



Resident and Family Handbook-

Please keep this handbook for future reference

77 Monk Street Ottawa, Ontario K1S 5A7
Tel: (613) 238-2727 ■ Fax: (613) 238-4759
www.glebencentre.ca

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.

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About Glebe Centre

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. 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.

Care Philosophy

The lifestyle at the Glebe Centre has been planned to allow the Resident as much individuality, independence, and choice as possible while providing any assistance that the person may require. We strive to maximize each Resident's abilities and choices by focusing on their strengths and abilities, all reflected in their individualized plan of care.

We recognize that the adjustment to communal living takes time and patience. Staff and volunteers have been trained to assist and support with this transition. Guided by the Long Term Care Homes Act, The Glebe Centre makes every effort to harmonize life in an institution with the right of an individual to live a life that offers contentment. We believe that residents have the right to remain active and involved, to feel that they are respected and able, and to live safely and comfortably.

Working together in partnership with the Resident and their family, staff work diligently to provide Resident-centered care by ensuring the individual's needs are known, understood, and met. The following information provides a brief overview of the individual programs that work together to provide the Residents' daily care and services.

Vision, Mission and Values

Vision

To be the Home of choice for those who require long term care and help seniors to stay safe and healthy in their homes as long as possible

Mission

We are committed to:

- Provide quality of care as defined by those we serve.
- Develop new and innovative approaches to care to respond to changing needs and systemic pressures in healthcare.
- Creating a culture that attracts and retains employees and volunteers committed to exceptional care and services.

Values

Civility and Respect

- We value Civility and Respect. We believe that we must provide the highest quality of care possible with a focus on Professionalism and Customer service.

Safety and Security

- We value Safety. We believe that we must provide a safe place to live, visit, and work, free of abuse, neglect and discrimination, which are expressed through a policy of zero tolerance and proactive education and training.

Compassion for Those We Serve

- We value Compassion for those we serve, which is expressed through the cultivation of loving kindness. It recognizes that all human life is scared and embodies empathy for those less fortunate and enhanced sensitivity to the suffering of others.

Innovation

- We value innovation. We encourage new ideas that create value and an improved dimension of performance.

Board of Directors 2019/2020

Gary Katz	President
Anne Scotton	Vice President
Bob Gauvreau	Vice President
Sheila Bauer	Treasurer
Lawrence Grant	Secretary
Dr. Benjamin Tsang	
Lori Lennox	
Allan Fraser	
James Bowie	
Susan Chibuk	
Robert Seguin	
Frank Johnson	

Management Team

Executive Director	Lawrence Grant	613-238-2727 ext. 303 lgrant@glebecentre.ca
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
Fund and Development Manager	Courtney Rock	6130238-2727 ext. 316 crock@glebecentre.ca

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, and toothpaste and incontinence products are provided. Please ensure that dentures and hearing aids are labelled before admission.

Room Furnishings

All rooms are furnished with a single bed, a bedside table (some with key to lock 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, computer or mobile device is disturbing or disruptive to 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 Work team.
- Personal belongings will be received in the lobby at the time of arrival by Environmental Services staff. Personal belongings will be taken to a processing room to be cleaned, labeled and inspected for safety. Personal items will be delivered to the Resident's room by early afternoon.
- Social Work 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.
- 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.

Welcome!

Abbotsford Seniors Centre

Located at 950 Bank Street, Ottawa

Tel: 613- 230 5730

Open Mon- Fri 8:30 to 4:30

The Glebe Centre's Community Programs and Services at Abbotsford House serve seniors aged 55 plus and adults with disabilities who live in the community. The goal of our programs and services is to enable seniors and adults with disabilities to remain living in their homes safely and with dignity by planning and coordinating recreational activities; providing support by arranging essential services; acting as a community resource; providing support to vulnerable seniors and promoting better health.

Members of Abbotsford 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 to ensure older adults are engaged in their community, physically, mentally and socially active. Everyone is welcome to visit. An annual membership fee of \$45 is encouraged at the beginning of the year and members receive discounts on classes and have access to a variety of clubs. ***The Glebe Centre offers Residents access to attend and participate in programs at no charge.*** Residents and family members may access Abbotsford House via an underground link between the buildings, follow the signs in the link leading to Abbotsford and take the elevator in the Lord Lansdowne building up two floors to GR to access the doors to the main floor of Abbotsford House.

