



Lakeland's Resident & Family Handbook



This Handbook as well as other valuable information is available on our website at www.lakelandltc.com

Issued June 2023

LAKELAND RESIDENT AND FAMILY HANDBOOK

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OVERVIEW

Lakeland is a 110 bed public, not-for-profit long-term care home, associated with the West Parry Sound Health Centre (WPSHC). Lakeland is accountable to a six (6) member Board consisting of three (3) community representatives and three (3) members from the WPSHC Board. All issues involving Lakeland's operations are reported to Lakeland's Board of Directors. Lakeland is also accountable to the Ministry of Long-Term Care (MOLTC). A MOLTC Inspector conducts annual reviews of Lakeland's operations. Lakeland does not receive prior warning of these inspections, and any aspect of Lakeland's operations may be reviewed at any time. Copies of previous inspection reports are available in front of the nursing office.

WELCOME FROM THE CHAIR OF THE BOARD

I would like to welcome you on behalf of Lakeland's Board, care team, and managers. Lakeland opened in June 2005 and has experienced a success that is attributed to the dedication of the care team and managers. The role of the Board is to assist in any way possible to ensure that quality of care and performance are achieved. Although Lakeland is attached to the WPSHC, it is a separate corporation and operates independently from the Health Centre. The most impressive aspect of Lakeland is the atmosphere. Lakeland strives to be as home-like as possible. You will feel welcomed within these walls and see the dedication of those who work here. The Board is proud of Lakeland's achievements and looks forward to the future.

WELCOME FROM THE ADMINISTRATOR

Long-term care is different from other health care sectors and services. Our goal is to create a home-like environment, while at the same time addressing medical, mental, spiritual, physical and emotional needs based on industry best practices. We cannot do our job in isolation. Involvement by the people who work here and/or family is critical to assist us to be effective in enhancing quality for those who live at Lakeland. Our staff and managers are highly dedicated to this home and make a personal commitment to our residents. As Administrator, I also make a personal commitment that all issues, questions or concerns from residents and/or family members are addressed to the best of our ability. Visit Lakeland's website at www.lakelandltc.com for details on our operations, our creative programs, supports for families, educational sessions and many other resources.

MISSION & VISION

Mission:

Lakeland's Mission is to meet the physical, emotional, and social needs of residents through the engagement of staff, residents and families in the provision of a home environment that is safe, supportive and caring.

Committed to the Values of Respect, Trust, Dignity, Compassion

Vision:

Lakeland's Vision is to provide a sense of community.

It is respectful, nurturing, and enriching. It enables independence and fosters individual interests. It is full of love, joy and laughter, and is known as a community partner, a place of choice, a home – dependable, supportive, accountable.

Benchmark for long term care.

Partner, a place of choice, a home – dependable, supportive, accountable.
Benchmark for long term care.

STRATEGIC PRIORITIES

Safety and Quality

Providing safe and high quality care is our highest priority.

Financial Health

Providing accountability and efficiency by making effective use of all resources, and being adaptive to changing political, health system, and funding models.

A Culture of Inclusion and Excellence

Creating an environment for residents and staff that recognizes the shared pursuit of excellence. Developing staff growth and value through team building, training, staff planning, and open communication. Sharing these goals by actively supporting the work of our Resident Council.

Partnerships and Collaboration

Building on existing partnerships and exploring opportunities for enhanced engagement within our community. Actively participating in the creation of a West Parry Sound Ontario Health Team

CONTACTING THE LAKELAND TEAM

*****General Family and Resident Number: 705-773-4041*****

Please use this number if you know the extension of the person you are trying to reach.

Main Phone Number:
705-746-9667 (Switch Board)

Address: 6 Albert Street, Parry
Sound, Ontario, P2A 3A4

Fax Numbers:
Administration (705) 773-4637
Nursing (705) 773-4042

NURSING & CARE

- **Director of Nursing and Personal Care (8am- 4pm)** Ext. 1016
- **Nurse Manager (24/7)** (705) - 774-8290
- **RPN (8am-8pm)**
 - Lake Rosseau (Room 101-121) Ext. 1036 or (705)-746-0976
 - Magnetawan (Room 122-147) Ext. 1064 or (705)-746-6624
 - Georgian Bay (Room 201-225) Ext. 2014 or (705)-774-1354
 - Snug Harbour (Room 226-251) Ext. 2214 or (705)-774-1520

Residents and family members are encouraged to contact the Nurse Manager with questions concerning care needs or specific questions regarding treatment or medications.

