

A respectful workplace is a safe place for everyone who enters our doors.

The Glebe Centre is committed to providing an atmosphere of quality and safety for our Residents, staff and volunteers.

Violence and verbal abuse will not be tolerated.

Executive Director's Welcome

Residents, staff and volunteers welcome you to the Glebe Centre family. We hope that you will soon feel at home with us.

The lifestyle at the Glebe Centre has been planned to allow you as much individuality, independence and choice as possible, while providing any assistance you may require.

We recognize that for many, the adjustment to communal living takes time and patience. Staff and volunteers have been trained to assist and encourage you with the transition.

Involvement in some of the activities available in either the Residence or our Community Programs at Abbotsford House will help you make new friends and discover new interests.

Please feel free to contact staff on your unit if you have any questions regarding programs or services.

I look forward to meeting with you.

I hope you will find us friendly and helpful.

Sincerely,

Lawrence Grant

Executive Director
The Glebe Centre Inc.

Organization

The Glebe Centre Incorporated is a charitable not-for-profit corporation that dates back to 1886 and is run by an elected volunteer Board of Directors. The Glebe Centre is made up of a 254-bed long-term care home and a seniors' centre whose services and programs meet the physical, psychosocial and spiritual needs of older adults in our community.

The Board of Directors employs an Executive Director who oversees the operations of the organization along with a management team.

The Glebe Centre organization operates under the Ontario Ministry of Health and Long-Term Care and is governed by the 2007 Long-Term Care Homes Act and its regulations.

The Glebe Centre receives its funding from Resident accommodation fees, the Ministry of Health and Long-Term Care, the Local Health Integration Network and private donations.

Long-Term Care and Community Support

There are three Glebe Centre buildings located on site:

Bronson Place, a two-storey building was built in 1996 and accommodates 62 long-term care Residents. The newer six-storey building was built in 2004 and accommodates 192 long-term care Residents. The two buildings are attached, and make up the long-term care home. Both buildings offer basic, semi-private and private accommodations. The main entrance for the Glebe Centre long-term care home is 77 Monk Street.

Abbotsford House located at 950 Bank Street is a heritage building which houses our community seniors' centre. Abbotsford offers a variety of educational, social and recreational activities. Two Day Programs (one for the physically frail and one for those in the early to middle stages of Alzheimer's) are available, which include transportation, a meal and activities.

Community Support Services are also available for those who reside within our catchment area.

Board of Directors 2016/2017

Gary Katz	President
Katie Ng	Vice President
Anne Scotton	Vice President
Sheila Bauer	Treasurer
Lawrence Grant	Secretary
Bob Gavreau	
Anne McNulty	
Dr. Benjamin Tsang	
Lori Lennox	
Allan Fraser	
Eugeniya Tsetlin	
James Bowie	
Susan Chibuk	

Management Team

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Director of Care	Marilyn Moon	613-238-2727 ext. 349 mmoon@glebecentre.ca
Director of Resident Services	Susan Zorz	613-238-2727 ext. 323 szorz@glebecentre.ca
Director of Environmental Services	Rod Way	613-238-2727 ext. 313 rway@glebecentre.ca
Director of Food Services	Steve Wright	613-238-2727 ext. 331 swright@glebecentre.ca
Director of Finance & Administration	Mary Young	613-238-2727 ext. 307 myoung@glebecentre.ca
Director of Human Resources	Heather Morrison	613-238-2727 ext. 491 hmorrison@glebecentre.ca
Director of Community Programs	Karen Anne Blakely	613-238-2727 ext. 322 kablakely@glebecentre.ca
Director of Quality Management	Shelley Kuiack	613-238-2727 ext. 312 skuiack@glebecentre.ca
Manager of Nursing Care Operations	Brenda Paul	613-238-2727 ext. 308 bpaul@glebecentre.ca

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Preparing for The Move

Arranging Phone, Internet and Cable Service

If phone and/or internet service is desired, it is the responsibility of the Resident or their representative to contact a service provider to arrange service and payment. When speaking with a service provider, be sure to provide the full room number including the letter preceding the room number (for example: **M**300-A, **L**215-B, etc.). Please notify Social Services (613-238-2727, ext. 497 or 329) of the date the phone is to be installed. **It is necessary to provide 24 hours advance notice for phone installation appointments.** Not informing the Glebe Centre may result in a failed attempt for installation and rescheduling will be necessary.

All Resident rooms are equipped with a telephone and cable jack. Residents are responsible for providing their own telephone, television and/or computer.

Rogers basic cable may be requested by contacting the Resident Finance Office at 613-238-2727, ext. 304. There is a one-time connection fee and a monthly charge. If specialty channels are desired, please contact the Resident Finance Office for more information.

Newspaper Subscriptions

If you wish to receive the daily newspaper, please call the company of your choice to arrange for delivery to the Glebe Centre. Newspapers are distributed from the care station on each unit daily.

Clothing, Labelling and Personal Care Products

Please provide enough clothing for at least 8 days. Comfortable, machine washable clothing which suits the season is recommended. A warm terry cloth robe is recommended, as are electric razors for men. All Resident clothing items will be labelled by the Glebe Centre to avoid loss. Personal care products and toiletries such as hand soap, tissues, toothpaste and incontinence products are provided.

Room Furnishings

All rooms are furnished with a single bed, a bedside table (some with key to locking top drawer), a wardrobe closet, a chair, a lamp and curtains. Pillows, towels and bed linens are provided.

Personal Belongings and Furniture

Residents are encouraged to personalize their rooms to be as comfortable as possible while adhering to Glebe Centre safety regulations. It is recommended that Residents and/or their representatives delay moving in furniture items until the Resident's needs have been assessed by the care team. Resident rooms are reviewed for safety prior to the post-admission Interdisciplinary Team Conference as well as at the time of the annual Interdisciplinary Team Conference. **If a Resident's room is noted to be unsafe due to personal items, the Resident or their representative will be asked to make arrangements for the items of concern to be removed.**

Prohibited Items

For safety reasons, the following items are **not** permitted in Resident rooms:

- scatter rugs/floor coverings
- cooking or heating utensils (microwaves, kettles, coffee makers, etc.)
- space heaters
- electric blankets, heating pads or hot water bottles
- beds/mattresses not purchased through a medical supply company
- window air conditioners
- extension cords
- household cleaning products or chemicals
- any other item considered to be unsafe by the Glebe Centre

If in doubt about an item, be sure to check with the unit nurse or Social Services staff. All personal electrical items will be inspected by a Maintenance staff member following admission.

Please Note: The Glebe Centre's insurance policy does not cover Residents' personal belongings. It is strongly recommended that Residents do not keep items of significant value in their room. A private insurance policy is recommended if items of value are kept in a Resident's room.

