

Resident and Family Handbook Meaford Long-Term Care

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WELCOME TO MEAFORD LONG TERM CARE CENTRE

MEAFORD LONG TERM CARE CENTRE

RESIDENT AND FAMILY HANDBOOK

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Welcome!

On behalf of our staff and volunteers, it is my pleasure to welcome you to Meaford Long Term Care Centre. If you are reading this, you or your loved one have just moved or are contemplating moving into the Meaford Long Term Care Centre.

We know that you have asked many questions about long-term care over the past few months, and we are certain that you will have many more questions to ask in the near future. If your questions are not answered in this handbook, please do not hesitate to ask your care team. Our dedicated staff are here to help in any way possible and we encourage you to speak to them if you have any questions, concerns or just need some additional information. There are staff on duty twenty-four hours a day, and there is always someone here for you to talk to.

We are looking forward to getting to know you and your loved ones as we work together to develop a plan of care that will maximize your abilities and ensure the care you receive is based upon your preferences and customary routines. To facilitate this, we encourage you to become as involved in your care as possible, further recognizing that family members play an important role in the health, well-being and care of their loved ones. We value and appreciate your involvement.

The trust that you have placed in us to provide care and support to you is one that we take seriously, hence our commitment to you that we will continuously strive to meet your needs in a professional, compassionate, and respectful manner.

Sincerely,

Megan Garland
Administrator

Our Vision, Mission and Values

See attached

OWNERSHIP OF MEAFORD LONG TERM CARE CENTRE

Meaford Long Term Care Centre is owned and operated by Meaford Long Term Care Centre, 135 William Street, Meaford, ON N4L 1T4

GOVERNANCE The governing body of Meaford Long Term Care Centre is the Board of Directors.

The Board of Directors is responsible for governing and supporting Meaford Long Term Care Centre's entire operation. Governance responsibilities include, but are not limited to:

- Determining values, mission and strategic directions
- Selecting an Administrator and evaluating his/her performance
- Ensuring effective organizational planning
- Evaluating the effectiveness of Meaford Long Term Care Centres' programs and services
- Enhancing the organizations public image
- Ensuring adequate resources and effective use of resources

SERVICES PROVIDED AT MEAFORD LONG TERM CARE CENTRE

The services listed below are all available to Meaford Long Term Care Centre residents and payment for these services is included in the cost of accommodations.

- Basic accommodation in all Resident Home Areas
- Internal transfers between Resident Home Areas or rooms as needed
- Resident-centred nursing and personal care 24 hours per day
- Call system in every resident room
- Medical care and supervision available within the home
- Pharmacy services
- Administration of medications using multi-dosing packets
- Medical supplies and nursing equipment necessary for resident care involving skin disorders, infection control, and sterile procedures
- Medical devices such as catheters, colostomy and ileostomy devices
- Continence care products
- Assistance with activities of daily living
- Supplies and equipment for personal hygiene (skin care lotions, powders, shampoo, soap, deodorant, toothpaste, toothbrushes, denture cup, denture cleanser, toilet tissue, facial tissue, comb, and feminine hygiene products)
- Therapeutic programs -e.g. physiotherapy
- Mobility Aids for general use – e.g. cane, walker, wheelchair, geri-chair
- Restorative care program

- Conference Room access for meeting with care professionals
- Resident recreational and social activities and special events including related supplies and equipment
- Outdoor gardens and walkways, landscaped grounds
- Pastoral activities and services
- Nutritional services, 3 meals and 3 snacks daily
- Dietitian assessment and therapeutic diets, dietary supplements
- Devices enabling residents to feed themselves
- Bedroom furnishings including a bed with a firm, comfortable mattress, adjustable bed rails, chair, night table, wardrobe and high privacy curtain
- Housekeeping services
- Linen - sheets, blankets, bed spread, towels, face cloths, pillows and cases
- Machine washing and drying of personal laundry
- Labelling of resident clothing
- Maintenance of building and equipment
- Facilitation of meetings and business of Resident and Family Councils
- Volunteer resources
- Library services
- Security systems
- Personal funds maintained/entrusted in Meaford Long Term Care Centre
- Reception, mail delivery service
- General administrative services
- Computer and Internet access
- Satisfaction Surveys and Quality Improvement program
- Parking, designated disabled parking
- Safety Alarm System, Fire Safety Program, Disaster Response Plan

By legislation of the Ministry of Health and Long-Term Care, it is not permissible to charge for the following:

- Prescription pharmaceutical preparations listed in the Drug Benefit Formulary
- Special preparations or medical devices that may be obtained from the Ontario Drug Benefit Program as interim non-formulary benefits
- Insured devices, equipment, supplies and services available to residents through other programs such as Home Care Program & Assistive Devices Program
- Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon requisition.

OPTIONAL SERVICES

Optional services are available to residents at Meaford Long Term Care Centre for which there is additional cost.

Optional services and associated costs include:

- Cable TV connection and monthly charges for resident's personal use *
- Specialized foot care services
- Alternative Therapies – may be available on site *
- Dental and denturist services – may be available on site *
- Scribing of dentures for identification
- Eyeglasses, hearing aids and hearing aid batteries *
- Hairdressing and barber services (Price list is posted)
- Newspaper subscription delivered to the resident's room *
- Non-prescription drugs, medication and treatment products not available through the Ontario government pharmaceutical and medical supplies*
- Preferred accommodation (Private = \$18/day or Semiprivate = \$8/day)
- Rental or purchase of walkers, wheelchairs and geriatric chairs for exclusive resident use *
- Telephone connection and monthly charges for resident's personal use *
- Transportation services (Taxi, Handivan, Land Transfer Service, etc.)*
- Family meals provided by Meaford Long Term Care Centre with resident (\$ 4/person)

Rates for optional services denoted with * are set by outside service providers

The resident or the Power of Attorney for Property must authorize in writing purchase of, or arrangement for, any of the above list of optional services

Staff Directory

519-538-1010

Please note that the voice mail system at Meaford Long Term Care Centre is confidential. Office hours for managers are generally from 8:30 a.m. until 4:30 p.m.