ADMINISTRATION

- **Administrator**, Ext. 1018
- **Business Coordinator** (Admissions, Resident Trust Accounts, Resident Billing), Ext. 4108/1026

OTHER SERVICES

- **Program Manager** (Recreation, Volunteers, Pet Temperament Tests), Ext. 1072

- **Supervisor of Support Services** (Housekeeping, Dietary, Link to Dietician), Ext. 2221
- **Social Work** (Parking Passes, Resident Trust Accounts, Tours, Admissions, Social Work), Ext. 1021

There are often many questions about long-term care practices and procedures. We hope that the following list of frequently asked questions will provide you with the information you need. Please feel free to speak with any manager if you require clarification or further information. We are pleased to help you in any way we can.

ABOUT BED AVAILABILITY

What can we do while we wait for a bed to become available?

Unfortunately, there is a wait list for admission to long-term care. We cannot predict when a bed will become available or when an admission will occur. When a bed becomes available, you will only have a few days notice before the date of admission. While you wait, complete the “Family Admission Assessment” and make a list of the items that you will be bringing to Lakeland. In the meantime, ensure that you speak with Home and Community Care for supports in personal care to assist you and your loved one.

ADMISSION

What could be the response to admission?

It is important to understand that no one plans to be admitted to a long-term care facility. It is circumstance that dictates the need for this level of care and support. As a result, it is not easy to predict how a person will respond to the transition. Some individuals embrace the experience; relieved of the pressures to maintain their own needs during trying times or thankful that the demands are removed from their primary caregiver. Others experience a transition period. It can take a few months to adjust to the routine, to get to know the staff and to develop relationships; however, there are others who do not adjust well to living in a long-term care facility despite all of the measures taken to assist them. Remember, you are not dealing with this alone. Our staff and managers are experienced in helping residents and their families adjust to this transition. Keep communication open. Talk to us when your family or the resident encounters anything that requires more information, clarification, or direction. We will work through this together!

ADMISSION DAY

What can we expect on the day of admission?

The day of admission can be stressful. Not only is the new resident dealing with the move, there are also a number of documents we need to be completed that day, a number of new people to meet, and new routines to learn. We try to make the process as easy on everyone as possible. On the day of admission, we will go through the admission contracts with the resident/family. Should you choose not to sign a document with the home or choose to cancel any agreement, for additional services, this will not affect your admission to the home. Our team is available to answer any questions you may have.

The ideal time to arrive at the home is mid-morning. Family often ask if they should stay on admission day or leave as soon as the documents are completed - The answer is stay! Your presence is valuable in assisting with the transition, reinforcing some of the information, and advocating on behalf of your loved one. Ask us about joining your loved one for a complimentary lunch or dinner.

ADMISSION - MOVING IN

What concerns are there in terms of moving in furniture and other personal items?

- When moving your personal items in, there is no special time for moving; however, we do ask for discretion if you should choose to move after 7 p.m. In some circumstances, furniture and other items can be moved in on the day before admission. Please contact our Social Work at Ext. 1021 to see if this is possible.
- A flatbed Rubbermaid cart (located in the Wellness or Celebration room) is available to transport furniture and personal items. Please ask a staff member if you require assistance.
- Remember: the laneway by the front door is a fire route and must remain clear. When transporting items from your vehicle, please park at the front door, unload your items in the front foyer, and then move your vehicle to the Lakeland parking lot. Please do not leave your vehicle in the laneway.
- Upon discharge from long-term care, families/caregivers of their loved ones have up to 48hrs after discharge to empty all the belongings from the room.

ADMISSION - UNPACKING

Should I unpack right away?

- No, you should leave things in the bags so that an inventory sheet can be completed. It is recommended that 3-4 full changes of clothing be packed separately. These will be worn by the resident while the rest is sent to laundry to be labelled. (See page 3).
- All medications, including vitamins and over-the-counter drugs, **must** be given to the Nurse Manager or Registered Practical Nurse
- An easy to open plastic container is recommended for toiletries.
- Remember: proper footwear helps to prevent falls!

APPOINTMENTS

Who accompanies residents to appointments?

It may be necessary for a resident to attend an appointment at the hospital or a location outside of the home. Unfortunately, Lakeland is not able to provide an escort to these destinations but does strongly recommend that every resident be accompanied to these appointments.