Missing Items

In the event an item is lost, Residents should report the loss to the unit nurse as soon as possible. Immediate attempts will be made to locate the missing item. If the missing item was of significant value, a report will be filed. Residents and families are encouraged to file a report with Ottawa Police Service in addition to Glebe Centre staff should a theft of significant monetary value occur. **The Glebe Centre does not assume responsibility for articles lost or stolen.**

Noise Considerations

If noise from a Resident's television, radio/stereo or computer is disturbing others, earphones or a headset must be used.

Admission Day at the Glebe Centre

Upon arrival at 9:30am,

- The Resident is greeted at the main entrance by a staff member from the Social Services Department. Social Services staff will escort the Resident to their unit, discuss admission questions and complete intake forms.
- The Nursing Support Clerk completes consent forms.
- The Nurse discusses care needs, looks after the Resident's medication and obtains consent for treatment.
- The Resident's physician is contacted to confirm the medication and diet orders.
- Resident clothing is sent to the laundry room for labelling.
- A staff member from the Resident Finance Office discusses the Accommodation Agreement, arranges signing of forms, payment of accommodation fees and sets up a trust account (optional).
- Staff introduce themselves, explain their roles, provide information and assist the Resident in adjusting to the new environment.
- A staff member escorts the Resident to meals and assists to familiarize the Resident with the dining room seating and routine.

Please Note: It takes time to adjust to a new environment and routine. Please feel welcome to approach any staff member with questions or concerns.

Welcome!

Abbotsford Seniors Centre

Abbotsford is the Glebe Centre's Community Centre for seniors who live in the community. Members and non-members alike come together to share interests, make friends, enjoy companionship and enrich the quality of their lives. A variety of courses and programs are available and everyone is welcome to visit. Residents and family members may access Abbotsford via an underground link between the buildings.

Community Support Services and Day Programs can also be accessed through Abbotsford for those living independently within our catchment area.

Come and enjoy our weekly Learn & Explore 'Speaker's Series' on Wednesday afternoons at 1:00pm from September through May. Complete listing of speakers can be found in our seasonal quarterly program guides. Look for the Log Drive Café which takes place once a month. Lunch is also available to purchase on Tuesdays and Thursdays from September to June. Please call Abbotsford Reception in advance to reserve lunch. All activities and services are listed in the quarterly program guides that are located on the bulletin boards on each unit.

The Ladies Boutique offers previously treasured, clean clothing in good condition at a minimal cost. Clothing donations are always welcome. Books, cards, handmade teddy bears and crafts are also available for sale. Abbotsford is open Monday through Friday from 8:30am until 4:30pm.

Abbotsford also houses Community Support Services which helps maintain seniors in their own homes. Drop in or call to find more information about medical transportation, snow removal, housekeeping and information on how to find helpful services in the community.

For further information on membership, programs and services please contact Abbotsford Reception at 613-230-5730.

Abuse Policy

The Glebe Centre enforces a zero tolerance policy for abuse or neglect. Abuse is defined as any act or behaviour by a person which results in physical or psychological harm or neglect of another. Any allegations of any form of abuse will be immediately investigated. Any suspected or confirmed incidents will be reported to the Ministry of Health and Long-Term Care. If criminal activity is suspected, Ottawa Police Service will be notified.

If you have any questions or concerns about abuse or neglect, please contact the Director of Care at 613-238-2727, ext. 349 or the Ministry of Health and Long-Term Care ACTION Line at 1-866-434-0144 (7 days a week, from 8:30 am to 7:00 pm).

A copy of the Glebe Centre's abuse policy has been provided in the Admission Package. Additional copies of the abuse policy and the related appendices may be requested through Social Services staff, the unit nurse or any member of the Management Team.

Access to Plan of Care

A complete plan of care is developed for each Resident to ensure assessed needs and priorities are met. Staff of all disciplines consult and follow this plan of care when delivering services to the Resident. Residents are encouraged to be involved in decisions that affect their plan of care.

Residents and their representatives may access the plan of care and be given assistance by the attending physician where necessary to read and understand it. Please ask the unit nurse to assist with making these arrangements.

Assistive Devices/Prosthetic Appliances

The purchase, cost and maintenance of items such as wheelchairs, walkers, dentures, hearing aids and eyeglasses are the responsibility of Residents or their representatives. A portion of these costs may be covered by a private insurance plan or government assistance.

Through a contract with Ontario Medical Supply (OMS), the Glebe Centre will cover the cost and arrange for minor repairs (\$50.00 and under) to Resident wheelchairs and walkers. Repairs estimated to cost in excess of \$50.00 will be the responsibility of Residents or their representatives. Please speak with the unit nurse for more information. Walkers and wheelchairs are cleaned on a regular basis by nursing staff.

All glasses, dentures and hearing aids should be labelled. Contact your optometrist, dentist and/or hearing aid manufacturer to arrange for labelling of these items.

The Glebe Centre does not assume responsibility for lost or damaged prosthetic appliances or assistive devices.

Beauty Salon & Barber Services

A Resident Beauty Salon is located in the main lobby. Residents and/or their representatives may book regular or as needed appointments with the Hairdresser by calling 613-238-2727, ext. 306.

A Barber also visits the Home every 6 weeks and offers haircuts for men. Appointments can be arranged by calling 819-983-1709.

Bistro

The Bistro is common area that Residents, families, friends, volunteers and staff are welcome to use. It is located in the main lobby of the Home. Vending machines and a coffee machine are available 24 hours a day. All proceeds from the vending machines go to the Glebe Centre's Fundraising Department.

Chargeable Services

The following optional services are available through the Glebe Centre for an extra cost. The cost will be the responsibility of the Resident or their representative and payment can sometimes be made through the Resident's trust account. Please refer to the *Table of Contents* for more information about each service.

- **Cable**
- **Guest Meals**
- **Hairdressing & Barber Services**
- **Maintenance Requests, Optional**
- **Medications not covered by the Ontario Drug Benefit**
- **Swipe Cards**
- **Van Trips and Special Activities/Programming**

Please note: Residents are not required to purchase care, services or goods from the Glebe Centre. Residents have the right to seek out their preferred service provider.

Concerns or Complaints

It is our intent and responsibility to provide the highest standard of care and surroundings to our Residents. If you feel that we are not meeting your expectations, please use the following procedure to let us know and allow us to address your concerns.