Title	Name	Extension	Email
Administrator	Megan Garland	22	mgarland@meafordlongtermcare.com
Resident Care Services Manager	Terry Duits	23	doc@meafordlongtermcare.com
Support Services Manager	Paige Caswell	29	ss@meafordlongtermcare.com
Life Enrichment	Wendi Cochrane	27	activitydept@meafordlongtermcare.com
Social Worker	Jenny Dulmage	32	socialwork@meafordlongtermcare.com
Volunteer&Community Coordinator	Sandy Sewell	27	volunteer@meafordlongtermcare.com

Restorative Coordinator	Fiona McCall	57	rcc@meafordlongtermcare.com
Business Office	Holly Fiegehen	21	businessoffice@meafordlongtermcare.com
Building Services	Randy Turner	26	rturner@meafordlongtermcare.com
Human Resources	Megan Sandberg	62	hr@meafordlongtermcare.com
Rai Coordinator	Tracy Gardner	59	rai@meafordlongtermcare.com
Dietitian	Sharon Dinsmore & Linda Mailhot-Hall	29	dietitian@meafordlongtermcare.com

Information about Meaford Long Term Care Centre Services and Policies

ADMISSION AGREEMENT

Meaford Long Term Care Centre has an Admission Agreement, which is, completed as soon as possible following admission with the resident and/or his or her legal representative/s. A copy of this document is provided for the resident and the agreement can be reviewed upon request. In assuming responsibility for a considerable portion of the care of the resident, Meaford Long Term Care Centre very much assumes an advocate role. Residents are always encouraged to participate fully in making decisions concerning their care.

The resident/designate is asked to identify the person/s who Meaford Long Term Care Centre should notify in case of an emergency. The resident or his/her next-of-kin will also be asked if the resident has given anyone Power of Attorney. Having a Power of Attorney for Property allows the designated person to act on the resident's behalf in a situation when the resident could not act for his/herself in relation to property and finances. The Power of Attorney for Property can handle the resident's finances and can sign in relation to his/her assets. A Power of Attorney for Personal Care can make personal care decisions, for example, treatments, medical procedures. Powers of Attorney can be designated by a lawyer or by an authorized person.

AIR CONDITIONING

Meaford Long Term Care Centre is climate controlled and the building has central air. Individual resident room temperatures can be adjusted within a set range. When the air conditioning is in operation, please keep the doors and windows closed.

ANTIVIRAL MEDICATIONS

Influenza (the flu) is a serious, contagious, viral illness that most often occurs during the winter months. In healthy individuals, influenza causes fever, cough, headaches, muscle aches, a stuffy nose and a sore throat. However, in the elderly and people with chronic lung or heart disease or compromised immune systems, influenza may cause serious illness, and may be complicated by life-threatening bacterial pneumonia and death. Vaccination against influenza greatly reduces the risk of illness and death in people

who live in long-term care facilities. However, the vaccine is not 100% effective and, in spite of vaccination, influenza outbreaks can still occur.

Antiviral medications are available to prevent and treat influenza. These are Amantadine (Symmetrel), Zanamivir and Oseltamivir (Tamiflu). Amantadine is used for preventing and treating influenza A only. Zanamivir and Oseltamivir are effective in preventing and treating both influenza A and B. Use of these antiviral medications, in outbreak situations, has been shown to reduce the severity of symptoms and prevent new cases from occurring.

Side Effects of antiviral medications are minimal. Amantadine may have associated neurological side effects in some individuals, such as increased confusion, irritability, and loss of balance. Zanamivir is taken by inhaling through a device called Diskhaler and some elderly people may have difficulty in using the Diskhaler. Inhalation of this medication may rarely cause increased difficulty breathing in people with severe asthma. Oseltamivir (Tamiflu) occasionally causes gastrointestinal symptoms like nausea and vomiting.

In the event of an influenza outbreak at Meaford Long Term Care Centre, the Medical Director may recommend the use of an antiviral agent. It is important that the medication be given to all residents as soon as possible and prompt action to be taken to control an outbreak.

AUXILIARY / VOLUNTEERS

Meaford Long Term Care Centre has an Auxiliary whose dedicated members are involved in a variety of activities aimed at enriching the lives of the residents. Auxiliary meetings are held monthly, except July and August, on the 3rd Monday at 1:30 p.m. New members are always welcome. Please contact the Sandy Sewell, Volunteer Coordinator for further information.

CARE ASSESSMENT AND PLANNING

Once admitted, staff of various disciplines assess the resident. The Nurse completes several medical assessments which guide staff in assisting with daily care. Life Enrichment assess the resident's interest in participating in Meaford Long Term Care Centres recreational programs and activities. The Dietitian does a nutritional assessment. The Physiotherapist may become involved as needs indicate. A coordinated resident care plan is developed. This is completed in the first few weeks following admission.

Residents, families and other next-of-kin are very much involved in the assessment and planning of care. At any time, concerns should be brought to the attention of the nursing staff or the staff of other departments. If the issue is of a nature that it affects a number of persons, a care conference may be called to address the issue.

Each residents care and service needs are reassessed quarterly or when there is a change in the residents health status, needs or abilities.

CARE CONFERENCE (Ministry Policy)

A Care Conference is a multidisciplinary meeting held within 6 weeks of admission and annually thereafter to review the residents care plan. Staff will contact the resident, family and physician to arrange a date and time for each conference. A care conference may be required more frequently depending upon resident needs.

CLOTHING

Residents provide garments and footwear which suit their size, style, and colour preference. Meaford Long Term Care Centre recommends certain fabrics when garments are to be included in the Home's laundry. (See: Laundry) Off season clothing cannot be stored at Meaford Long Term Care Centre as space is limited. In the event that a resident requires the use of a mechanical lift for transfer, it may be necessary for the resident to wear adaptive clothing. These garments open at the back and allow for safer transferring and toileting for both resident and staff. New clothing may be purchased or garments in use can be modified by a seamstress. (See: Clothing Sales)

CLOTHING LABELS

All clothing needs to be labelled and this is done on admission at Meaford Long Term Care Centre's expense. The label indicates the resident name and is heat-sealed to the inside of the collar or waistband, for example. Additions to a resident's wardrobe (from shopping, gifts or off-season storage) need to be labelled so that they may be promptly returned to the resident. Please leave garments needing labels with the Nurse. Please consider that institutional washers and dryers use much higher temperature than conventional washers and dryers used at home. If labels are not properly heat-sealed to the resident's personal garment they may fall off in the laundering process. It is recommended that Meaford Long Term Care Centre heat press your family member's labels to the clothing items.

CLOTHING SALES

In-house clothing sales are held periodically in the Unit 2 Activity Lounge and catalogues are available for the purchase of clothing, adaptive or special needs. Life Enrichment organizes this service and events are listed in the activity calendar. Purchases are at the resident's expense and arrangements are made for labels before they go to the resident's room.

COMMUNICATIONS

Meaford Long Term Care Centre residents may exhibit some degree of impairment in their vision, hearing and cognitive abilities. As a result, the communication process can, at times, be more difficult. To interact more effectively with other residents you should:

1. Approach the person face to face, at his/her level and establish eye contact.
2. Tell the person who you are and why you are approaching him/her.
3. Speak slowly and in lower tones. It may help to speak in a slightly louder voice but shouting is not helpful. If the person is wearing a hearing aid, do not assume it is turned on.
4. Use gestures and/or physical cues to help the person understand the idea you are trying to share.
5. Use short sentences with the most important words at the end of the sentence.
6. If the person does not understand your message, try again using different words and on-verbal cues.
7. Be patient! Give the person extra time to respond to your communication. It is not unusual for an elderly person's response time to be delayed or for him/her to use a similar but incorrect word.