Let us know if the resident sees a specialist from out of the area. Lakeland has access to OTN via WPSHC to connect the resident with most specialists without the need to leave the building. Platinum Transportation Services may also be available.

If you need assistance with arranging transportation; please call the Social Work at extension 1021.

BATHING

What is the bathing routine?

Lakeland is funded for each resident to receive two (2) baths/showers per week. The resident will choose whether to have a bath or shower, and may alternate from as desired. Residents may also choose to have a bed bath. Talk to us if there is a desire to schedule a bath/shower more frequently.

Cannabis

Can residents use Cannabis?

Yes. Please identify the use and speak with one of our Nurse Manager's at (705) 774-8290, for further information.

CARE CONFERENCES

How do we know the plan of care?

Lakeland strongly encourages family members to be part of the team. We can more effectively care for your loved one with your valuable input. Care Conferences are scheduled to occur six (6) weeks after admission and annually thereafter, unless requested more often. The purpose of the Care Conference is for the resident and family to meet with our care team, which includes: the physician, nurses, social work, as well as, recreation, restorative and support service members. Care Conferences usually last approximately 30 minutes and are scheduled based on the physicians and/or nurse practitioner weekly visits. Family who are unable to attend in person are invited to attend virtually. You are welcome to request a Care Conference with our team at any time if you have concerns that you would like to discuss. To do so, contact Social Work at ext. 1021.

CARE PLAN

How is the Care Plan developed?

A Care Plan is the formal outline of care required for each resident. Care Plans are developed and revised by the care team on a regular basis with resident/family input. What is important to know, is that the Care Plan is always evolving. After admission, it takes time for the care team to learn the needs and

approach for each resident. Your knowledge will assist in directing us on the most effective approach for the resident and how we can best support them. The Care Plan will change as the resident's needs change. We will review the Care Plan with you during the Care Conference, which will take place six (6) weeks after admission and annually thereafter.

CONFIDENCE TO REPORT POLICY

(Whistle blowing Protection Policy)

There is often worry about retaliation when it comes to reporting abuse/misconduct. Lakeland's leadership team will ensure the protection of any person who reports abuse. The Fixing Long Term Care Act, 2021 and Ontario Regulation 246/22 requires every nursing home implement measures to protect those who report abuse/misconduct. If you have any concerns or believe you are being subjected to any retaliation as a result of you reporting abuse/misconduct, please contact: the Administrator at Ext. 1018 or Director of Nursing and Personal Care at Ext. 1016.

DENTAL

Dental Services can be arranged to take place in the home. Please contact Social Work at ext.1021 if you would like to set this up.

EMAIL & COMPUTER ACCESS

Can I send an email to a resident?

If you would like to email a resident, please send your email to Sarah Allen (Program Manager) at lakerec@lakelandltc.com with the resident's name in the subject line. Our Recreation Team will print and deliver the email. Additionally, residents who choose to send emails can request assistance from the Recreation Team.

Residents/families may request to use a computer equipped with virtually. Please contact the Program Manager for further information at ext. 1072.

OUTBREAK

What are the precautions to be taken during an outbreak (i.e. flu, cold, covid)?

Every precaution is taken to prevent communicable infection from spreading to residents within the home. Hand washing is a simple and effective way to prevent the spread of infection. You will find hand sanitization stations placed throughout the home. Please use them when you enter and leave the building.

There may be times when a resident will be asked to stay in their room to prevent the spread of infection. When a home area is considered to be in outbreak, all of the residents will be encouraged to stay on that home area. We strongly encourage

our residents not to leave the building during an outbreak to prevent spread of infection. We will notify you when an outbreak is declared over. It is important to the health and safety of the residents & staff, that you not visit the home if you are sick until you are symptom free for at least 72 hours.

FAMILY AUXILIARY

Lakeland's Family Council and Auxiliary consist of friends and family members of Lakeland residents. The Auxiliary meets on a monthly basis. Family Auxiliary meetings provide family members with an opportunity to:

1. Link with families who have been associated with Lakeland for some time.
2. Discuss issues relevant to long term care.
3. Participate in educational sessions.
4. Assist with numerous fund raising activities and resident events.

Our Social Worker (ext.1021) organizes the Family Auxiliary meetings and helps to prepare the agenda.

FAMILY GATHERINGS

How do I book a room?