1. Internal Contacts:

- Speak to the unit nurse.
- Use the Suggestion Box, located on the second floor, outside the Administration Offices.
- Contact the Manager of the Department to discuss specific concerns:

Nursing:

Director of Care, 613-238-2727 ext. 349

Resident Services (Activities, Volunteers, Admissions/Social Services, Spiritual Care, Physiotherapy, Hairdressing):

Director of Resident Services, 613-238-2727 ext. 323

Food Service/Dietary Issues:

Director of Food Services, 613-238-2727 ext. 331

Maintenance, Housekeeping or Laundry:

Manager of Environmental Services, 613-238-2727 ext. 313

Financial:

Director of Finance, 613-238-2727 ext. 307

Community Services:

Director of Community Programs, 613-238-2727 ext. 322

- **For matters that are not satisfactorily resolved:**

Contact the Executive Director, 613-238-2727 ext. 303

2. Ministry of Health and Long-Term Care:

Call the Long-Term Care ACTION line: **1-866-434-0144**
(seven days a week, 8:30 a.m. to 7:00 p.m.)

Send a letter to the Director at the Ministry of Long-Term Care at the following address:

Director, Performance Improvement & Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Avenue West, 8th Floor, Suite 800
Toronto, ON M4V 2Y7

Courtesy Phone

There is a courtesy phone available for Residents, families and visitors across from Reception in the main lobby.

Courtyards and Balconies

Residents and visitors are encouraged to enjoy the Glebe Centre courtyards and outdoor areas. If you require assistance to access the courtyards, please speak with any staff member.

Each floor in the 6-storey building has a balcony which can be opened by staff upon request.

Discharges

The Home will assist Residents with discharge and transfer where applicable. See *Room Clearance*

Donations, Charitable Giving & Fundraising

The Glebe Centre is a not-for-profit organization and relies on the generosity of donors in order to provide the exceptional level of programming and services offered to the Residents who live here.

Here are some of the ways donations may be made to enhance the lives of Glebe Centre Residents and clients:

Donations:

- Monetary gifts can be given as a single donation or as ongoing support in the form of monthly preauthorized donations.
- Gifts of items that are requested as needed by the Glebe Centre.

Acts of Kindness Program: This program offers an opportunity to say ‘Thanks for caring’ to a staff or volunteer. Make a donation through this program and the staff/volunteer will be recognized for their act of kindness. More information and donation cards are available at the Visitor sign-in book.

Planned Giving: There are several options to consider when leaving a lasting gift to the Glebe Centre. Each of these options offer benefits to the donor.

- **Bequests:** leaving a gift from your estate in your will

- **Life insurance:** naming the Glebe Centre as a beneficiary in a life insurance policy
- **Shares:** donating shares of stocks
- **Donations to the Glebe Centre Endowment Fund**

Memorial Donations: Donating to the Glebe Centre in lieu of gifts in memory of a loved one.

Tribute Gifts: Donations made to the Glebe Centre in honor of a special person or special occasion like a birthday or anniversary.

Invited Requests: The Glebe Centre will periodically send out requests asking for financial assistance in providing needed equipment or services.

Special Events: Family and friends are welcome to volunteer and participate in our fundraising events. Current fundraising events include the Abbotsford Bazaar in November, the Resident Art Show & Sale in November and the Fall Harvest Dinner. Watch for emails and posters announcing other fundraising initiatives and reminders of upcoming events.

Please contact the Funding and Development Officer at 613-238-2727 ext. 316 for more information.

Family Council

The Glebe Centre Family Council was formed in the spring of 2007 with several goals:

- To provide mutual support to family members and friends of all Residents.
- To provide liaison between family members and the administration of the Glebe Centre.
- To advocate on behalf of Residents and to share ideas to enhance their quality of life.

The Family Council meets the third Wednesday of every month at 4:00 p.m. to discuss issues and questions relating to any and all aspects of Residents' care and comfort and to pursue issues of concern with the Centre's administration. A member of the Glebe Centre administration is invited to attend each meeting. Any family member or friend of a Resident may attend Family Council meetings.

Contact information, as well as other announcements are available on the Family Council bulletin board located in the main lobby of the Glebe Centre.

Fire Safety

Regular fire drills are conducted each month on the day, evening and night shifts. In the event of a fire alarm, direction will be given through verbal command by overhead announcements and by the Fire Leader at the scene of the fire. When the fire alarm is activated all elevators will be unavailable and fire doors will automatically close.

- If you are in the vicinity of the fire, remain calm and follow direction from staff.
- If you are in a safe area, remain there and await further instructions.
- Listen to and comply with overhead announcements.

Food Services

All staff members of the Glebe Centre's Food Services Department strive to make each meal a pleasant and enjoyable dining experience for Residents.

Upon admission, the Dietitian and Food Service Supervisor will perform a complete nutritional assessment. This assessment will be repeated every three months or more often if required by a Resident's health needs.

Catering

Residents and families may reserve rooms to host a party or celebration. Catered food is available at a reasonable cost. Please contact the Director of Food Services at 613-238-2727, ext. 331 for more information.

Dining Rooms

Residents enjoy meals set to specific service times which are posted beside the menu on each unit. Seating in the dining rooms is assigned to encourage opportunities for Residents to socialize during meals. A meal tray may be served in a Resident's room on a temporary basis if the need to do so arises as assessed by nursing staff.

Guest Meals

Residents are always welcome to have guests join them for meals. To make arrangements, please speak with a unit staff member. A fee of \$8.00 is charged for guest meals, payment can be made using cash or from the Resident's trust account.

Menu

The menu is on a rotating four week cycle that is refreshed once in a calendar year. Two choices are available at every meal and a hot meal is always an option. Light snacks are provided twice per day between meals.

The Dietitian or physician may recommend that a Resident receive a therapeutic diet, modified textures or additional supplements. These accommodations follow the main menu as closely as possible. All menus are analyzed by the Dietitian to ensure they meet the Resident's nutritional needs according to Canada's Food Guide to Healthy Eating.

Resident Food Committee

The Resident Food Committee meets the second Tuesday of each month to make suggestions or discuss issues related specifically to food and dining at the Glebe Centre. Each meeting is facilitated by the Director of Food Services. Family members are welcome to attend. Check the unit activity calendar for upcoming meetings. Suggestions, concerns, questions or compliments about meals and service at the Glebe Centre are always welcome.

Funeral Arrangements

The Glebe Centre recommends each Resident consider advance funeral arrangements. The Spiritual Care Coordinator and Social Services staff are available to discuss these arrangements with Residents and their families.

Furniture and Personal Belongings

Please refer to the *Preparing for the Move* section of this Handbook

Housekeeping

Resident rooms are cleaned daily by housekeeping staff. Rooms are mopped and dusted, waste paper baskets are emptied and bathrooms are cleaned. Linens are changed regularly. Rooms are deep cleaned prior to admission and annually thereafter.

Immunization

The Glebe Centre offers for all Residents vaccination against Pneumococcal Pneumonia and Tetanus-Diphtheria (Td), Influenza and Shingles (additional cost). In an Influenza outbreak an oral anti-viral medication (Tamiflu) is made

available to all Residents. Please speak to the nurse on your unit for more information.