Community Support Services are offered to those living in the community including: transportation to medical appointments; arrangement of services to remain at home safely such as snow removal, housekeeping and home maintenance; friendly visiting; and adult day programs for those living with dementia, socially isolated, or physically frail. These services except the day programs are available to those living in the catchment area, postal codes starting with K1S; partially of K1H; K1G; K1V; K2C. We will assist in finding the organization responsible for Community Support Services for your postal code.

All activities and services are listed in the quarterly program guides that are located on the bulletin boards on each unit or on our website. Lunch is available to purchase on select days. The Ladies Boutique offers gently used clothing in good condition at a minimal cost. Women's clothing donations are always welcome. Books, art, cards, handmade teddy bears and crafts are available for sale as a fundraising effort for our charitable organization.

Abbotsford House positively impacts over 1000 older adults and adults with disabilities annually and this is achieved through the stellar work accomplished by several professional staff, over one hundred dedicated volunteers and the enthusiasm of hundreds of members. If you are interested in volunteering at Abbotsford, please contact the volunteer coordinator at 613 238 2727 ext. 353. For further information on membership, programs and services please contact Abbotsford Reception at 613-230-5730, visit our website at www.glebecentre.ca or make an appointment to discuss a program or service through www.caredove.com.

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. Neglect is defined as the failure to care for the resident accordingly to their care plan. 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.

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.

__ Barber & Hairdressing Services _____

A Resident Hair 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.

__ Care Plan _____

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 nurse where necessary to read and understand it. Please ask the unit nurse to assist with making these arrangements. Residents and their representative can also request a copy of the care plan at any time from the unit nurse by submitting an e-mail request.

__ 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. Upon admission the purchase of service agreement will be discussed and reviewed in detail by the Finance Department.

- **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 (Recreation, Volunteers, Admissions/Social Work, Spiritual Care, Physiotherapy, Hairdressing /Barber Services):

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:

Director 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.

Donations, Charitable Giving & Fundraising

Donations made to The Glebe Centre support everything from essential equipment to our therapeutic music program and resident art program. The support from donors allows The Glebe Centre to be a thriving long-term care home delivering quality, personalized and compassionate care.

The Glebe Centre is funded by the Ministry of Health and Long-Term Care, but donations to our home help to improve residents' quality of life in direct and significant ways through therapeutic programming, new technology, and facility upgrades.

By making a donation we can ensure that excellent Resident care, comfort, safety, and services are always accessible for Residents who call The Glebe Centre home.

We understand that making a gift to The Glebe Centre is a very personal decision. Because of this, we offer a number of ways to make an impact:

- Annual donations
- Become a monthly donor
- Gifts of stocks
- Life insurance policies
- Workplace giving
- In memoriam gifts
- Tribute gifts

Employer Giving Program:

Many companies in Canada have established programs to match donations made by employees or retired employees to registered charities. Contact your human resource department to see if your employer offers this program.

United Way:

Donations made to United Way can be directed to any registered Canadian charity, including The Glebe Centre. When you make your donation or complete an employee payroll deduction form, indicate your wish to direct all or a portion of your contribution to The Glebe Centre and record our charitable registration number: registration number: 105215024 RR0001

Your generosity will allow us to carry on a tradition of excellence and we thank you for your support.

Tax Receipts

Receipts are issued for donations of \$10 or more.

For more information please visit us online at www.glebecentre.ca or contact the Fund and Development Manager at 613-238-2727 ext. 316.

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 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 Work 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 on an annual basis.

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.

Interdisciplinary Team Conferences (Care 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 with the Resident and their representatives to coordinate ongoing goals that will determine the best outcomes for the Resident's health and well-being. For those who cannot attend in person, arrangements can be made to participate by conference call or Skype.

The Conference, facilitated by Social Work 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 with a reminder call.