Family gatherings and celebrations are strongly encouraged! You are invited to book our common rooms for any family functions or meals. The large Celebration Room (near the café), the Wellness Centre (across from the public washrooms on the first floor) and the family dining rooms are available for you to reserve. Contact the Recreation Department (ext. 1072 or ext. 1044 on weekends) or the Nursing Support Assistant (ext.1020) if you are interested in reserving one of the available rooms. On request, coffee and tea can be provided for your special gathering.

FAMILY NEWSLETTER

How will families know what is happening at the home?

The "Lakeland Resident and Family Newsletter" is a seasonal newsletter mailed out on a quarterly basis to inform family and friends of the happenings within the home. The newsletter provides its readers with information about the home, upcoming events, and educational information on a variety of topics relative to the long-term care population. Copies are made available throughout the home and are emailed directly to family members whom are on our mailing list. If there is a topic that you would like to see addressed, or if you would like copies sent to family members who are not presently on our mailing list, please contact our Social Work at ext. 1021. The Lakeland Family Newsletter can also be found on Lakeland's website at www.lakelandltc.com

FIRE SAFETY INFORMATION – PLEASE READ

What to do in case of a fire alarm?

There may be times when visiting the home that you hear our fire alarm system. The MOLTC requires long-term care homes to conduct fire drills once a month on each shift (days, evenings, and nights). On the night shift, the fire alarm is silenced as not to disturb residents.

It is important to know what you should do if you are visiting and hear an alarm. Each home area is divided into fire safety zones. The fire safety zones are located between two fire doors. Once a fire alarm sounds, the fire doors close automatically and the location of the fire is announced over the PA system. Stay where you are unless otherwise directed by staff to move to another location. Staff will close all doors. If you are within the fire area, staff will request you move past the nearest fire door.

In the event that you discover a fire, leave the fire area immediately. If the fire is in a resident room, remove the resident from the room if you can. Close the door to the room behind you. Sound the alarm at the nearest manual pull station. Do not use the elevator. When a fire alarm is activated, visitors will not be allowed to enter or leave the building. Staff will treat all drills as if there was a real fire.

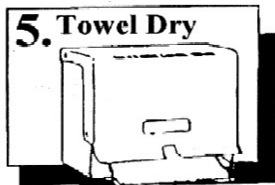
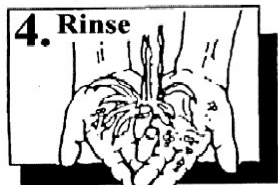
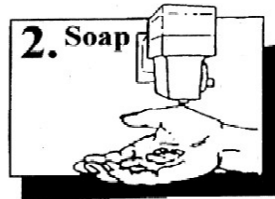
HAIR SALON

How do I use the Hair Salon?

Located in the main hall on the first floor, you will find our on-site hair salon. Appointments are available to residents as well as family members. Please contact the hair dresser at ext.1448, to book an appointment and for hours of operation.

HANDWASHING

Hand washing is the single most important procedure for preventing the spread of infection. You will find hand sanitization containers placed throughout the home. Please make use of them when you enter and leave the building and resident's room.



FUNDAMENTAL PRINCIPLE OF LONG TERM CARE

The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

HEALTH CARDS

What should we do with the health card?

At admission, Lakeland automatically applies for a new Health Card from the MOLTC. The new Health Card will have Lakeland's address and a new version code. Health Cards will remain safe within the resident's medical chart. We recommend you take the Health Card with you when the resident goes out overnight, out of town, or to a medical appointment; however, please ensure that you return the card to registered nursing staff each time you take it.

Upon discharge from long-term care, you should take the Health Card with you. In the event that the resident passes away, the card will be mailed to the POA/Executer. The card should be returned to Service Ontario.

HELPING THOSE WHO CANNOT READ

We want everyone to have the opportunity to know and understand what we stand for and how we operate. If you know someone who is unable to read or has comprehension challenges, please let us know. We will help those individuals, with whatever means we have available, to understand Lakeland and our practices. The names and limitations of individuals referred to us will be kept confidential. Contact Social Work at ext. 1021 or the Administrator at ext. 1018 for further information.

INCOME TAX

How do income taxes work when you are living in long-term care in Ontario?

