifiers, air conditioners; irons, curling irons, glue guns and heating pads are not permitted. Extension cords are not allowed: CSA approved Power bars can be used once approved by maintenance.

Introductions

Once settled into the assigned room, nursing staff will orientate the Resident to the basic layout of the Home Area. A new 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 Idlewyld Manor 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. Residents will meet and get to know staff and other Residents, and soon the surroundings will not seem strange. Everyone adapts at different rates. New Residents can be overwhelmed with too much information all at once. This handbook has been developed for easy reference. As Residents are ready to learn more about Idlewyld Manor each day and each week, our staff, volunteers, and other Residents will be ready and happy to help.

Resident Photo and Identification Bracelet

A staff member from Nursing will approach a new Resident after admission for permission to take his/her picture. We use this picture for several important purposes. This recent photo image is vital for nursing identification and for provision to local authorities in case of an emergency. An identification bracelet will be prepared for every Resident. This bracelet must be always worn so that staff can confirm identities for administration of medication and in case of emergency situations.

Health Card

On admission, health cards are submitted to the Charge RN to verify the number matches with the Manor records. This card will be kept in a pocket in the front of the medical chart. The Ministry of Health will be notified, on the Resident's behalf, of the address change. A new card is usually issued and sent directly to Idlewyld Manor. If a Resident does get a health card or an expiry notice sent to him/her, please forward it to the Business Office.

Renewal cards will be requested by the facility. If you receive a renewal notice, please bring to reception. If the health card was lost or stolen prior to admission, please advise our reception staff.

Storage and Memory Boxes

Each Resident has a locked drawer in their wardrobe to secure any valuables. Memory boxes are located outside each Resident's room. These spaces are provided to display personal items belonging to the Resident in that room. It is also a good way for a Resident to identify his/her room. The keys to the locked drawer/memory box are secured in the locked Medication Rooms in each Nursing Station. The resident may request a key to the locked drawer/memory box from the Registered staff on the unit. There is a small charge for the replacement of lost keys.

Reduced Scents

Thrive Group is committed to reducing scents that are known to cause health concerns for staff, residents and clients, and visitors, and will discourage use of identified scents on premises. All employees, students, residents and clients and visitors are strongly encouraged to avoid or reduce the use of scented products, and to replace them with unscented alternatives.

Discharge from Idlewyld

When a resident is being discharged from the facility, the family is asked to remove all belongings that were brought into the home within 24 hours as required in the Fixing Long Term Care Act. This is necessary to allow the maintenance team to prepare the room for the next admission. Unfortunately, we do not accept donations of clothing or furniture. If you have a piece of mobility equipment that you would like to donate, please check with the physiotherapy team prior to leaving it to ensure it can be used.

Clothing Suggestions

Clothing Suggestions

- All clothing items will be discreetly labeled at the time a person moves into the Manor.
- Any new clothing brought in by you must be labeled prior to wearing; please put in a bag with the resident's name. Forms can be found at the nurse's stations so you can itemize the clothing you are bringing in so that it can be appropriately labeled before it enters the laundry system.
- To ensure an adequate supply of clothing is always available, we recommend bringing in the amount of clothing normally worn in a seven to ten-day period. We will contact you if there are any issues with this amount of clothing.
- When considering clothing purchases for a resident, ensure that the fabric is machine washable and dryer safe. Consider also ease of dressing when making a purchase, as this may help the resident maintain independence and dignity.
- Residents are encouraged to wear their usual style of clothing. It is important to be comfortable and have a variety of clothes. **To ensure all residents are dressed daily, some residents may require clothing modifications such as splitting the back of the garment and adding velcro closures.** Any need for clothing alterations will be discussed with you. Idlewyld Manor does not complete the alterations; the resident or family must make arrangements or purchase adapted clothing (Gerry's Fashions etc). Please speak with a member of the Registered Staff for more information.
- Safe comfortable footwear is very important. Non-slip soles on well-fitting shoes and slippers will help with safe mobility.
- In a home of this size, it is possible that an article of clothing or other personal effect will go missing. If you are missing an item, please see the Registered Staff on the Home Area where the Resident resides. We will endeavor to locate any missing article.