Listening is a very important part of communication. It may be one of the most important things that you can do for the person. Taking the time to listen conveys a feeling that he/she is important and that you care.

COMMUNITY RESOURCES

Information about community resources and service providers, which might be of use to residents and their family, is posted in the service wing hallway and at Entrances. Photocopies of the material will be made upon request.

COMPLAINTS AND CONCERNS

Residents and/or their family or friends who may wish to raise a concern, lodge a complaint, obtain information about or recommend change involving Meaford Long Term Care Centre, can do so by sharing the issue (depending on its nature) with:

- Any Meaford Long Term Care Centre staff, Manager or the Administrator
- Meaford Long Term Care Centre Resident Council/Family Council
- Meaford Long Term Care Centre Menu Committee
- Ministry of Health and Long Term Care, Director of the Performance Improvement and Compliance Branch
- Minister of Health and Long-Term Care: Long-Term Care INFOline – 1-866-434-0144

Meaford Long Term Care Centre encourages residents and families to express their concerns to long term care staff prior to contacting ministry staff. It is anticipated most issues will be dealt with to the satisfaction of all concerned by Meaford Long Term Care Centre. Serious issues must be put in writing. The Administrator will respond within ten days to a resident's (or his/her family/friend) requests, suggestions and complaints, indicating possible plans of action. In accordance with legislation, Meaford Long Term Care Centre's annual Resident Quality Inspection Results for the Ministry of Health are always available for public review in the service wing in the black binder.

CONFIDENTIALITY OF RESIDENT INFORMATION

All records, reports and information concerning the residents of Meaford Long Term Care Centre are treated with the utmost of confidentiality. Many of the residents at Meaford Long Term Care Centre feel very much "at home" and confide in the staff. Facts intimate to residents will not be disclosed or discussed with other employees, residents and persons, except during professional meetings when the information may have a direct effect on the resident's health and the provision of care. Staff are aware that discussions of any Meaford Long Term Care Centre matter pertaining to residents and their respective care is not to be done in public places, or areas where others present are able to overhear the conversation.

CONSENT

Consent is required for admission, discharge, for treatment, for sharing of resident information, and to authorize purchase of goods or services on behalf of a resident. The resident or his/her Power of Attorney may provide consent. Depending on the situation, staff will ask for consent in writing or verbally.

DEATH OF A RESIDENT

MEAFORD LONG TERM CARE CENTRE

Whenever possible registered staff notify family that a resident is palliative. Family are encouraged and supported to be with residents at this time. Residents remain in their own room or moved to the comfort room unless specific direction has been given for transfer to a hospital. (See Palliative Care) Following a resident's death at Meaford Long Term Care Centre, nursing staff contact a funeral home if direction has been provided for them. The deceased resident's belongings need to be collected by family no later than the day following death. If this is not possible family is asked to contact the Administrator. Families are asked to notify the staff as to the identity and address of the deceased resident's Executor/Executrix if this information was not provided on admission. A final statement is prepared and mailed to this individual. A Memorial Service is held to honour the memory of the deceased resident. Families are invited to attend this service.

DENTAL ASSESSMENTS

New residents have an oral assessment as part of the admission medical and nursing assessment. When residents require dental treatment or other services not provided by Meaford Long Term Care Centre, assistance will be provided to arrange a referral to a dentist or other dental personnel of the resident's choice. This can only be done when the resident or his/her Power of Attorney has authorized payment and plans for transportation have been made. A mobile dental service, is available to Meaford Long Term Care Centre and appointment can be set up by our Restorative Care Coordinator.

DENTURES

Dentures must be marked for easy identification. This can be done on-site or off-site at the residents chosen Denture Clinic. Arrangements will be made to provide emergency dental services for residents as required, when the resident or his/her Power of Attorney for Personal Care & Property authorizes payment.

DISCHARGE FOLLOWING TRANSFER TO HOSPITAL (Ministry Policy)

A resident's condition and/or circumstances may change sufficiently to consider discharge to another community living arrangement, home or Long Term Care Centre. Meaford Long Term Care Centre staff will make every effort to assist the resident and his/her Power of Attorney in discharge planning.

If you are thinking about the possibility of discharge, please discuss this matter with the registered staff and the Social Worker. The Community Care Access Centre is available to assist residents with discharge planning to alternate care homes. Upon transfer to an acute care hospital for medical or surgical care, a resident is entitled to 30 days of medical leave. Upon transfer to a hospital for psychiatric care, a resident is entitled to 60 days of psychiatric leave.

Meaford Long Term Care Centre is unable to hold a bed beyond the 30 or 60 days of hospitalization and must discharge a resident if the hospital indicates that the resident cannot return to Meaford Long Term Care Centre within the available medical leave period due to changes in the resident's condition or care needs.

EMERGENCY RESPONSE

Situations involving fire are covered by Meaford Long Term Care Centre Emergency Response -Code Red. Other situations involving the physical integrity of the building or the supply chain are also covered by Meaford Long Term Care Centre Emergency Codes, such as Code Yellow for a missing person. The emergency response to an individual life threatening health crisis of a resident, Code Blue, varies according

to the resident's or their representative's written direction to Meaford Long Term Care Centre. There is no resuscitation equipment at Meaford Long Term Care Centre. Registered staff are trained to provide CPR and Meaford Long Term Care Centre relies upon the "911" emergency response available within the community. Using the "Advanced Directives" form, residents/their representatives are asked to identify the level of response desired in emergency life-threatening situations. In the absence of such direction, everything possible must be done.

FAMILIES, VISITORS, PRIVATE EVENTS

Families of residents and significant others are encouraged to maintain an active relationship with Meaford Long Term Care Centre residents. Creating a friendly and open atmosphere is important for establishing this good relationship. Positive involvement and interaction between staff and the resident's family often means the difference between success and failure in the resident's adjustment to Meaford Long Term Care Centre. Families are encouraged to participate with the resident in care planning and review as well as in most of Meaford Long Term Care Centre activities. There is no restriction in visiting hours but when the resident is living in a shared room, visitors are asked to be sensitive to the roommate's personal space and needs.