A discussion regarding immunizations as part of a Resident's plan of care will take place on admission and again at the post-admission and annual Interdisciplinary Team Conferences.

The Ministry of Health and Long-Term Care requires that each Resident admitted to a Long-Term Care Home be screened for Tuberculosis within 14 days of admission. For Residents age 65 and over a chest x-ray is required and needs to be done at a hospital or outside clinic. If a chest x-ray has not been done within the past year, arrangements need to be made by the Resident or their representative to have the x-ray taken within 14 days of admission to the Glebe Centre. A two-step Mantoux test will be performed upon admission for residents under the age of 65 unless there is a previous documented two-step testing done within the past 6 months.

Internal Transfers

The Glebe Centre maintains an internal transfer list. Residents may request an internal transfer from basic accommodation to preferred (semi-private/private) accommodation or from preferred accommodation to basic accommodation. In accordance with the Long-Term Care Homes Act, internal transfers to available basic accommodation will be alternated with new admissions to basic accommodation (which may have an impact on waiting times).

Requests for internal transfers for purposes of room preference will be reviewed on an individual basis. Please contact the nurse on your unit or Social Services at 613-238-2727, ext. 329 or ext. 497 to discuss any internal transfer request.

Please note: The Glebe Centre reserves the right to transfer Residents internally for safety /security reasons or if a Resident's care needs change. Additionally, The Glebe Centre reserves the right to deny requests for internal transfers if the care team has identified safety concerns.

Discussions regarding internal transfers will include input from the physician, the unit nurse and the Resident or their representative.

Laundry Services

The Glebe Centre will label all Resident clothing to help prevent loss. Clothing will be collected, laundered and returned to Resident rooms by staff within approximately 48 hours.

Please notify the unit nurse if laundry service through the Glebe Centre is not desired. If a family member will be doing laundry, it is requested that a laundry hamper be purchased and labelled to notify staff.

Residents and their representatives should be aware that wools and other delicate fabrics may be damaged if washed in our industrial machines. To avoid damage, please do not bring in these fabrics or arrange for dry cleaning. **The Glebe Centre does not assume responsibility for damage to Resident clothing.**

Residents may choose to launder their own clothing using the domestic machines available in most unit Activity Rooms. The Housekeeper on the unit can demonstrate how to use the machines. Laundry soap is available for Resident and family use.

Please submit any new clothing articles to the unit nurse for labelling as soon as possible. To avoid clutter, it is recommended that any clothing that is no longer in active use be removed from Residents' rooms.

Lost Articles

Residents and/or their representatives are asked to notify the unit nurse if any clothing articles are noted to be missing. To avoid loss, please ensure all Resident clothing is presented to staff for labelling before it is put away.

Mending

Minor sewing repairs for Resident clothing are available with the assistance of volunteers. Please contact the unit Program Facilitator for more information.

Leaves of Absence

Residents and/or their representatives must inform the unit nurse if they will be away from the Home. This will allow the unit nurse to provide the Residents and/or their representatives with instructions regarding care and dispense any medication that may need to be administered. If the Resident will be away overnight, a release of responsibility form must be signed by the Resident or their representative. 24-48 hours notice is requested before an overnight leave.

Residents are asked to sign out on their floor and to provide the nurse with the date and approximate time of return. A “Resident Away” form must be completed and handed in at Reception.

Please note: All Residents have the right to leave the building unescorted unless deemed incapable of doing so safely.

Casual Leave and Vacation Leave

Residents of long-term care homes are entitled to 2 days (48 hours) of casual leave each week. Additionally, Residents may use up to 21 days of vacation leave each calendar year. Casual leave may be combined with vacation leave to a maximum of 31 days of consecutive combined leave in one year. Use of medical or psychiatric leave does not affect the amount of casual and vacation leave available to a Resident. Residents who exceed their allotted casual or vacation leave may be discharged from the Home in accordance with the *Long-Term Care Homes Act, 2007*.

Medical and Psychiatric Absences

If a Resident is hospitalized for medical reasons, his or her bed will be held for a period of **30** days. In the case of a psychiatric hospitalization, a Resident’s bed will be held for a period of **60** days. If a Resident exceeds 30 days of medical leave or 60 days of psychiatric leave, the Home may be required under the *Long Term Care Homes Act, 2007* to discharge the Resident.

Level of Care

Residents or their representatives are asked to provide the health care team with direction about proposed treatment in the event of a medical emergency. Residents or their representatives are asked to review the *Level of Care* form and make a decision from the four choices provided. Should a Resident’s wishes change, the Level of Care form may be revised by contacting the unit nurse.

Mail

Resident mail is delivered to each unit on a daily basis. A mailbox for outgoing Resident mail is available in the main lobby near the Beauty Salon. Residents may purchase stamps from Reception.

Maintenance Services

All exterior and interior maintenance and repairs to the building and its contents are handled by Glebe Centre maintenance staff. Please submit any

request for maintenance or report any problems immediately to the unit nurse who will complete an electronic maintenance requisition form.

Optional maintenance requests, such as repairs to personal items or other special requests can be made by contacting the Director of Environmental Services at 613-238-2727 ext. 313.

Mandatory Reports

The following section on mandatory reports has been provided by the Ministry of Health and Long-Term Care:

Everyone shares a responsibility to ensure Residents can live with dignity and in safety, security and comfort. Ontario's long-term care homes are committed to providing the best possible care for Residents. The Ministry of Health and Long-Term Care inspects homes to ensure they are compliant with the Long-Term Care Homes Act, 2007.

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

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

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

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

Then you have a duty to report this information immediately to the responsible Director at the Ministry of Health and Long-Term Care.

Who must make a report?

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

How to report:

Call this confidential toll-free number:

1-866-434-0144

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

Concerned that making a report will impact you or others?

Please note, the Long-Term Care Homes Act, 2007 provides protection for people who report concerns to the ministry. People making reports do not have to give their name or any contact information. If you do provide your name, your privacy will be protected as all reports are treated as confidential. If you or someone else is treated unfairly because you made a report, contact the ministry.

For more information on the duty to report, see section 24 of the Long-Term Care Homes Act, 2007 on www.e-laws.gov

Please note: The *Long-Term Care Homes Act, 2007* offers protection against retaliation to any person who discloses information to an inspector, the Director of the Ministry of Health and Long-Term Care or who gives evidence in legal proceedings. This protection is known as “**whistle-blowing**” protection. Specifically, whistle-blowing protection requires that the Home, the Licensee and its staff will not retaliate against any person, whether by action or omission, or threaten to do so because anything has been disclosed to an inspector or to the Director.

Medical Services

Each Resident is assigned an attending physician upon admission. Physicians visit the Glebe Centre on a weekly basis. Each Resident is visited by his or her physician a minimum of every 3 months and a physician is on-call 24 hours a day, 7 days a week.