Valuables

You are encouraged to be selective in choosing the valuables you wish to bring with you to the Home, as items can be easily lost or broken. We suggest that each resident should avoid keeping valuables (e.g. expensive jewelry) or **sums of money** on their person or in their room.

Idlewyld Manor cannot accept responsibility for a resident's personal belongings or valuables. You may wish to arrange for insurance coverage for specific items (i.e hearing aids)

Hearing aids, dentures/partial plates, and glasses must be labeled prior to admission

Personal and Health Care Supplies

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

- Standard medical devices such as catheters and wound supplies.
- Manor brand supplies and equipment for personal hygiene and grooming, including skin care lotions, powders, shampoos, soap, deodorant, toothpastes, denture cups & cleansers, mouthwash, cotton swabs, nail files & clippers, toilet tissue, facial tissue, hairbrushes, combs, wash basins, razors, shaving cream, feminine hygiene products and continence products. Note: 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, tilt 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 will be provided by the Home.

Care Plans and Care Conferences

With input from the Resident/family, the multi-disciplinary team will develop a written personalized plan of care. Approximately six weeks after arrival, a "Resident Care Conference" will be scheduled to discuss a Resident's plan of care, and quality of life at Idlewyld Manor. Care Conferences are scheduled once a year thereafter or more often as required, or as requested, either by Residents, family, or staff. These meetings last approximately 30 minutes and involve the resident and family/POA (if able to attend) and representatives from nursing, nutrition and food services, recreation, social work, medical support (if able to attend) and when appropriate physiotherapy. The Charge RN will chair the meeting.

The Resident's needs and wishes are discussed, the plan of care, medications, blood work and all assessments are 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.

While many Residents can 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 Business Office (ext.700). 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.

Due to the large number of care conferences which must be scheduled annually, it may be challenging for us to alter dates.

Only one invitation is sent to each family, the POA for Care. This invitation can be shared with other appropriate family members. All are welcome to attend.

Nursing Services

The Nursing Department of Idlewyld Manor dedicates itself to a high standard of elder care. Its primary aim is to maximize the independence of each Resident and to provide as much support and comfort as possible.

The Directors of Nursing are responsible for the overall operation of the Nursing Department and are available Monday – Friday. A Registered Nurse (R.N.) is on duty 24 hours per day, 7 days a week. During non-business hours, the R.N. oversees the Manor. A member of Nursing Management is on call 24 hours per day. Registered Staff (R.N.'s and R.P.N.'s) and Personal Support Workers (P.S.W.'s) are assigned to provide nursing care on all shifts. Nursing staff monitor residents' needs and assistance is given whenever needed (e.g. personal hygiene and grooming, mobility, use of toilet facilities, etc). Independence is encouraged and supported. Tub baths (using mechanical lifts, if needed) or showers are regularly scheduled twice per week. The Registered staff will carry out any treatments, which may be ordered by the Doctor.

In cases of a Resident's injury or changes in a Resident's health status, the Power of Attorney for Personal Care (POA)/Substitute Decision Maker will be notified immediately. It is recommended that all Residents have a POA. We can provide the information, as required.

Medications

All medications are given and supervised by our Registered staff, under the direction of the Resident's Doctor. All medications must be taken in the presence of a Registered Staff member.

The Ontario Drug Benefit pays for most medications. On occasion, a doctor may order a drug or treatment that is not covered by this plan. Residents would incur the cost of these medications upon consent of the resident or POA.

A pharmacy retained by the Manor fills each Resident's prescriptions separately in prepared packages. Residents do not pay the \$2 per medication monthly dispensing for medication covered by Ontario Drug Benefit. Regular dosed supply of medication is delivered to the Manor on a regular basis. Should medication be required in an emergency, special delivery will be made from a local pharmacy. Idlewyld Manor has an emergency stock box where a limited supply of certain medications is kept in order to facilitate starting certain medications immediately, e.g. antibiotics. Any questions regarding medication should be directed to the Registered Staff or Doctor. 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 Nursing. If a Resident plans to be away from the Manor, please notify the Registered Staff well in advance so that medications can be prepared to accompany him/her.