Meaford Long Term Care Centre has established the following guidelines for visitors:

1. Please come to visit often. Many residents retire early so please visit quietly after 8:00 p.m.
2. When young children come with you to visit, please do not let them run around in the halls. It is fun for them but dangerous for us. Please be aware of electric wheelchairs. Please bring toys for them to play with while they are here.
3. If there are more than two visitors for a resident who is sharing a room, it would be appreciated if you could visit in the lounge, quiet room, dining room, or activity rooms.
4. This is our home. We would appreciate it if you show respect for the furnishings and equipment while you are here.

In the interest of resident health, visitors who are not feeling well are asked to reschedule their visit or call on the telephone instead. Signage is posted at the front entrance in the event of a resident outbreak. Visitors are asked to thoroughly wash their hands or use hand gel provided before and after visiting to prevent the spread of germs.

Visitors wishing to bring an animal with them on a visit are asked to see the "PET" section.

FAX

Meaford Long Term Care Centre fax number is 519-538-5699. Fax messages addressed to residents will be forwarded via the in-house mail system.

FIRE SAFETY

Every resident must be shown the fire safety plan as it affects him/her and participate in regular fire drills. Residents are regularly instructed in the procedures that they are to follow. There are fire pull stations in all areas of Meaford Long Term Care Centre. In case of fire, residents are to leave the immediate site of the fire. Until the Fire Department arrives, staff are responsible to guard the safety of residents and to instruct them in what to do. Each month, Meaford Long Term Care Centre has a fire drill

for each shift, during which time staff, volunteers, visitors and residents practice clearly defined procedures as if there were a real fire. Do not hesitate to ask questions. Because of fire regulations, residents may not have some electrical appliances in their rooms and may not use boxes for storage under the beds. As well, residents are not allowed to have open flame such as a lighted candle in their room. Smoking is NOT prohibited anywhere in the building.

FOOT CARE

New residents have a nursing assessment of their feet on admission. Each resident's basic foot care needs are assessed and cared for by the personal support workers as required as part of routine nursing care. Basic foot care will include the following non-invasive measures: assessment, identification of infection, injury and other problems, and care of the skin and nails. Advanced foot care will be provided only by chiropodists, podiatrists or qualified registered nursing personnel at a charge.

GIFTS (Meaford Long Term Care Centre Policy)

Staff are not to solicit and/or accept monetary gifts or significant gifts-in-kind from residents, families or significant others. A token gift of appreciation to a group of staff is acceptable and cards are greatly appreciated at any time.

GOALS OF RESIDENTS

Meaford Long Term Care Centre staff attempt to provide each resident with the opportunity, assistance, support and encouragement to meet his/her individual goals. It is understood that some residents may not choose or be able to use all of the available support, programs and services. Effort is made to promote as much decision making and autonomy as possible on the part of residents. For those residents who have diminished cognitive capacity, Meaford Long Term Care Centre staff will work with a Power of Attorney or a designated next-of-kin to assist the resident in expressing his or her wishes and meeting his or her goals.

GOVERNMENT FINANCIAL ASSISTANCE PROGRAMS

There are government financial assistance programs available to residents aged 60 years and over who do not have income sources sufficient to pay the established basic accommodation rate. These include:

- Ontario Disability
- Canada Pension Disability
- Reduced Canada Pension
- Spouse's Allowance
- Involuntary Separation Applications
- Exceptional Circumstances Rate Reduction

HAIRSTYLIST

A hairstylist is available for shampoos, sets, cuts and permanents. Please try and make your appointment a few days in advance. The shop is open Tuesday and Thursdays. A list of fees for these services is provided in this package and also posted on the door of the hairdressing room.

HEALTH INSURANCE CARDS (OHIP)

A resident's Ontario Health Insurance card is required upon admission and is added to Meaford Long Term Care Centre file that is maintained on the residents unit. From this location it can be signed out by the resident or attendant when going to the doctor's office, for medical testing, on discharge, or on vacation leave.

The Nursing Support Clerk orders replacement cards, required due to loss, damage, or expiry on behalf of the resident. New cards are automatically issued when a resident who has a green health card is admitted to reflect the new address. Upon death, the Ministry of Health and Long-Term Care is notified and the card is destroyed as required.

HOSPITALIZATION

When a resident requires medical or psychiatric testing or care, which cannot be provided at Meaford Long Term Care Centre, he/she is transferred to the hospital. Even if the resident is admitted to hospital, he/she remains a Meaford Long Term Care Centre resident and charges accrue. When the resident is ready for discharge from the hospital, the registered staff are contacted by the hospital. The hospital will contact family to arrange return transportation.

INFECTION CONTROL

Frequent and appropriate hand washing is the single most important factor in preventing the spread of infection. This applies to all residents, staff and volunteers. Residents who feel unwell are asked to inform the nurse immediately. Out of respect for our residents, if a visitor is feeling unwell, we ask that he or she reschedule the visit. If there are a number of residents who are ill, Meaford Long Term Care Centre works with the Public Health Unit and takes appropriate actions to reduce the chance of the infection spreading. This may require the cancellation of home-wide activities. Notices of the presence of certain infections will be posted to inform visitors at the front entrance.

INCOME TAX RECEIPT

A Medical Tax Credit Letter is prepared at request; contact the Business Office Support Clerk.

INSURANCE (Tenant for Resident Personal Belongings)

It is recommended that residents arrange for private insurance coverage for loss or damage of personal items while at Meaford Long Term Care Centre as this type of coverage cannot be provided by Meaford Long Term Care Centre liability insurance coverage. Secure storage by Meaford Long Term Care Centre is not available. In some situations, a resident's legal representative may be advised to remove resident valuables from Meaford Long Term Care Centre.

It is strongly suggested that resident's belongings be labelled and inventoried by the resident's legal representative.

INTERNET

Meaford Long Term Care Centre general e-mail address is businessoffice@meafordlongtermcare.com . If you wish to correspond with residents you can send emails to: activitydept@meafordlongtermcare.com . We do have a Residents computer for everyone's

use that is located in Unit 2. The Meaford Nursing Home Auxiliary provides Wifi for residents and families throughout the home. If you wish to access the Wifi please contact the business office.

LAUNDRY

Personal laundry options include:

- All personal laundry services by Meaford Long Term Care Centre Support Services.
- Family can do the resident's laundry in their own home. (A collection bag is recommended).

It is helpful to identify the desired option on admission. Residents may choose to have personal laundry serviced by Meaford Long Term Care Centre. Laundry is collected daily and residents' personals are processed and returned within 48 hours. Meaford Long Term Care Centre is not responsible for residents' personals that are lost or damaged during processing. Concerns about missing items need to be identified as soon as possible to the resident's staff so that they may assist in tracing the whereabouts of the item. The Support Services Manager may also be contacted about laundry concerns.

FABRICS SUITABLE FOR LAUNDRY

For sanitary reasons, laundry water temperature is 49 C or hotter. Please see below for the type of fabrics which are and are recommended.