If a Resident prefers to retain his or her personal physician, the physician must sign an Agreement with the Home and comply with the guidelines established by the Ministry of Health and Long-Term Care. These guidelines include making visits to the Glebe Centre to see their resident, completing any required paperwork as well as providing on-call availability. Please speak with the unit nurse for more information.

Dental Services

A dental assessment will be offered on admission and then at least annually thereafter. The Resident or their representative will be responsible for payment

for dental services. Arrangements for on-site dental services can be made by contacting the unit nurse.

Medical Assistance in Dying (MAID)

The Glebe Centre is committed to offering Resident-focused palliative and end-of-life care. At this time, physicians at the Glebe Centre consider themselves to be conscientious objectors, and will therefore not directly provide Medical Assistance in Dying (MAID). However, we will continue to support and care for Residents who request MAID and The Glebe Centre will refer the Resident to an external care provider who is able to address their request for MAID.

Psycho-Geriatric Outreach Services

Glebe Centre Residents over the age of 65 are eligible to be referred to a geriatric psychiatrist from the Royal Ottawa Mental Health Centre.

Residents or their representatives may request a referral, or a referral may be recommended by the Resident's attending physician. Once consent is obtained, the geriatric psychiatrist will assess the Resident on-site; share their recommendations with the care team and follow up as necessary.

Off-site psychiatric services for Residents under the age of 65 can be arranged through physician referral. Please speak to the unit nurse or attending physician for more information.

Nursing Services

Nursing Staff at the Glebe Centre provide 24-hour nursing care for every Resident. Nursing caregivers are Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs) Health Care Aides (HCAs), and Resident Support Workers (RSWs). The Registered Staff is responsible for the direction and supervision of care on the unit.

Nursing staff is allocated according to the level of care required on each unit. Personal Support Workers, Health Care Aides and Resident Support Workers assist Residents with activities of daily living cognisant of the Residents' dignity, independence, preferences, privacy and safety.

Baths and Showers

Nursing staff assist residents with a bath or shower twice per week. Staff will discuss and schedule a suitable time with each Resident shortly after admission. If a Resident is assessed as able to shower alone safely, he or she may use the shower room whenever it is available.

Behavioural Supports Ontario (BSO)

The Behavioural Supports Ontario (BSO) project enhances services for people with complex behaviours due to dementia, mental health or other neurological conditions. BSO provides services and support to Residents in long-term care.

BSO Champions are PSW's who work closely with care team staff to identify triggers of responsive behaviours and develop strategies for modifying these behaviours with success.

Call Bell System

There is a nurse call system in each Resident's room. Call bells are found over each bed, in each bathroom, each tub room and other common areas. Nursing staff will instruct Residents on the use of the system. Residents are encouraged to use the call system at any time when needed.

Contacting the Care Station

To contact the unit nurse, please consult the following list of care station phone numbers and email addresses:

Bankwood (First floor, Bronson Place)	613-238-2727, ext. 357 bankwood@glebecentre.ca
GlebeWood (Second floor, Bronson Place)	613-238-2727, ext. 360 glebeWood@glebecentre.ca
Kentwood (First floor)	613-238-2727, ext. 310 kentwood@glebecentre.ca
Lindenwood (Second floor)	613-238-2727, ext. 319 lindenwood@glebecentre.ca
Monkwood (Third floor)	613-238-2727, ext. 346 monkwood@glebecentre.ca
Queenswood (Fourth floor)	613-238-2727, ext. 340 queenswood@glebecentre.ca
Thornwood (Fifth floor)	613-238-2727, ext. 302 thornwood@glebecentre.ca
Woodlawn (Sixth floor)	613-238-2727, ext. 367 woodlawn@glebecentre.ca

Please be aware that the nurse may be occupied with Resident care at the time of your call. Please leave a voicemail with detailed contact information so your call can be returned. If you are attempting to reach the night nurse during the

hours of 11:00pm and 7:00am, please leave a voicemail at the unit care station and your call will be returned. Voicemail messages are monitored hourly.

Fall Prevention Program

The goal of the Fall Prevention Program at the Glebe Centre is to reduce falls and fall related complication such as bone fractures. The risk for falls is reduced by regular monitoring of our Residents, integration of restorative care approaches, review of medication regimens and use of fall prevention and assistive devices. Falls are multifactorial and the approach is interdisciplinary involving the medical, Physio, dietary, environmental, programming and nursing staff to prevent/reduce falls. The fall prevention team stresses the importance of having non-skid socks and shoes with Velcro (instead of laces) as strategies to reduce or mitigate falls in our residents. Hip protectors are also helpful, and a Resident or their representative may consider purchasing this item. The Glebe Centre's minimal restraint policy also supports maximum mobility of our Residents to prevent falls.

Health Cards

The Resident's health card is kept at the unit care station in the care of the nursing staff. At the time of admission, Social Services staff will request consent to notify the Ministry of Health and Long-Term of the Resident's new address. All notifications for future renewals are sent to the attention of the Resident in care of the Glebe Centre.

Interdisciplinary Team Conferences

A post-admission Interdisciplinary Team Conference will be held approximately six weeks after a Resident's admission to the Glebe Centre and annually thereafter. The purpose of the conference is for the disciplines to meet and coordinate their goals for the best outcome for the Resident's health and well-being. The Resident and/or their representative are invited to attend. The Conference, facilitated by Social Services staff, discusses the specific needs of each Resident. These Conferences are legislated within the *Long Term Care Homes Act, 2007* and are to be conducted at least annually. Due to the number of Residents in the Home, the Conference dates are pre-scheduled with little option for re-scheduling. The Resident and/or their representative will be reminded of the upcoming meeting at least 4 weeks in advance.

Glebe Centre staff, Residents and/or their representatives may identify a need for additional meetings to be held. Arrangements will be made by the unit nurse or delegate.

Laboratory Services

A laboratory technologist makes regular visits to the Glebe Centre. If the Resident's physician requires laboratory tests to be conducted, appointments for lab work will be arranged.

Medications

The unit nurse administers all medications as ordered by the physician. All medications are ordered from MediSystem Pharmacy (613-729-5151). The Pharmacy delivers all medications to the Glebe Centre.

In some cases, a medication may be prescribed that is not covered by the Ontario Health Insurance Program's Ontario Drug Benefit (OHIP). In this case, Residents and/or their representatives will be notified and the pharmacy will bill the Resident for the medication. Residents may choose to arrange payment using their trust accounts.

Medication may be kept in the Resident's room only if the physician consents to the Resident safely self-administering medication. Medication must be kept under lock and key.

Please note: If a Resident chooses to take over-the-counter, natural supplements or other alternative medications or products, this is to be discussed with the physician to ensure there is no contraindication based on prescribed medications. In all cases, the Resident is required to self administer these alternative products and they must be kept secured in the Resident's room under lock and key.