Residents and family are always advised to check with their accountant for the best advice. However, there are generally four (4) tax circumstances that a resident or their family should be made aware of:

- 1) Lakeland is non-profit and therefore does not pay municipal and school taxes and therefore a resident cannot claim any portion of their accommodation fees as "rent". If this status changes Lakeland will notify all families and residents in writing.
- 2) In the case where a resident may end up owing taxes, a resident can claim "Living in a Nursing Home in Ontario" to significantly reduce or eliminate having to pay taxes.
- 3) A disability tax credit for the resident can be claimed by dropping off the forms to your applicable doctor at their office. The doctor will typically charge a fee for completing these forms.
- 4) If you are a spouse of a resident and you are using a portion of your own income to support a resident at Lakeland **you** can claim the expense as a "health care expense" on your taxes, which is tax deductible.

ITEMS NOT TO BRING

Are there items we cannot bring to Lakeland?

The following items are **not** allowed in a long-term care facility:

- Heating Devices (i.e. block heaters)
- Heating Pads & Blankets
- Personal Medications without Orders from a Physician
- Knives
- Candles
- Weapons (Antique or Otherwise)
- Humidifiers & Vaporizers
- Fans with blades
- Pets
- Extension Cords
- Lava Lamps
- Floor Rugs
- Cleaning Supplies & Air Fresheners
- Talcum Powder
- Scented personal hygiene products
- Couches

ITEMS THAT MUST BE REPORTED

Are there any restrictions or requirements on any other items?

The following items are allowed, but must be brought to our attention before hand so that we can outline the specific safety or security precautions that must be implemented:

- Scooters
- Cigarettes & Tobacco
- Cash in excess of \$20
- Vitamins

- Lighters & Matches
- Laundry Detergent
- Sewing Needles
- Scissors
- Nail Clippers
- Magic Bags & Similar Products
- Blade-less (Dyson Style) Fans
- Bar Size Fridge
- Alcohol
- Exercise Equipment
- Tea Kettles
- Jewellery & Valuables
- Couches (Private rooms only)
- Bar Soap

Please note: Some of the listed items would not be kept in the resident's room; however, would be made available to the resident when supervision is available.

ITEMS, ELECTRICAL

Are there restrictions on electrical items?

TV and radios are allowed. You will need to bring a coaxial cord that runs from the TV to the cable outlet on the wall.

You are invited to use the fridge in the family room to store personal resident food. Please make sure to label the food with the resident's name and date that it is placed in the fridge so that items past expiry can be discarded.

ITEMS – Restrictions to Lake Rosseau

Are there any restrictions or requirements on items brought to Lake Rosseau?

Lake Rosseau, our “dementia special needs” home area, is a specialized environment. As a result, certain items are restricted as they may confuse a resident with dementia. One of the primary safety concerns is glass items. Dementia residents lack judgment and the ability to determine what is harmful and could easily be cut by broken glass. Reflective surfaces are another safety concern. Movements on reflective surfaces can startle residents walking past and the reflection from a mirror can be misinterpreted as someone else in the room, causing agitation and enhancing confusion. We ask that family provide plastic vases, remove glass from picture frames, and not bring in any mirrors.

LAUNDRY – Keep an Inventory

How does Lakeland keep track of resident belongings?

Lakeland staff will inventory items as they arrive. We invite you to participate in this process to ensure that items are described accurately. The laundry department will label all of the resident's clothing. Remember to give staff seasonal garments or new clothes that need labelling so they can be placed in a special laundry bag for that purpose. Other items such as glasses, hearing aids, dentures, walkers and wheelchairs must also be inventoried and labelled. We encourage the use of metal hangers on the Lake Rosseau Home area. Staff will provide assistance with how to label these items.

If you are bringing in clothes for your loved one, please use the labelling bin located at the front doors. Please provide an explanation of the clothes you would like labelled on our labelling form. Insert the form in a clear bag along (located on top of bin) with the clothing and place inside the labelling bin.

Important note: Upon admission please do not unpack the resident's clothing. Clothing will be sent directly to laundry for labelling, even if you intend to do the laundry yourself. Please only unpack three to four (3-4) full changes of clothes.

LAUNDRY

What laundry services are there?

The West Parry Sound Health Centre laundry department provides all of the laundry services for Lakeland. It is important to note that clothing is washed in industrial wash machines at the hospital. Not all garment fabrics can tolerate the temperatures that must be reached to ensure standards are met. Wash and wear garments and are recommended. Domestic washers and dryers are available for families and residents to use and are located in the Family Room (across from the Nursing Station on each home area). You will need to provide your own detergent when using the domestic washer and dryer. For the safety of all residents, we ask that you request staff to store the laundry detergent in our storeroom if you choose to leave it in the home. Lake Rosseau has been advised to only use detergent PODS with child safe lids.