- 65% POLYESTER and 35% COTTON BLEND FABRIC easy care fabric that requires little or no ironing
- 100% POLYESTER this is perfect for Central Laundry processing
- MACHINE WASH AND TUMBLE DRY

FABRIC NOT SUITABLE FOR LAUNDRY

- Wool or wool blend fabrics
- Specialty fabrics or trims such as silk, satin, suede or fur
- Rayon, acetate or other man-made fibres
- Instructions indicate "No Bleach" or "Air Dry" or "Flat Dry" or "Dry Clean Only"
- Lace, lace edging or loose weaves

LEAVE OF ABSENCE (Ministry policy) Casual Leave

Casual leaves of absence of up to 48 hours per week are available to residents in long-term care homes. Casual leaves are permitted throughout the year regardless of vacation or other medical leaves taken. For calculation of the period for casual leaves, the first day of the week is considered to be Sunday. Casual leaves are considered separate from medical and vacation leaves.

Medical Leave

A resident's condition may change requiring assessment or treatment in a hospital. If this occurs, a Medical Leave of Absence in a hospital for up to 30 days is available to the resident. (Use of the Medical Leave does not reduce the resident's available casual or vacation leave days). Authorization by the resident's physician is required for all Medical Leaves. If a resident is not well enough to return to Meaford Long Term Care Centre after the thirty (30) days, then resident shall be discharged from the home.

Psychiatric Leave

A Psychiatric Leave in a hospital for up to sixty (60) days at a time is available to residents of Meaford Long Term Care Centre for the purpose of assessment, treatment and stabilization of a resident's psychiatric status. The use of psychiatric leave days does not reduce a resident's available casual or vacation leave days. If the resident's condition or care needs require absence from Meaford Long Term Care Centre beyond the available leave the resident must be discharged from Meaford Long Term Care Centre.

Vacation Leave

A Vacation Leave of Absence of up to twenty-one (21) days a year is available to residents of long-term care homes. For residents who enter Meaford Long Term Care Centre during the calendar year, the available vacation days are calculated as follows: three days vacation leave following the first full calendar month of admission; one and a half days vacation leave for each of the next ten calendar months, following the first full calendar month of admission; three days vacation leave following the 12th full calendar month of admission. The resident's physician must authorize all resident vacation leaves. Please see the registered staff well in advance of the requested leave.

LEGAL DOCUMENTS

If a lawyer or other business advisor is coming to Meaford Long Term Care Centre to do business with a resident who does not have a private room, please contact the Business Office Support Clerk to arrange use of the Board Room for private consultation. Staff are not permitted to witness legal documents, even at the request of a lawyer or other visitor. All such matters must be referred to the Administrator.

LEGISLATION AND SERVICE AGREEMENTS

Meaford Long Term Care Centre is governed by the Long-Term Care Act, Bill 140, and regulations 79/10. The Long-Term Care Statutes Law Amendment Act, 1993. A Service Agreement between Meaford Long Term Care Centre and the Ontario government is negotiated annually. This agreement outlines the expectations, rights and responsibilities of both Meaford Long Term Care Centre and the government. Standards and criteria have been explicitly defined in the Ministry of Health's Compliance Standards. Our facility, like other LTC facilities, is expected to achieve these standards and criteria in the provision of care, programs and services to residents. Results of reviews are available in two ways:

1. Copies are placed in the "Resident and Family Information Binder" in the Service Wing Hallway
2. Public Reporting link on the Ministry's webpage, www.health.gov.on.ca

MAIL

The mail is picked up from and delivered to Business Office daily. Stamps are available for purchase and letters can be weighed during normal business hours. Mail is distributed to the Resident Home Areas Monday to Friday.

MAINTENANCE

All electrical, plumbing, heating and other maintenance problems, which occur within Meaford Long Term Care Centre, should be reported to the registered staff as soon as they are noticed. The Maintenance staff will take care of the problem as soon as possible. Meaford Long Term Care Centre staff do preventative maintenance regularly. Safety is of prime concern. When resident appliances are not working, maintenance

staff may help to assess the problem and may do minor repairs at the expense of the resident, as time permits.

MEDICAL EXAMINATIONS (Ministry policy)

Each resident's physician is responsible for preparing an admission medical history and performing a physical examination within 7 days of admission, yearly medical reassessments and a medical reassessment of the resident following readmission to Meaford Long Term Care Centre from an acute care hospital. Quarterly medication and diet reviews are also mandated for all residents.

MEDICAL DIRECTOR AND ATTENDING PHYSICIANS

Meaford Long Term Care Centre has one Medical Director, Dr. Joanne McCall, who monitors all medical care in Meaford Long Term Care Centre and who deal with major medical issues. Meaford Long Term Care Centre also has a Professional Advisory Committee that advises regarding clinical matters, particularly those of a policy nature.

Doctors who practice at Meaford Long Term Care Centre (Attending Physicians) must have a signed agreement with Meaford Long Term Care Centre and be prepared to follow certain mandated medical protocols. This allows many residents in Meaford Long Term Care Centre to retain their own family physicians or Nurse Practitioner to continue to provide care while a resident at the home. Meaford Long Term Care Centre will assist any newly admitted resident to find a local attending physician or Nurse Practitioner to provide care and services while a resident at the Home, if their current care provider is unable to continue providing care and services while the resident is in the home.

PHARMACY SERVICES

Meaford Long Term Care Centre has an organized pharmacy service under the direction of a registered pharmacist. All the drugs and drug products are supplied by a single accredited pharmacy or pharmacy service. Only Registered Nurses and Registered Practical Nurses are allowed to administer medications. Multi-dosing packets are used for medications at Meaford Long Term Care Centre for resident safety.

On admission, Meaford Long Term Care Centre will obtain a supply of medications as ordered by the resident's physician. The registered staff maintain a record of the medications the resident requires and receives. All reordering of drugs and ordering of new medications will be taken care of by the registered staff in consultation with the resident's physician or Meaford Long Term Care Centre Medical Director.

Each resident has a complete medication profile and administration record. All prescriptions are written and signed and each resident's physician must do a quarterly medication review. Residents are not allowed to administer their own medications. All medications including items such as aspirin, cold remedies and laxatives must be turned over to the registered staff.

Medications and instructions are provided for residents who will be away from Meaford Long Term Care Centre on a casual or vacation leave.

NEWSPAPERS AND SUBSCRIPTIONS

Personal subscriptions for newspapers can be initiated by the resident and/or families, and can be received at the Business Office. Reading materials such as newspapers and magazines are available through the Life Enrichment department. Through the Meaford Library, a book exchange service is also available and “Talking Books” may be available through the CNIB clients.