Medical Appointments

It is important to advise the unit nurse in advance of any outside medical appointments so that conflicts with appointment times are avoided and necessary paperwork can be prepared. It is expected that if needed, a family member or friend accompany Residents to appointments. If this is not possible, the Resident may choose to explore transportation and/or companion services through a community agency.

Occupational Therapy_____

Residents may receive on-site services from an Occupational Therapist through referral from the unit nurse. The cost for Occupational Therapy services (such

as seating assessments) are the responsibility of the Residents and/or their representatives.

Para Transpo

Residents may apply for Para-Transpo service by speaking with the unit nurse. A form is completed by the Resident's physician and returned to Para-Transpo. The Resident then receives a personal identification number that is required each time an appointment for Para-Transpo is booked.

Glebe Centre staff will book Para-Transpo for medical appointments only. Residents or their representatives will be responsible for all other Para-Transpo bookings.

Parking

The Glebe Centre does not provide any on-site visitor parking. The loading zone at the main entrance may be used for pick-up and drop-off only. Parking in the loading zone should be limited to 15 minutes, as this area is monitored by City of Ottawa bylaw officers. Angled parking is not permitted in the loading zone. **A 'No Parking Zone' is located at the front of the entrance for emergency vehicles only.**

Family members and visitors may park in the Lansdowne (TD Place) underground garage at a reduced rate (\$2.00) from Monday – Friday for up to 4 hours. The garage entry ticket must be brought to Glebe Centre Reception to be validated (before 5:00pm). Any charges over and above the specified subsidized time limits will be the responsibility of the driver.

Parking on the surrounding side streets is available (please refer to City of Ottawa posted time limits for street parking).

Pets

Family members and visitors may visit along with their pets provided the pet is under control (on leash or in carrier) and vaccinated. Pets are not permitted in the unit Dining Rooms, Bistro or anywhere else in the Glebe Centre where food is served.

Only animals that are registered and part of our Activity Program are permitted to visit residents throughout the Resident Units. The Program Facilitators

oversee these visits and ensure that only those who wish to be visited are contacted.

Physiotherapy

Each Resident is assessed upon admission in order to determine eligibility for physiotherapy services. If deemed eligible, a physiotherapy program is designed for the Resident which could include a walking program, specific exercises or other treatments. Physiotherapy services are provided on-site through the contracted services of *Family Physiotherapy Centre*. Private supplementary physiotherapy services may be requested by a Resident or their representative. Physiotherapy staff can be reached at 613-238-2727, ext. 373.

Powers of Attorney and Consent for Treatment

It is recommended that all Residents who are capable of making their own treatment decisions appoint a Power of Attorney for Personal Care. If a Resident should become incapable of making health care decisions, the Power of Attorney for Care will be responsible for doing so as substitute decision maker in accordance with the Resident's wishes.

Please note that when a Resident has completed an advance directive or Power of Attorney for Care, he or she does not give up their decision-making authority. Under the *Health Care Consent Act*, the authority of the substitute decision-maker named in an advanced directive or Power of Attorney for Care document comes into effect **only** when the individual becomes mentally incapable of making a specific health care decision. The Resident's physician will decide if a Resident is not capable of giving informed consent.

All Residents have the right to make an informed choice about their care. Wherever possible, the health care team will obtain consent from Residents or their substitute decision makers in advance of treatment.

For more information on powers of attorney, please visit the Advocacy Centre for the Elderly (ACE) website at <http://www.advocacycentreelderly.org> or inquire by phone at 1-855-598-2656.

For assistance with advance care planning and powers of attorney, please contact the Social Services Department at 613-238-2727, ext. 329 or 497.

Privacy/Confidentiality

The Glebe Centre is responsible for protecting the personal health information of all Residents under the Personal Health Information Protection Act (PHIPA). All staff members and volunteers must sign a confidentiality agreement and adhere to the Glebe Centre's privacy policy. The Executive Director assumes the role of Privacy Officer.

Please contact the unit nurse if you have any questions about personal health information. If you wish to express a concern or complaint regarding a privacy issue, please contact the Glebe Centre's Executive Director/Privacy Officer at 613-238-2727, ext. 303.

Private Duty Caregivers

A Private Duty Caregiver Agreement must be reviewed, signed and returned to the Glebe Centre prior to a private duty caregiver's first shift. Please speak to the nurse on your unit for more information. Should Residents or their representatives wish to hire a private duty caregiver, it is asked that the following suggestions be given careful consideration:

- Hire from a recognized health care agency.
- If not hiring through an agency, conduct personal reference checks on the caregiver.
- Submit to the Director of Care: a Police Reference Check and Certificate of Competence (if applicable).
- Purchase liability insurance.

Quality Management

The Glebe Centre has as its foundation the provision of quality, compliant care, programs, and services to our long-term care Residents and community clients. The Glebe Centre employs a full-time Director of Quality Management whose role is to fulfill this aspect of our mission, vision and values by ensuring a threefold approach to care, programs and services that is:

1. Compliant with all legislation, regulations, standards, inspection and accreditation processes.
2. Monitored to ensure continued quality assurance and risk management.

3. Improved and/or expanded in order to actively meet the needs of an ever changing clientele and health care environment.

Tools used to monitor and improve quality care and services for Residents include annual satisfaction surveys, feedback from our suggestion box (2nd floor foyer) and monthly Residents' Council and Family Council meetings.

Recreation Therapy, Programming and Activities

The Glebe Centre offers Residents a wide variety of activities and programming to choose from such as art programs, music, pet visits, Bingo, baking and more. Our programs strive to improve the quality of life for our residents by increasing independence and functional abilities as well as promoting valued health care outcomes.

The Program Facilitator for each unit organizes activities with input from Residents and families. Family members, friends and visitors are always welcome and encouraged to join Residents for activities and special events.

Monthly recreation calendars are posted on each unit. Calendars can also be viewed on the Glebe Centre's website: www.glebecentre.ca. Residents are reminded, encouraged and escorted to programs as needed in order to enable opportunities to participate and get involved. The unit Program Facilitator will meet with each Resident shortly after admission to discuss their individual interests and to develop a plan of care that meets each Resident's specific needs and abilities.

Exercise Programs

Throughout the Glebe Centre, Residents can be seen participating in various forms of exercise programs. Group exercise as well as individual interventions are offered to all Residents and are adapted to suit their needs and abilities. These programs focus on maintaining active range of movement, strength and flexibility as well as provide an opportunity to socialize and have fun.

Music and Memory

The Glebe Centre is a 'Music and Memory' accredited home. Music and Memory is a program that connects Residents to the music they love by using individual playlists. These playlists are created with input from Residents, families, friends and staff. Once created, playlists are loaded onto iPod Shuffles so Residents can connect with the music they love. The program is overseen by Program Facilitators but works best when the whole team is involved, including family and friends.