We caution not to 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.

If a resident would like to on occasion have an alcohol beverage, the Doctor will order, and it is dispensed by the Registered staff. No alcohol is to be kept in the residents' room.

Nursing Services Cont'd

Alcoholic Beverages

Responsible use of alcoholic beverages by Residents is acceptable in the Manor. Alcohol consumption must be authorized by the doctor and alcohol must be kept at the Nursing Station and given to the Resident as per the instructions of the doctor. Residents may consume alcohol on Recreation community outings as outlined in the Outings – Resident Consuming Alcohol Policy. Residents are not permitted to keep alcohol in their rooms.

Advanced Care Guidelines

Shortly after you arrive, you will be asked to participate in an advanced care planning discussion with the care team. This is your opportunity to provide direction to your doctor and staff of the Residence about the treatment you want if your medical condition changes.

You will be given an information sheet to help you through the decision-making process. The Manager of Resident Services and Registered Nurses are available to provide assistance to you. Your wishes may be changed at any time.

Power of Attorney

You are encouraged to appoint a Power of Attorney before you move to the Manor. A Power of Attorney is someone who can make decision for you if you are unable to do so.

There are two types of Power of Attorney (POA):

- A Power of Attorney for Property appoints one or more persons to look after your financial affairs.
- A Power of Attorney for Personal Care appoints one or more persons to make decisions about your personal care.

The POA will make decisions for you when you are not able to. You can cancel or change a Power of Attorney at any time. The Manager of Resident Services is available to provide support and information.

Please note that Idlewyld Manor staff is **not able** to witness any legal documents

Palliative Care

The Idlewyld Manor Palliative Care Team is available to assist Residents and their families when end-of-life palliative care or advanced symptom control is needed. Palliative care is a special kind of health care for individuals and families who are living with a life-threatening illness that is usually at an advanced stage. 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

Palliative Care – cont'd

physical needs but also the psychological, social, cultural, emotional and spiritual needs of each person and family. Residents may request to be seen by the Palliative Care Team by asking a nurse, or a nurse may suggest a referral if they feel it may offer benefit to a resident and his/her loved ones.

Mail

Incoming mail for residents is delivered to your home area daily. Outgoing mail can be left at Reception area on the mail floor. For those residents that are not capable, mail items should be addressed to the POA.

Upon Discharge

When a resident passes away or is discharged from the home, we ask that all personal property be removed from the room **within 24 hours**. Unless authorization has been given, Idlewyld Manor does not accept donations of clothing, furniture wheelchairs etc. so please be sure to make arrangements for removal. If you need to make special arrangements, please contact the Manager of Resident Services, Ext 732. **A \$100 fee may be charged if the furniture is left in the room beyond the agreed upon timeframe.**

Resident Care Programs and Services

Your Service Team

Physician: Looks after the medical care of the resident just like your family physician.

Nurse Practitioner: Looks after the medical care of the resident in collaboration with the physician.

Registered Nurse (RN): Responsible for planning and coordination of care.

Registered Practical Nurse (RPN): Working with the RN, provides ongoing care at the bedside and assists you with your personal care including delivering medications.

Personal Support Worker (PSW): Assists residents in daily activities including dressing, grooming, bathing, and eating.

Associate Administrator, Director of Nursing, Resident Care Supervisors, Manager of Resident Services, & Resident & Family Advisor: Provides support and information to residents and family members.

Manager of Recreation & Volunteer Services: Coordinates programs that are fun, therapeutic, and individualized.

Dietary Aides: Responsible for preparing and serving food

Changes in Medical Status

On admission the phone numbers of the resident's contact people are recorded. In the event of a change in health status or injury, the Power of Attorney for Care (POA) will be notified first. If the POA is unavailable (e.g., vacation), the Substitute Decision Maker will be utilized. Please notify the Registered Staff, preferably in writing, if you are going to be away and an alternate contact is designated. Please include the dates for the alternate designation.