NURSING STAFF

Registered Nurses, Registered Practical Nurses (Registered Staff) and certified health care aides/ personal support workers provide care in each of the resident home areas. Registered nursing staff are on duty at all times. They administer all medications and help residents with medical and health care problems. The Health Care Aides and Personal Support Workers work with the registered staff to ensure the residents are given help with their personal care needs.

Medical supplies and nursing equipment necessary for the care of residents, including the prevention and care of skin disorders, continence care, infection control and sterile procedures are available. The cost of some medications/medical supplies is not covered under Provincial regulations. When this occurs, the resident/family is informed.

Additional nursing assistance may be beneficial to a resident in certain circumstances. Arrangements need to be made by the resident’s representative to contract and pay for such services. Meaford Long Term Care staff will assist with the co-ordination of care routines to facilitate meeting the resident’s needs.

NUTRITION SERVICES

Meaford Long Term Care Centre provides three nutritious meals each day. Menus change semi-annually (spring/summer and fall/winter) and follow a three-week menu cycle. Menus are altered for special events. Special diets ordered by physicians are available. Meaford Long Term Care Centre employs a dietitian, a Food Services Manager and dedicated nutrition service workers.

Meals are served at regular intervals in each of the resident home areas. Times, menus, and a seating plan are posted in each dining room. Staff check on all residents who are missing at meal times. Residents who are ill receive nourishments and/or tray service in their room if necessary.

Residents may invite guests for meals at a cost of \$4.00 per person. Tickets can be purchased at the Business Office –Monday –Friday and Unit 2 on weekends. Please give the department 24 hours notice, if possible.

OUTBREAK

When a communicable infection is identified at Meaford Long Term Care Centre, control measures are established in conjunction with the Public Health Unit. Visiting may be restricted during an outbreak. Meaford Long Term Care Centre may not be able to notify families individually when an outbreak begins. Information is made available and updated in the following ways:

- posted at both entrances

Thorough hand washing is recommended at all times before and after visiting with a resident.

In situations when the death of a resident seems imminent, residents often want to stay in their own room at Meaford Long Term Care Centre rather than be sent to hospital. Staff are trained and very skilled in providing good palliative care. Families and clergy are free to visit whenever they wish.

PARKING

Under no circumstances should cars be parked at the loading area, along the main driveway or near the front entrance area in the fire routes. Vehicles parked at the front of the building greatly impede service by emergency vehicles and buses.

PAYMENT

Upon admission residents or their Power of Attorney of Property, are asked to sign an authorization to have the monthly accommodation fee automatically withdrawn from the bank account and paid to Meaford Long Term Care Centre (Direct Withdrawal). At the beginning of the month, the resident or designate receives a statement showing how much is outstanding for the previous month and indicating when it will be withdrawn.

In the same mailing, a monthly statement of personal trust spending activity is also provided. Questions about either statement can be directed to the Business Office.

PERSONAL ASSISTANCE

Residents who may wish to have assistance with their correspondence, reading or accomplishing other personal tasks should make their requests known to the staff, who in turn will obtain help of the Life Enrichment department or volunteers.

Residents are encouraged to continue to use all the personal hygiene and grooming products they have been using prior to coming into Meaford Long Term Care Centre. Examples are skin care lotions, shampoos, soap, deodorant, toothpaste and tooth brushes, denture cups and cleaners, facial tissue, hair brushes and combs, razors/shavers and shaving cream. Please note that Meaford Long Term Care Centre supports a Scent Free Environment due to serious allergies to scented products.

If you are having any problems with personal hygiene, for whatever reason, please discuss your concern with the nursing staff. Families are often looking for ideas at Christmas and birthdays for such gifts. The staff can usually help with practical ideas.

Please note that powder and talc are not used for resident personal hygiene at Meaford Long Term Care Centre as they cause bacterial growth when trapped in skin folds. In addition powder is a serious slip hazard when on the floor for residents and staff.

PETS

Meaford Long Term Care Centre generally has a number of visiting pets throughout Meaford Long Term Care Centre. Visiting pets must be in good health and be kept on a leash or in a cage while in Meaford Long Term Care Centre for resident safety. Animals are not permitted in any area of Meaford Long Term Care Centre in which food and/or beverages are being set out and/or served. A certificate of vaccination is required.

PHOTOGRAPHS

On admission, a digital photo of each resident is taken and added to their data base file for identification purposes. Additionally, residents may be photographed or videotaped while engaged in routine activities within Meaford Long Term Care Centre. Consent is required if a resident is clearly identifiable and the material is to be used in the community.

RATE REDUCTION APPLICATION (Ministry policy)

Residents in basic accommodation may apply annually for a reduction in the accommodation rate. In order to complete this application, a resident's Notice of Assessment for the previous year is required and the rate reduction can only be initiated for the month in which it is signed by the resident or his/her designate. The home is under obligation to charge the full basic rate until the required information is provided.

RECREATION PROGRAMS

A variety of regular recreation activities are held within Meaford Long Term Care Centre to facilitate resident enjoyment of sports, crafts, social games, music, and intellectual pursuits. Information about times and places can be found on the activity schedules on both units. Every resident is welcome at these activities as a participant or a spectator. Special events, entertainments and outings are held regularly. Information about special events and activities is also posted on the Meaford Long Term Care Centre website. www.meafordlongtermcare.com

RESIDENT ABUSE AND NEGLECT (Meaford Long Term Care Centre Policy)

Meaford Long Term Care Centre ensures a positive atmosphere exists within its environment for both residents and staff by endeavouring to ensure that each individual's human rights and personal dignities are respected. Abuse or neglect of a resident in any form or threats of abuse are not tolerated under any circumstance. If you or your next-of-kin witness an incident which might be defined as abusive, it is your responsibility to inform the nurse or other staff member about it, as soon as possible. All allegations will be investigated and reported to the Administrator. A copy of our Abuse and Neglect Prevention policy is available in your Admission Package for review. If you have any questions please speak with the Administrator.

RESIDENT COUNCIL

Meaford Long Term Care Centre supports the activity of a Resident Council. Residents may get involved in a variety of ways by volunteering for office or simply by attending the monthly meetings. The Council serves in an advisory capacity to Meaford Long Term Care Centre Administrator. Minutes of Council meetings are posted on the notice board in the Service Wing Hallway.

RESTRAINTS

Meaford Long Term Care Centre has a policy of least restraint. Restraints are used only when absolutely necessary to ensure the safety of the resident and/or others. Restraints may only be used upon obtaining a physician's order and consent from the resident/substitute decision maker.

Meaford Long Term Care Centre has a Restraint Policy that is available for your review; located in the service wing hallway in the black binder.