Glebe Centre staff, Residents and/or their representatives may identify a need for additional meetings to be held. A separate meeting can be arranged at any time with any member of the team should a more in-depth discussion be deemed necessary. Arrangements will be made by the unit nurse or delegate to coordinate a meeting with the doctor if their schedule does not permit them to attend the scheduled conference.

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 Work 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 72 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. Staff are available to demonstrate how to use the machines. Laundry soap is available.

Please place any new clothing articles and provided labeling form(s) for labelling in bags and place in the bin located between the two glass doors at the main entrance. To avoid clutter, it is recommended that any clothing no longer in active use be removed from Residents' rooms at a minimum of twice yearly.

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 your unit nurse for more information.

Leaves of Absence

For all leaves of absence, the Resident or their representative must sign in and out of the book by reception.

During the Day: Residents and/or their representatives must inform the unit nurse if they will be away from the Home and provide the approximate time of return. This will allow the unit nurse to provide the Resident and or their representatives with instructions regarding care and dispense any medication that may need to be administered.

Overnight: If the Resident will be away overnight, the Resident or their representative must sign a release of responsibility form, called a Resident Away Form, which is available from the unit nurse. This form must be completed by the Resident or their representative and handed in at reception. Before an overnight leave is taken, advance notice of 24-48 hours notice is requested.

<p>Please note: All Residents have the right to leave the building unescorted unless deemed incapable of doing so safely.</p>
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Casual Leave and Vacation Leave

Under the Long Term Care Act, 2007, Residents 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.

Library Services

There is a small library located outside the elevator on the second floor, available to all Residents. The unit Program Facilitator can also arrange visiting library service for Residents from the Ottawa Public Library.

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 Hair Salon. Mail to Residents should be addressed as follows: Name of Resident, their room number and unit name, c/o The Glebe Centre, 77 Monk Street, Ottawa, Ontario, Canada, K1S 5A7

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 preferable in writing or by e-mail 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. Residents are responsible for the cost of repairs to their own appliances, equipment and personal furnishings.

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 anyone who discloses information to an inspector, Director of Ministry of Health & Long-Term Care or who gives evidence in legal proceedings. This protection is known as “**whistle-blowing**” protection. 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.

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 24 hour 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 clinical and support care for every Resident. Nursing staff include both registered nurses (RNs) and Registered Practical Nurse (RPNs). The registered staff are responsible for the direction and supervision of all care on the unit including the administration of all medication and treatments ordered by the physician, the supervision of the Personal Support Workers and ensuring that the care plan requirements are met. Each unit has a Registered Staff each day from 7:00 am. until 11:00 pm. At night from 11:00 pm. until 7:00 am. there is a Registered Nurse present.

Personal Support Workers (PSWs):

Personal Support Workers, also called personal care workers or health care aides, provide services to assist Residents with the activities of daily living as set out in the Resident's Care Plan. These frontline daily care services may include getting in and out of bed, dressing, toileting, hygiene, grooming, bathing, mobility assistance and assistance with meals among others.

Baths and Showers

Personal Support Workers 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)

Behavioural Supports Ontario (BSO) is a project initiated by the Ministry of Health and Long Term Care in 2011, to improve health care services for older adults who are experiencing complex responsive behaviours associated with dementia, mental health or other neurological conditions.

Examples of responsive behaviours include agitation, vocalizations, grabbing onto people, hitting/kicking, pushing, performing repetitious mannerisms, pacing/wandering, cursing, screaming, restlessness, anxiety etc. These behaviors are often the result of changes in the brain affecting memory, judgment, orientation and mood. These disruptive behaviours are distressing to the people who experience them and often to other Residents around them.

The Glebe Centre currently employs two BSO champions who work closely with the care team to identify triggers of responsive behaviours and develop strategies for reducing or managing these behaviours thereby improving quality of life. The Glebe Centre also has a Responsive Behaviours Committee that meets every two weeks to discuss strategies to address responsive behaviours.