Medical Services

Idlewyld Manor has a Medical Director who ensures medical coverage 24hours a day, participates in provision of medical care residents, and monitors/regulates policy and practice for all Attending Physicians.

A resident may choose to retain their own family physician or Nurse Practitioner (Registered Nurse in the Extended Class). However, the physician/nurse practitioner must be in compliance with the Ministry of Health and Long-Term Care standards for medical coverage for long term care. If your family physician/nurse practitioner has agreed to continue your medical coverage, please have the family doctor contact the Director of Nursing.

Nursing and Personal Care

Nursing and personal care service is delivered on a 24-hour basis. The staff working on each Resident Home Area is comprised of Registered Nurses, Registered Practical Nurses, and Personal Support Workers. Each has a specific job description and collectively forms the care team for assessing, planning, implementing, and evaluating the care each Resident receives. The Director of Nursing is the senior nursing manager. They are responsible for the overall delivery of care to the residents. To reach the Director of Nursing, please call extension 728.

Recreation and Socialization

Idlewyld Manor provides a variety of programs to meet your physical, cognitive, social, and emotional needs. These programs encourage residents to remain active and become involved in the social milieu of the Home. Residents are encouraged to participate in the programs developed by the profession recreation staff. Families are also welcome.

Monthly program calendars, outings and special events are posted near the entrance of each Resident Home area and monthly calendars are provide to each resident in their rooms. Family members can request the calendar be e-mailed or a copy can be picked up at the nursing stations on each home area. Event calendars are also available on our website, www.idlewyldmanor.com. Daily programs as well as evening and weekend programs are provided. We welcome your suggestions for new programs.

Social Work

Social Work services are available at Idlewyld Manor. The Manager of Resident Services will guide new residents and their families through the adjustment process as you adapt to the new environment. In this role support, advocacy and counselling is provided to residents and their families.

Spiritual Care

Spiritual Care is available to all residents. Worship services are listed on the monthly activity calendar. Please notify the staff on your home care if you would like to meet with the pastoral care staff member.

Physiotherapy Services

Physiotherapy services are provided on a regular basis to residents following a physician referral and assessment. Each resident will receive a physiotherapy assessment within the first seven days of admission. The physiotherapy team offers exercise equipment used for all types of therapy.

Occupational Therapy

Occupational Therapy services are provided to residents who require a professional wheelchair or seating assessment.

Respiratory Therapy

All respiratory services are provided for residents requiring oxygen supplies.

Laboratory and Radiological Services

Many laboratory and Radiology (x-ray and ultrasound) services are provided in the Home. All tests must be ordered by a physician or nurse practitioner and are done in the Home on a regular scheduled basis or as required. Certain tests may require the resident to travel to the hospital.

Mobility Aids: Wheelchairs and Walkers

Residents are encouraged to bring mobility aids currently being used. Please clearly label these items with the resident's name. All residents intending to use a power wheelchair will first be assessed to ensure the safety of themselves, other residents, staff, and visitors. Residents who require the use of a mobility aid and do not have their own will be assessed for their needs following admission. Idlewyld Manor has a limited supply of these items for temporary use while you are being assessed and the appropriate mobility device is ordered. Canes are not suggested at the Home as they can easily become a risk to others if used as a weapon. Residents who need to purchase their own mobility aids may qualify for financial assistance from the Ministry of Health and Long-Term Care Assistive Devices Program. The Occupational Therapist or Physiotherapist can assist you with this process.

Each resident room can only accommodate one wheelchair.

Wheelchair/walker repairs are not done by the Idlewyld Manor maintenance staff but are available via qualified wheelchair vendors at the resident's expense.

Restraint Use

In compliance with the Fixing Long Term Care Act 2021 and the Ontario Regulations 79/10, Idlewyld Manor minimizes the use of restraints with our residents. Resident's rights, dignity, and physical and psychological well-being will be protected. Restraints are only used after all alternatives have been considered, trialed and/or exhausted.