RESIDENT ROOMS

A Resident's room is arranged to suit the resident's and/or representative's preferences providing that the following considerations are addressed:

- Furnishings are arranged so that staff do not have difficulty in the provision of the Resident's care
- Safety hazards are not present in the room
- Meaford Long Term Care Centre is not expected to expend undue time, effort, or cost in restoring the room to its normal appearance when the resident leaves

Meaford Long Term Care Centre provides basic furnishings for the use of the resident. The resident may choose to bring additional furniture for his/her use, which adhere to the above considerations.

Housekeeping and general repairs are made to a Resident's room as needed to maintain a safe and attractive appearance. Residents/representatives are informed through the Admission Agreement that Meaford Long Term Care Centre does not assume any responsibility for loss or damage to the resident's personal property which is brought to Meaford Long Term Care Centre. This includes all personal items, clothing, furnishings, glasses, hearing aides, dentures, mobility aides, etc. It is the resident's responsibility to arrange for tenant liability insurance for his/her belongings.

Residents/representatives who wish to discuss exceptions to Meaford Long Term Care Centre Resident Room policy are asked to contact registered staff on the resident's home area who will involve appropriate managers. Representatives may in turn be contacted if changes in the Resident's care needs results in a need to rearrange or remove furnishings.

Meaford Long Term Care Centre provides the following for resident use in his/her room:

FURNISHING PROVIDED

- Bed, with mattress and side rails and/or electric controls as needed to meet the resident's care needs. All bedding for the resident is supplied by Meaford Long Term Care Centre including a fire-retardant mattress and bed linen.
- Wardrobe, fixed position for safety
- Bedside table and overbed lighting
- Arm chair, soil resistant upholstery
- Waste receptacle

If there is adequate space and the furnishing is in good repair, it can usually be added to the resident's room. Furnishings need to be labelled in an inconspicuous location when they are brought to Meaford Long Term Care Centre.

The following give some guidelines.

- One of the following - a dresser, chest or desk
- An additional chair. If the fabric is not soil resistant and the resident becomes incontinent, families may be asked to remove the chair.
- A television and VCR or DVD player
- The set must be in good condition both in appearance and operation. Meaford Long Term Care Centre recommends that the set be no more than a 22" screen..

Meaford Long Term Care Centre is not able to store resident furniture items in the resident storeroom area. Safety hazards are defined as those items which pose a risk to the resident, staff who work in the room, or other residents in the area. Items that are prohibited include the following:

- area rugs
- refrigerators or microwave ovens
- small electrical appliances which heat up e.g. kettles, coffee makers, irons, toasters, hair dryer, curling irons
- anything which creates or invites an open flame e.g. candle, oil lamp, matches or lighters
- polyurethane mattress or chair pad (egg-crate appearance) and mattress pads which are not fire retardant and waterproof
- Draperies or curtains which are not fire retardant
- electric blanket or heating pad
- portable humidifier or space heaters
- lava lamps
- electrical equipment, extension cords or outlet adapters which are not in good repair and/or not "CSA Approved" or "UL".

Meaford Long Term Care Centre touches up the paint prior to admission and thereafter as required.

Wallpaper and decorative borders, paper or painted ones, are not permitted. Painting the resident's room a different colour is not permitted.

Maintenance staff provide picture hooks and hang items as desired by the resident. Meaford Long Term Care Centre cautions against including heirloom items or porcelain figurines in a resident's room due to security and cleaning issues. If the resident decides to bring these items to Meaford Long Term Care Centre, an appropriate display area is to be supplied by the resident/family and a cleaning routine needs to be established by the family. Any assistive device, which requires attachment to the wall, floor or ceiling, must first be approved by management and, once approved for use, be installed by Meaford Long Term Care Centre maintenance staff.

ROOM CHANGE POLICY

Residents may request to be moved to another room within Meaford Long Term Care Centre. There is an internal waiting list at MLTCC and it is managed by the Director of Care/Administrator. We will try to accommodate our current residents' wishes to switch rooms but at times may offer the room to another

resident on the internal wait list if a safety or care need becomes a priority. Once an internal room change is offered, the home requires a decision quickly, as the home only has 24 hours to notify CCAC of vacancy. Please note that the external wait list may take priority over internal wait list depending on intricacy of the external list, occupancy level, circumstances affecting care needs, environmental considerations, safety and ability to pay preferred rate.

RISK MANAGEMENT

Risk management is an important component of Meaford Long Term Care Centre Quality Services program. Risk management activities include all those strategies designed to reduce and control actual or potential risks to the safety, security, welfare and health of residents, staff, volunteers and visitors or to the safety and security of the home.

Meaford Long Term Care Centre as an employer has a legal obligation to provide a safe working environment for staff. The employer provides equipment and training to staff to enable them to work safely. This in turn results in a safer living environment for our residents.

RESIDENT SAFE HANDLING

As a resident's physical condition changes an assessment is done by a Registered staff to determine the safest method of assisting the resident relating to lifts, transfers, and repositioning. The resident may be assessed as requiring a mechanical lift which sometimes necessitates the use of adaptive clothing. We encourage residents/families to be aware that these changes are being made for the sole purpose of keeping both residents and staff safe.

SAFETY

Meaford Long Term Care Centre is committed to providing a healthy, safe living and working environment. To achieve this, Meaford Long Term Care Centre continuously fosters safe living and working conditions, complies with health and safety legislation, maintains its equipment and premises in a safe condition and endeavours to ensure that all of its residents and employees comply with safety procedures.

SECURITY

The inner set of doors at the front entrance are locked nightly. A "night" buzzer is located in the vestibule at the front entrance. Fire doors are kept locked to restrict entrance from the outside. Magnetic locks are present on internal doors leading to the outdoors for the safety of confused residents. Nightly security checks are in place.

Each resident is asked to sign out, in a book at the Nursing Station, when he/she leaves Meaford Long Term Care Centre and to sign in, when he/she returns. All residents are strongly discouraged from keeping large sums of money in pockets, wallets or purses or unlocked in their rooms. Each resident has a personal trust account, which can be accessed at the Business Office. It is recommended that jewellery and valuable papers be stored off-site or in a secure container provided by the resident.

SMOKING (Meaford Long Term Care Centre Policy)

Meaford Long Term Care Centre does not have a controlled smoking area. As a result, any resident who wishes to smoke must do so out-of-doors at least nine meters from any entrance or window. Meaford Long Term Care Centre does not have resources sufficient to provide assistance to residents who wish to

smoke. Families may provide assistance or make alternate arrangements for the resident who requires assistance. Smoking supplies must be left at the Nursing Stations when not in use. Residents who smoke are assessed for safety and the results of the assessment will be shared with the resident and his/her representative.