LEAST RESTRAINT POLICY

In keeping with our philosophy to enhance quality of life for the residents, we have a least restraint policy. We believe that residents have the right to live with a certain amount of risk in order to maintain their freedom and independence. We are committed to caring for the residents without the use of restraints (physical or chemical). A copy of our Least Restraint Policy is available on request – contact the Social Work at ext. 1021 or Nursing Manager at (705) 774-8290.

LEAVE OF ABSENCE

When can residents leave the building and for how long?

Residents may leave the building freely, provided they are physically/ mentally capable of doing so safely. Residents may choose to leave with family/visitors at any time; however, we require a sign-in sheet located at the Information Station be completed so that we are informed as to where the resident is and whom they are with. Payment to the home continues during all types of leave.

Temporary Leave: Day excursions can be arranged through nursing. These should be scheduled in advance so there is time to properly prepare the resident and any medication that may be needed during the absence.

Casual Leave: Overnight leaves are available as desired; please follow the temporary leave procedure. Maximum twice past midnight in a calendar week.

Medical Leave: If the resident is admitted to a hospital, the resident's bed at Lakeland can be held for 30 days.

Psychiatric Leave: If the resident is admitted to a Mental Health facility, the resident's bed at Lakeland can be held for 90 days.

Vacation: The residents are able to leave on vacation as they choose. Resident's have twenty-one (21) days available to them for vacation per calendar year. Please note casual leaves is exclusive of this and are not included in the 21 days.

Discharge: This can be chosen at any time and financial charges will be calculated on a per diem basis with a final adjusted statement sent to the billing address. It is recommended that you discuss discharge plans with the Social Work in advance.

MEAL PREPARATION

Who prepares the meals?

The West Parry Sound Health Centre (WPSHC) prepares meals for Lakeland residents. Although Lakeland is not involved in the preparation of meals, Lakeland's Supervisor of Support Services and the WPSHC Food Services Manager work closely together to ensure meals are appetizing and individual diets and food preferences are accommodated. Contact our Supervisor of Support Services at ext. 2221, to discuss any meal-related concerns.

MEDICATION

What is the medication routine?

All medications are administered by our registered staff. All prescribed medications will be monitored and evaluated every three (3) months, or as needed, by the doctor and registered staff to determine the medication's effectiveness. Please remember that over-the-counter medication can have a negative reaction with prescription medication. Notify the RPN or Nurse Manager if the resident requests or has possession of any medication, including vitamins, topical ointments and eye drops. We will ensure that they are recorded and dispensed as needed.

MINISTRY TOLL FREE NUMBER: 1-800-663-6965 Hours of Operation: 8:30AM-7PM

PETS

Can a family pet visit?

Pets are a part of our culture. We have a cat on the second floor home areas. Please contact Social Work at ext. 1021 if you or your loved one is allergic/has a fear of animals. We encourage family members to bring their pets in to visit with them. If you would like to bring your pet in to visit a resident, please contact our Program Manager at ext. 1072. All pets must pass temperament testing before being permitted in the home. This is a simple process to ensure that your pet is comfortable in our special environment. A copy of the pet's vaccinations must also be provided.

PHYSICIAN

When is the doctor available?

Lakeland has two (2) doctors who visit regularly and one (1) Nurse Practitioner (SH & MAG). Each doctor is responsible for specific home areas and visits weekly. Residents are seen as routinely or as they request. Our team and designated physician meet with the resident and family for a formal Care Conference approx. six (6) weeks after admission, and annually thereafter. Contact the Nurse Manager at (705) 774-8290, if you would like to talk to the doctor.

Please note: You are welcome to investigate retaining your own physician while staying at Lakeland.

PRIVATE CAREGIVERS

Can I hire my own caregiver for additional support?

Residents and their families are welcome to hire private caregivers subject to the restrictions of the home. Any professional providing care to a resident will be asked to provide proof of qualifications and business insurance, this includes those providing foot care services to the home.

CONCERNS/COMPLAINTS

What do we do if we experience a problem or concern?