As approved physical restraint is used only for the purpose of preventing a resident from causing bodily harm to him or herself and to others, once:

- An interdisciplinary assessment of the resident has been completed
- The resident and/or Substitute Decision Maker (SDM) has provided informed consent
- A physician or RN order has been obtained

From time to time, residents may benefit from the use of a Personal Assistive Service Device (PASD). This may include a tilted wheelchair, one bedrail, a tabletop tray etc. Nursing staff will consult with you on the need for either a Restraint or PASD. Copies of this policy are included in the admission package. Please speak with a nursing representative if you are interested in learning more.

Supplies and Equipment

Supplies, equipment, and devices necessary for the provision of medical, nursing, and personal care and activities of daily living are provided for the benefit of the resident. All personal hygiene and grooming supplies are provided. Personal preference items are not covered.

Medications are supplied by a contracted pharmacy. No over the counter medications are allowed due to the risks of poly pharmacy.

All prescription preparations listed and covered from the Ontario Drug Benefit are supplied and government pharmacy supplied non-prescription drugs, medications and treatment products and supplies are included.

Support Operations

Nutrition Services

Nutrition Services provide a full range of food services and specialized nutritional services. Three nutritious meals are provided daily. The menus are planned following Canada's Food Guide with two entrée selections at lunch and dinner. Specific dietary requirements are considered in the meal preparation.

A Registered Dietician is on staff to address the individual nutritional needs of residents. On admission, a dietary consultation will be arranged to discuss food preferences and dietary concerns. Resident's diets are monitored regularly to ensure nutritional needs are being met.

Mealtimes and menus are posted in the dining room of each Resident Home Area. Snacks and beverages are available between meals.

The Food Committee provides a forum for resident input into the menu and to plan special theme meals and family dinners.

For special occasions, the Family Dining Room can be booked for use by the resident and their family. The Family Dining Room is free of charge, but we do request families clean up the room when they are finished. Please call reception to book the room. **Please note, during Covid restrictions, the Family Dining Room is not available for use.**

Housekeeping Services

Regular housekeeping services are provided throughout the building to maintain a high standard of cleanliness and resident rooms are cleaned daily.

Maintaining a tidy and uncluttered room requires the assistance of the resident and their family. We will work with you to remove clutter from rooms regularly as needed. Unused items should be removed from rooms promptly as clutter can result in an unsafe environment for both residents and staff.

Laundry

All bed linen, wash cloths and towels are provided.

Laundry service is provided for the residents' personal clothing. It is important that clothing be washable and dryer safe, thus avoiding shrinkage or damage to clothing. All clothing will be labeled free of charge.

The Resident's laundry is collected and sent for laundering daily. Laundered items will be returned to resident's room after 48 hours.

Please note: Idlewyld Manor does not take responsibility for lost or damaged clothing.

Business & Financial Information

Admission Agreement

The resident or their representative will be asked to sign an Admission Agreement. You will be provided with a copy of the agreement and will have the opportunity to review it at your request.

Accommodation Charges

Accommodation rates are set by the Ministry of Health and Long-Term Care annually. A copy of the Accommodation rates has been included in the admission package.

It is the responsibility of the resident and/or the assigned representative (Power of Attorney/Substitute Decision Maker) to pay for the basic accommodation charge. This also includes approved leave of absences from the home (i.e. during medical, psychiatric, vacations and casual absences).

- Private Room – Large room and private bathroom – no rate reduction is available
- Basic/Standard Room – private room with shared bathroom. The basic room “co-payment” may be subsidized depending on a person’s income. The Ministry of Health (MOH) provides funding for long-term care home services. Residents pay a “co-payment” which is the amount paid for their long-term care home accommodation. The Ministry of Health and Long-Term Care sets co-payment rates for accommodation. A copy of the MOH rates is included in your admission package. We will work with you to determine if you are eligible for a reduction. You will be asked to provide your most recent income tax assessment. If you are paying a reduced rate, there is a specific amount of money allocated by the Government of Ontario from your total income for your personal use.