SPIRITUAL CARE

The spiritual needs of residents and caregivers are recognized and nurtured at Meaford Long Term Care Centre under the direction of a Life Enrichment Department. Caregivers and members of local faith communities work closely to ensure ongoing spiritual support. Residents and families are encouraged to seek help as required. Information about spiritual activities is available on each home area's activity schedule. Services are held regularly and residents are invited to attend at any time regardless of denomination. All residents and their caregivers are welcome to take part in pastoral care programs and services.

STUDENTS

Meaford Long Term Care Centre provides co-operative, job experience placements for local high school students, as well as students from community colleges, local university and other community and government agencies. Please help make all students feel that they are part of the team.

TELEVISION

There are a number of large screen televisions, many with companion VCR or DVD units, for the use of residents in designated lounges throughout Meaford Long Term Care Centre. Residents wishing to have cable for a television in their room may do so at their expense. Arrangements for the connection, transfer and termination of cable must be made directly with Rogers.

THERAPY SERVICES

When ordered by the resident's physician, physical and/or occupational therapy is available at Meaford Long Term Care Centre. A licensed physiotherapist provides service at Meaford Long Term Care Centre.

TRANSFERS TO OTHER LONG TERM CARE PROVIDERS

A resident who desires transfer to another long-term care home must contact the Community Care Access Centre to request a place on the waiting list for that home. Residents who are on "interim admission" status at Meaford Long Term Care Centre are awaiting transfer to their first choice home. Either situation does not affect care or services provided by Meaford Long Term Care Centre.

Informing your physician, your home area staff, and the Social Worker of your desire to transfer will help facilitate the move. A discharge plan must be put in place before a resident can leave Meaford Long Term Care Centre.

TRANSPORTATION

If a resident goes into the community for a medical appointment such as an eye examination or to a dentist, it is the resident's/residents family responsibility to make arrangements and cover the cost of transportation.

When a resident is sent for medical services, the service provider requires that the resident be accompanied. When family are not able to accompany and take a resident to the appointment and an outside attendant is required, the resident is responsible for this added expense.

If a resident is sent from Meaford Long Term Care Centre to the hospital for emergency services, the ambulance provides transportation. On discharge from the hospital, the resident/family is responsible for the cost of the transfer service. During the day, if family are not able to bring the resident back to the Home and the resident is unable to come by taxi, a transfer service is required and the hospital will expect the family to make these arrangements at the resident's expense. When family are not present at the hospital with the resident, Meaford Long Term Care Centre staff are required to call and get an authorization for this expense.

TRUST ACCOUNTS

Meaford Long Term Care Centre maintains a financial management system that provides residents with the opportunity of retaining money in a trust account. The Personal Trust account is for the management of each resident's personal funds. These funds come through deposits by the resident or his/her representative.

Residents are strongly urged not to retain any significant amount of money in their rooms or on their person. Personal Trust monies can be withdrawn Monday through Friday from 9:00 a.m. until 5:00 p.m. at the Business Office. Trust Accounts may not have more than \$5000 at one time as per regulations.

Residents / Power of Attorney will be provided with quarterly trust account statements.

TUBERCULIN TESTING

TB Screening for all new residents will be within 14 days of admission ;

1. Medical assessment for active TB symptoms which involves a physical assessment and symptom review for active TB disease.
2. Chest X-ray including both posterior/anterior and lateral views. A copy of the report must be provided to us.
3. If the person is less than 65 years old, they will receive a TB skin testing as well as the chest x-ray.

VOLUNTEERS

All volunteers are under the direction of the Volunteer and Community Coordinator. Meaford Long Term Care Centre has a dedicated group of registered volunteers who help in many areas of Meaford Long Term Care Centre. Volunteers make a significant contribution to Meaford Long Term Care Centre and help enhance the quality of life of the residents. Volunteers can be identified by their yellow name badges.

Family members and friends are welcome and encouraged to volunteer at Meaford Long Term Care Centre. A wide variety of interesting opportunities exist for persons of all ages. Time commitment can be as little as one hour per week. For more information please contact the Volunteer and Community Coordinator.

WEBSITE

Our site is www.meafordlongtermcare.com

WHEELCHAIRS AND WALKERS

Meaford Long Term Care Centre has a limited number of wheelchairs, walkers and geriatric chairs. Because of differing sizes and options available in walkers and wheelchairs, a specifically prescribed assistive device is best for the resident who requires it daily.

The Ontario Assistive Devices Program is currently available to help those who qualify with the purchase of equipment. In order to utilize this program, an assessment by a physiotherapist is required. When an application is approved, the resident pays for one-third of the cost of the equipment.

Meaford Long Term Care Centre walkers, wheelchairs and geriatric chairs are loaned to residents, under the following circumstances:

- As a tester so the resident has a chance to try the equipment prior to purchase
- As a loaner, to be used when the resident's own equipment is being repaired
- As a trainer, when the equipment has been identified as being needed for only a short period of time

Statement of Resident Rights and Responsibilities

A. RESIDENT'S RIGHTS

1. *Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's 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,*
 - a. *participate fully in the development, implementation, review, and revision of his or her plan of care,*
 - b. *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,*
 - c. *participate fully in making any decisions concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and*
 - d. *have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.*
12. *Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.*
13. *Every resident has the right not to be restrained, except in the limited circumstances provided for under 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 who is very ill has the right to have family and friends present 24 hours per day.*
16. *Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.*
17. *Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or 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,*
 - a. *the Resident's Council,*
 - b. *the Family Council,*
 - c. *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 of the board of management for the home under section 125 or 129,*
 - d. *staff members,*
 - e. *government officials,*
 - f. *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 life-style and choices respected.*
20. *Every resident has the right to participate in the Resident's Council.*
21. *Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.*
22. *Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.*

23. *Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.*
24. *Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.*
25. *Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.*
26. *Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.*
27. *Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home*

B. RESIDENT RESPONSIBILITIES

Meaford Long Term Care Centre expects the following:

1. *The resident has the responsibility to observe Meaford Long Term Care Centre policies and procedures to the level of his or her capacity.*
2. *The resident has the responsibility to promptly report safety and security hazards.*
3. *The resident has the responsibility to treat with care anything that is owned or supplied by Meaford Long Term Care Centre or others.*
4. *The resident has the responsibility to treat fellow residents and caregivers in a civil manner at all times.*
5. *The resident has the responsibility to express his or her needs, and/or complaints, directly to staff or volunteers in order that these issues may receive attention.*
6. *The resident has the responsibility to recognize the validity of other residents' needs and understand that staff may not always be able to respond.*
7. *If capable, the resident has the responsibility on admission to appoint Powers of Attorney to provide guidance and direction to staff and other caregivers as required, at some future time. These Powers of Attorney would apply in situations of decision-making concerning the management of his or her personal and health care and his or her property, should he or she be deemed as no longer capable of making the decision or decisions.*