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. Upon admission a Fall Risk Assessment is conducted to demine risk of falling. Based on this assessment a comprehensive plan is developed based on the Resident's assessed

condition, fall history, need, behaviours medications and preferences. A review will also be made of their room to ensure that there are no environmental risks. 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. Residents and their representative can assist with the fall prevention program by recognizing the importance of having non-skid socks and low heel shoes with Velcro (instead of laces) as strategies to reduce or mitigate falls in our residents. Also important is ensuring that the Resident has proper eye glasses/hearing aids and that mobility devices in good working condition. 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.

Foot and Nail Care

Each Resident receives preventative and basic nail care services. PSW's are permitted to file nails and nurses can clip the nails. Please note that for more complex cases, families must arrange for services from a foot care nurse.

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.

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 Outside The Glebe Centre

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 assessments to find mobility and seating solutions for special chairs and wheelchairs 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. An application form is completed by the Resident's physician and returned to Para-Transpo. Once approved, the Resident 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 outside 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. For more information about reduced rate parking at TD Place, please see Reception.

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 or anywhere else in the Home where food is served.

Only animals that are registered and part of our Activity Program are permitted to visit Residents throughout the Home. 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 under the supervision of a Registered Physiotherapist who works with a team of Physiotherapy Assistants. The Physiotherapy office 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 Ministry of the Attorney General website:

<https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poakit.php>

For assistance with advance care planning and powers of attorney, please contact the Social Work 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 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 and Programs

The Glebe Centre offers Residents a wide variety of activities and programming to choose from such as art programs, music therapy, 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 and daily activities are listed on white boards centrally located on each unit. Monthly 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 at ext. 324 or the Director of Resident Services at ext. 323.

BikeAround

The Glebe Centre is proud to be the first in Canada to introduce the BikeAround Program to our Residents. The BikeAround Program uses Google Earth to improve the health and wellness of our Residents. BikeAround is an innovative and exciting program that encourages reminiscence, cognitive and physical stimulation and most importantly it is a fun activity that promotes positive interaction through an interactive experience. The BikeAround system can be successfully used in rehabilitation and daily activities. Communication

and motor skills as well as sensory stimulation and memory care can be exercised in conditions that are safe, repeatable and customary. Residents with physical disabilities, balance problems, or acquired brain injuries will also benefit. For more information on participating in the BikeAround program please refer to the Program Facilitator assigned to your unit at ext. 324 or contact 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. For more information, please contact the Program Facilitator assigned to each unit.

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, 2019)**

	TYPE OF ACCOMMODATION	CO-PAYMENT DAILY AMOUNT	CO-PAYMENT MONTHLY AMOUNT
LONG-STAY PROGRAM			
Basic or standard accommodation	Ward room	\$62.18	\$1891.31
Preferred accommodation	Semi-private room	\$74.96	\$2280.04
Preferred accommodation	Private room	\$88.82	\$2701.61
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).

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.

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 meetings 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 connect with the Glebe Centre Family Council. See *Family Council*.

Minutes of the 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, Social Work, Physiotherapy and Volunteer Services.

The Resident Services Department is comprised of 14 full-time staff and over 200 volunteers and students who regularly lend their time and skills to enhance the lives of Glebe Centre Residents.

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 Work

The Glebe Centre's Social Services team is comprised of two registered social workers. Social Work offer information and support to prospective Residents and their families and facilitates all admissions to the Glebe Centre. Social

Workers 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 Work department by speaking with the unit nurse who will complete a referral. Resident and families may also connect directly with Social Work 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.

Twice a year, The Glebe Centre holds a memorial service to honour the memory of deceased Residents who have passed away over the past 6 months. Families and friends are invited and encouraged to attend.

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

— Smoking Policy —

The Glebe Centre is a non-smoking Home and smoking is not permitted on our property. Residents who choose to smoke must be able to position themselves at least 9 meters from our entrance, which requires navigation of stairs, or an accessible ramp. We do not have a sheltered or covered area for smoking and Glebe Centre staff are not permitted to assist with smoking in any capacity.

Tips and Gratuities

Please note that it is the Glebe Centre's policy that staff members are not permitted to accept 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 secure units. Swipe cards may be purchased for \$10.00 each at main Reception. 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 programs and services to Residents. 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 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 Work Department at 613-238-2727, ext. 329 or 497.

Revised July 2019