Anyone can contribute to the program by creating a personal playlist for their loved one, supplying an iPod Shuffle or by donating new or gently used iPod Shuffles and iTunes gift cards. If you have any questions about this initiative, please contact the Program Facilitator assigned to your unit (ext. 324) or the Director of Resident Services at ext. 323.

Therapeutic Recreation

Therapeutic Recreation recognizes the importance of offering a variety of programs that enable Residents to have active, engaging leisure experiences that benefit their psychological well being and physical health. Our social programs focus on building connections and enhancing opportunities for social interactions that are often strengthened during leisure experiences. Programs offered include Snoezelen, Montessori Methods for People with Dementia, sensory and cognitive stimulation activities and Java Music are an integral part of our daily programming.

Resident Finance

Accommodation Fees

The total cost of accommodation in a long-term care home includes the Resident's portion and the government's portion. The Resident pays accommodation fees only and the government pays for the cost of nursing care and other services. The amount paid by Residents for their accommodation is called a "co-payment". The Resident's accommodation fees cover meals and nourishments, housekeeping, laundry, maintenance of the home and administration. Any other charges are limited by regulation. See *Chargeable Services*.

The Ministry of Health and Long-Term Care sets basic accommodation and maximum preferred accommodation rates and adjusts these rates on an annual basis. Long-term care homes are required to provide at least 30 days written notice of a proposed increase in accommodation rates and the amount of the proposed increase. The following table indicates the current maximum allowable co-payment charge for each type of accommodation offered at the Glebe Centre:

**Resident Accommodation Fees
(Effective July 1, 2017)**

	TYPE OF ACCOMMODATION	CO-PAYMENT DAILY AMOUNT	CO-PAYMENT MONTHLY AMOUNT
LONG-STAY PROGRAM			
Basic or standard accommodation	Ward room	\$59.82	\$1819.53
Preferred accommodation	Semi-private room	\$72.12	\$2193.65
Preferred accommodation	Private room	\$85.45	\$2599.11
SHORT-STAY PROGRAM			
*Not offered at The Glebe Centre	N/A	N/A	N/A



Residents may choose from the following methods of payment:

- Pre-authorized monthly deduction in which Residents complete a pre-authorized debit agreement
- Post dated cheques dated the first of the month
- Cheques written each month and dated the first of the month

Rate Reduction

If a Resident cannot afford the basic accommodation rate, he/she or a representative must complete the Ministry of Health and Long-Term Care's *Application for Long-Term Facility Reduction in Accommodation Fees for Basic Accommodation*. The form is available from the Resident Finance Office: 613-238-2727, ext. 304. The Resident's Notice of Assessment issued under the Income Tax Act (Canada) for the Resident's most recent taxation year must be provided at the time of admission and then on an annual basis. Please note that ODSP recipients are responsible to notify their caseworker if admitted to a long-term care home.

Rate reductions are not available to Residents in preferred accommodation (semi-private and private rooms). Residents wishing to transfer from preferred accommodation to basic accommodation must provide the Resident Finance Office with 6 months written notice of their request. Residents will be placed on the internal transfer list until appropriate basic accommodation becomes available.

Resident Banking

Residents may visit the Resident Finance Office to make account deposits or withdrawals from 9:00 a.m. - 4:00 p.m. Monday to Friday in the basement of Bronson Place or from 10:30 a.m. - 11:00 a.m. Mondays, Tuesdays and Thursdays in the Volunteer Coordinator's office located in the main lobby.

Trust Accounts

Residents are encouraged to open a trust account with the Resident Finance Office. A trust account eliminates the need to keep cash on hand. The account may be used to pay for various internal charges. See *Chargeable Services*.

Residents who open a trust account are required to complete a Trust Account Authorization form that indicates what services or purchases may be paid from their account. Residents receive a monthly trust account statement.

Residents or family members may also leave cheques for deposit to Trust Accounts or for payment of maintenance fees with the receptionist. The receptionist will provide a receipt.

Income Sources and Supplements - Telephone Numbers & Websites

Service Canada 1-800-277-9914
Old Age Security (OAS) 1-800-277-9914
<http://www.esdc.gc.ca/en/cpp/oas/index.page>

Guaranteed Income Supplement(GIS) 1-800-277-9914
<http://www.esdc.gc.ca/en/cpp/oas/gis/index.page>

Allowance for the Survivor Program 1-800-277-9914
http://www.esdc.gc.ca/en/cpp/oas/allowance_survivor.page

Canada Pension Plan (CPP) 1-800-277-9914
<http://www.esdc.gc.ca/en/cpp/index.page>

Involuntary Separation Settlement 1-800-277-9914

Widowed Spouse's Allowance 1-800-277-9914

Guaranteed annual Income System (GAINS) 1-866-668-8297
<http://www.fin.gov.on.ca/en/credit/gains/>

Ontario Disability Support Program 1-416-325-5666
<http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/>

Veterans Affairs Canada Department of Veterans Affairs 613-996-4649
<http://www.veterans.gc.ca/eng>

Residents' Council

The Glebe Centre Residents' Council meets monthly to raise and discuss concerns and to make suggestions related to life at the Glebe Centre. The Staff Assistant ensures that concerns are brought to the attention of Management. The Executive Director attends each meeting by invitation and provides a monthly report.

All Residents are invited and encouraged to attend Residents' Council meetings. Check the unit activity calendar for meeting dates and times. If you would like more information, please contact the Staff Assistant at 613-238-2727, ext. 497. Please note that family members may not attend Residents' Council meetings, but are encouraged to explore the Glebe Centre Family Council. See *Family Council*.

Minutes of most recent Residents' Council meeting are posted on each unit. The Glebe Centre Residents' Council is a member of the Ontario Association of Residents' Councils (OARC). Visit www.ontarc.com for more information about the OARC.

Resident Rights

under the Long-Term Care Homes Act, 2007

The management and staff of The Glebe Centre fully embrace and promote these rights for all Residents, community outreach program participants, and anyone who accesses services provided by our organization:

1. **Every Resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the Resident's individuality and respects the Resident's dignity.
2. **Every Resident has the right** to be protected from abuse.

3. **Every Resident has the right** not to be neglected by the licensee or staff.
4. **Every Resident has the right** to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. **Every Resident has the right** to live in a safe and clean environment.
6. **Every Resident has the right** to exercise the rights of a citizen.
7. **Every Resident has the right** to be told who is responsible for and who is providing the Resident's direct care.
8. **Every Resident has the right** to be afforded privacy in treatment and in caring for his or her personal needs.
9. **Every Resident has the right** to have his or her participation in decision-making respected.
10. **Every Resident has the right** to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other Residents.
11. **Every Resident has the right** to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admissions, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matter, and
 - iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
12. **Every Resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize the independence to the greatest extent possible.