Monthly Invoice

Residents or their representatives will receive an invoice/statement at the beginning of each month for monthly room fees provided for the previous month. You will be asked to sign a Pre-Authorized Payment form to cover these charges, if possible. Staff in the finance department will assist you in making these arrangements and in addressing any matters concerning the payment of services.

Resident Comfort Accounts

It is suggested that you set up a small comfort account (trust account) with the Business Office. This account will be used to pay for any optional services you choose to purchase. You can also withdraw some spending money for your own use. The comfort account can be accessed at reception Monday to Friday from 9:00 am to 5:00 pm.

Optional Services

Idlewyld Manor offers a range of optional services intended to meet the individual needs of its residents. These additional services are not covered by the monthly co-payment and are available for an added fee. Payment for these most services is managed through the resident’s comfort account. There are some service providers that provide the option of billing the client/family directly.

At the time of admission, further information about these services will be provided to you and you will have an opportunity to choose which services you wish to receive. You will not be charged for any optional service without your consent. You will also be provided with at least 30 days’ notice in the event of any price changes.



Services available at Idlewyld Manor

Hairdressing and barber services – ext. 750

Foot Care – Consents will be available at each home area nursing station.

Dental Care- Dental Care in Motion, Marisa Mannarino 905-741-3041

Other services can be arranged directly by the resident by calling the provider of their choice. Those services included services such as:

- Telephone connections and monthly fees
- Cable television connections and monthly fees
- Internet access
- Newspaper Subscriptions

There may also be additional charges for recreational events, particularly those outside the building or specialized dining experiences.

Safety Procedures

Fire Alarm

Idlewyld Manor has written policies in case of fire or other emergencies. Fire drills are conducted monthly. It is important for residents and their families to also be aware of the fire procedure. During an emergency drill, elevators are not in service except with specific instructions from the Emergency Chief.

When the alarm sounds:

- Fire doors close. Please assist any resident in proximity of one of these doors.
- Staff will be closing all doors and windows for protection and to prevent smoke from spreading.
- Residents and family members should remain where they are located at the time the alarm sounds until directed by staff to move to a different location. Staff will direct the movement of residents and visitors according to the requirements of the emergency.
- Be aware that magnetic door locks are deactivated. Our security systems for protecting residents from wandering and from entering stairwells will not be operational. Please watch for residents that are exit seeking.

Identification Badges

Staff and Volunteers:

To ensure safety of our residents, staff and volunteers, Idlewyld Manor staff and volunteers are required to always wear an ID badge while in the facility.

Residents:

Residents will be provided with an identification bracelet on admission to ensure the safety of residents. It is important that you wear the bracelet while you are a resident of Idlewyld Manor. A photo will be taken of all residents upon admission and from time to time during your stay with us. Photos of residents at risk of wandering will be kept at reception.

Internal Transfer

Residents may be transferred within the home based on the following conditions:

- The personal care needs of the resident have changed. Needs are assessed by the inter-disciplinary team. The resident and/or Substitute Decision Maker (SDM) is also included in the dialogue involving internal transfers, which may include a family meeting with the inter-disciplinary team.
- The need for a ceiling lift, related to the residents change in transfer status.
- Relational issues between co-residents
- The need for a secured unit due to safety related concerns/needs or the move off of a secured unit as determined appropriate

Discharge Process

When required, the inter-disciplinary will discuss and review the care needs and the homes' ability to effectively provide the required care and manage the residents' safety within the home based on current risks to the resident, co-residents and/or staff. Please note that the health care needs and requirements within the Regulations of the Fixing Long Term-Care Homes Act are considered at this time. Discharges will be considered when a resident may require further assessment and/or treatment from another program within the health sector, i.e. Behavioural Speciality Unit, alternate long term care home and/or return to community living.

Leaves of Absences from the Manor

The Ministry of Health and Long-Term Care determines the leaves of absences protocol. During all types of leaves, as explained below, the resident or their representative will continue to be responsible for all charges.