13. **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.

14. **Every Resident has the right** to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

15. **Every Resident who is dying or very ill had the right** to have family and friends present 24 hours per day.

16. **Every Resident has the right** to designate a person to receive information concerning any transfer or hospitalization of the Resident and to have that person receive that information immediately.

17. **Every Resident has the right** to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the Resident or anyone else,

- i. the Residents' Council
- ii. the Family Council
- iii. the 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 VIII, a member of the committee of management for the home under section 132 or the board of management for the home under section 125 or 129,
- iv. staff members,
- v. government officials,
- vi. any other person inside or outside the long-term care home.

18. **Every Resident has the right** to form friendships and relationships and to participate in the life of the long-term care home.

19. **Every Resident has the right** to have his or her lifestyle and choices respected.

20. **Every Resident has the right** to participate in the Residents' Council.

21. **Every Resident has the right** to meet privately with his or her spouse or another person in a room that assures privacy.

22. **Every Resident has the right** to share a room with another Resident according to their mutual wishes, if appropriate accommodation is available.

23. **Every Resident has the right** to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

24. **Every Resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. **Every Resident has the right** to manage his or her own financial affairs unless the Resident lacks the legal capacity to do so.

26. **Every Resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes his impossible.

27. **Every Resident has the right** to have any friend, family member, or other person of importance to the Resident attend any meeting with the licensee or the staff of the home.

Resident Services

The Resident Services Department oversees a wide variety of Resident focused programs such as Therapeutic Recreation and activities including art and music programs, Spiritual Care and Services, Admissions, Social Services, Physiotherapy and Volunteer Services.

Together, the department is comprised of 11 full-time staff members and over 200 volunteers and students who regularly lend their time and skill to enhance the lives of Glebe Centre Residents. Whether attending worship, participating in Residents' Council, going on a van trip, painting a picture, enjoying a concert or our Welcome Tea and Information Session, you can count on the Resident Services team to enhance the lives of all who call the Glebe Centre home.

Restraints

The Glebe Centre does not endorse the use of restraints. However, authorized restraints may be necessary when all other care strategies fail to provide safety and security. In these cases, the least restrictive measures required to physically restrain a Resident are used only in circumstances where there exists an imminent risk of harm to the Resident or others, and only after careful assessment by the physician or registered staff after determining that available alternatives have proved/would prove to be inadequate.

All restraints must have a physician's order and consent of the Resident or their substitute decision maker.

To obtain a copy of the Glebe Centre's policy on minimizing restraints, please speak with the Director of Care at 613-238-2727, ext. 349.

Room Clearance

The Glebe Centre's room clearance policy requires that a Resident's room be cleared within 24 hours following death or discharge. The clearing of a Resident's room is the responsibility of the Resident, their Power of Attorney for Property or representative.

There may be a fee for storage and/or disposal if a Resident's belonging remain in the home for more than 24 hours.

Social Services

The Glebe Centre's Social Services team is comprised of two registered social workers. The Social Services team offers information and support to prospective Residents and their families and facilitates all admissions to the Glebe Centre. Social Services staff are part of the interdisciplinary care team and are referred to Residents and families who may be in need of additional support or referral to community resources.

Residents and families may request assistance from the Social Services Department by speaking with the unit nurse who will complete a referral. Resident and families may also connect directly with the Social Services staff by calling 613-238-2727, ext. 329 or ext. 497; or by visiting the Social Services office on 1st floor, Kentwood (to the left of the entrance to the Courtyard).

Spiritual Care and Services

Spiritual care provides for the spiritual, religious and emotional needs of Residents and extends to families and staff as needed.

Religious services of different denominations are offered each week and services marking special occasions take place throughout the year. Regularly scheduled worship services include Anglican and Open Communion, Ecumenical Worship and Roman Catholic Mass. Services take place in the Worship Centre and Gathering Place, located on the second floor.

Visitation by a member of a religious denomination or one-to-one pastoral support may be requested by contacting the Spiritual Care Coordinator at 613-238-2727, ext. 371.

Smoking Policy

The Glebe Centre has been a non-smoking facility since 1997 and does not allow smoking anywhere on Glebe Centre property. In accordance with the *Smoke-Free Ontario Act*, any person who chooses to smoke must do so independently, outside and off Glebe Centre property.

Staff and volunteers cannot provide assistance to Residents who wish to smoke.

Tips and Gratuities

Please note that it is the Glebe Centre's policy that staff members are not permitted to accept any gifts or gratuities.

If a Resident or their representative wishes to acknowledge a specific staff member, they may consider a donation to the Glebe Centre made in that staff member's name. See *Donations and Fundraising*.

Veterans

Veterans who have been admitted to a long-term care home may be entitled to additional health benefits and/or financial assistance through Veterans Affairs. For information, please contact *Veterans Affairs Canada* at 613-996-4649.

Visiting

For security purposes, visitors must sign in at Reception upon arrival and sign out before exiting the building. Visitors are asked to use hand sanitizing gel which is available at the main entrance, at the entrance to each unit and in each Resident's room. For the safety of our Residents, all visitors are asked to refrain from visiting if any cold or flu symptoms are present.

Reception hours are Monday-Friday 9:00a.m.-5:00p.m. and Saturday-Sunday 10:00a.m.-5:00p.m.

In consideration of those who are sensitive to chemicals, The Glebe Centre asks staff, volunteers and visitors to refrain from wearing any products containing scents.

The Glebe Centre is committed to providing an atmosphere of quality and safety for our Residents, staff and volunteers. Violence and verbal abuse will not be tolerated.

Swipe Cards

Anyone visiting outside of Reception hours will require a swipe card to enter or exit the main entrance and to access some secure units. Swipe cards may be purchased for \$10.00 each by contacting our Administrative Assistant at 613-238-2727, ext. 339. If a visitor does not have a swipe card, they must use the intercom system outside the entrance doors to speak with a staff member. Residents not residing on secure units may request a complimentary swipe card.

Volunteers

The Glebe Centre is proud to have a strong base of exceptional volunteers who are crucial to the delivery of care and services to Residents and community clients. A wide variety of volunteer opportunities are available to anyone interested in becoming part of our organization. Volunteers provide essential contribution by enhancing the quality of life of our residents.

If you are interested in exploring the possibility of a volunteer opportunity at the Glebe Centre, please contact the Volunteer Coordinator at 613-238-2727, ext. 353 or by email at volunteer@glebecentre.ca.

This Handbook was developed by the Glebe Centre Social Services Department in partnership with the Glebe Centre Family Council.

Please do not hesitate to contact any member of our care team should you have any further questions.

To receive additional or electronic copies of this Handbook, please contact the Social Services Department at 613-238-2727, ext. 329 or 497.

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