PLEASE NOTE: All residents leaving the Manor for a short time or longer time must sign out at the nursing station and discuss with the Registered Staff about care needs or medications while out of the Manor. If the staff is unable to verify the location of the resident, a missing resident procedure may be initiated.

Casual Leave

Casual leaves are permitted throughout the year (in addition to vacation, medical and psychiatric leaves). A casual leave of absence may consist of up to 48 hours per week. The first day of the week is deemed to be Sunday for purposes of this calculation. It is possible to have a casual leave that starts on Friday and ends on Monday providing this is not done two weeks in a row.

Vacation Leave

Total annual vacation leave consists of 21 days based on the calendar year and is not cumulative. Casual leaves, as explained above, may be combined with vacation leave to extend the length of the leave. The maximum leave allowed, if all vacation leave was used at one time and combined with casual leave, would be approximately 31 days per year.

During a vacation or casual leave, the resident or legal representative must acknowledge, in writing, an understanding of the care requirements, accept responsibility to provide appropriate care, notify the Manor if the resident is admitted to hospital during the leave and ensure that adequate health insurance has been obtained.

Medical Leave

For the purpose of hospitalization, a maximum of 30 days at a time is available. This type of leave requires the authorization of the resident's attending physician. Medical leaves do not impact vacation or casual leaves and cannot be extended by combining vacation or casual leaves. If a hospital stay exceeds 30 days, the resident is discharged from the Manor and would apply for readmission. The resident is provided priority status for readmission. If the resident is discharged, the family/SDM is responsible for emptying all contents of the resident's room.

Psychiatric Leave

The same rules apply as with the Medical Leave; however, the period allowed is 60 days.

Policies

Idlewyld Manor includes policies for Non Abuse of Residents, Duty to Report "Whistle Blowing" Protection in the Admission package. There are also policies for; Minimizing Restraints, Use of Personal Assistive Safety Devices, Prevention of Workplace Violence, Workplace Respect – Prevention of Harassment and Accessible Customer Service. If you would like a copy of these policies, please request a copy from reception.

Community Resources

Additional resources and assistance are available through staff at Idlewyld Manor. Feel free to contact the

**Hamilton Niagara Haldimand Brant
Home and Community Care Support Services**

211 Pritchard Road
Hamilton, ON L8J 0G5
Phone: 905-523-8600

Alzheimer Society of Hamilton

1685 Main St. West, Suite 206
Hamilton, ON L8S 1G5
Phone: 905-529-7030 or 1-888-343-1017

D.A.R.T.S. (Disabled & Aged Regional Transportation System)

235 Birch Ave
Phone: 905-529-1717 or 1-855-831-5418
Hamilton, ON L8L 0B7

***Please note: One must be eligible and registered for DARTS services prior to booking transportation. To register for DARTS, please complete the application form in the Admission package and forward to the Manager of Resident Services.**

Service Canada

Information re: O.A.S. (Old Age Security)

C.P.P. (Canada Pension Plan) and G.I.S. (Guaranteed Income Supplement)

For Service in English, please call 1-800-277-9914
For service in French, please call 1-800-277-9915
Or 1-800-0-CANADA, 1-800-622-6232

Veterans Affairs Canada

For Service in English 1-866-522-2122
For Service in French 1-866-522-2022

Hamilton Area Lodgings

Courtyard by Marriott

1224 Upper James St.
Hamilton, ON L9C 3B1
905-383-7772

Sheraton Hamilton Hotel

116 King St. West
Hamilton, ON L8P 4V3
905-529-5515

Ramada Plaza Hotel Hamilton

150 King St. East
Hamilton, ON L8N 1B2
905-528-3451

Howard Johnson Plaza Hotel

112 King St. East
Hamilton, ON L8N 1A8
905-546-8111

Hamilton Area Taxi Cab Companies

Blue Line Tax

905-525-0000

Ancaster Taxi

905-648-4006

905-648-9328