We are eager to assist you by addressing any concerns/complaints you may have to help us improve the service we provide. Feel free to approach our registered staff or managers at any time. We have a Nurse Manager on duty 24/7 who is available to respond to any concerns/complaints and can be contacted at (705) - 774-8290. If the Nurse Manager cannot address the issue, it will be forwarded to a senior manager. The Director of Nursing and Personal Care (responsible for the Nursing department) at ext. 1016, or the Administrator at ext. 1018, are also available to discuss any concerns.

You will find copies of our *Concerns/Complaints Forms* located at the end of the hall on the first and second floor. Submit a completed form to any registered staff member or Manager.

RECREATION

What is there for residents to do?

Our Recreation Team plans and implements a wide variety of activities in and outside the home that residents are encouraged to attend. Through a detailed care plan, initial recreation assessment, monthly recreation participation reports, knowledge of resident interests and establishing a profile over time, staff can identify what programs residents might be interested in. A monthly calendar of events will keep residents and families, aware of planned regular activities. Please provide your email to Social Work or Recreation to receive the calendar electronically.

There is a minimum of one (1) recreation staff member available 7 days a week from 9 am to 5 pm and on select evenings. Staff members and volunteers assist residents to ensure that those who desire to come to activities are welcomed and assisted to the program.

There is entertainment readily available to residents; such as books, board games, cards, magazines, gardening supplies, CDs, and CD players available on each Resident Home Area and in our Wellness Room and Celebration Room.

What if the resident doesn't want to participate in anything?

If it is identified in a resident monthly recreation participation report that the resident is declining to participate, a specialized plan is developed. Recreation staff member's review and work towards encouraging identified residents to participate in any sort of program including group, one-to-one, or independent leisure pursuit. The recreation team will provide equipment and supplies as needed.

RESIDENT BILL OF RIGHTS

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

RIGHT TO BE TREATED WITH RESPECT

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour,

ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

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

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
 - iv. Have their personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

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

25. Every resident has the right to be provided with care and services based on a palliative care philosophy.

26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

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

28. Every resident has the right to participate in the Residents' Council.

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:

i. the Residents' Council.

ii. the Family Council.

iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. staff members.

v. government officials.

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

See revised the right Fixing Long-Term Care Act, 2021.

RESIDENT SAFETY

Maintaining a Safe Home

There are number of things you can do to help us maintain a safe environment for the residents:

- Remove your boots at the front door and change into dry shoes or slippers when visiting in the winter months. This keeps the floors dry and makes them safe for everyone!
- Report to a staff member anything you believe is a safety hazard.

- Please consult with staff before letting residents out the front door of the building or off the Lake Rosseau Home Area (dementia special needs unit)
- Please remove clutter from resident rooms to reduce the risk of injury

SEASONAL DECORATIONS SAFETY GUIDELINES

1. Small artificial trees may be placed in a resident's room. **DO NOT** decorate corridors or block exits. All decorations must be securely tethered and placed in such a way to prevent them from being knocked over and from blocking exits. Please respect the space of the other resident if it is a shared room.
2. All decorations must be flame retardant and kept away from heat. Any electrical decorations (ie. lights) must be Canadian Standard Association approved. All decorative lights must be turned off by 9:00 p.m. or when unattended.
3. A power bar may be used when multiple outlets are required. Do not use extension cords
4. Untreated cotton batting, polyethylene foam, and paper. Only non-combustible decorations may be used.
5. Decorations may not impede the entrance or doorway, window or stairwell or be adjacent to any electrical outlet.

SECURITY

Why are there secured doors and how do they work?

- The secured doors within the building allow residents the freedom to walk throughout the home. As a safety precaution the front door, elevator, stairways, and cafeteria door to the WPSHC, require a special pass or code for access. Please do not allow residents through these doors without checking with a registered staff member first. We are all responsible for the safety of the residents.
- The front door, cafeteria, and elevator can be accessed using a code that can be provided to you by registered staff or management.
- There are secured doors on all stairwells. A swipe card is needed to enter and exit stairwells.

SCENT REDUCED

Are there any other important concerns to remember?

Please remember Lakeland is a scent-reduced facility. This includes, but is not limited to, certain flowers and plants as well as perfumes and other strongly scented products. Please use **plastic** vases to display flowers in resident rooms. Do not leave vehicles idling in front of the main doors, as fumes will circulate back into the home.

SMOKING

Where can visitors smoke?

Please the WPSHC property is a “**smoke free zone.**” All staff, visitor, and patient smoking activities on the property are prohibited. Property boundaries are the stop sign at the end of Ernie Eves Way and at Parry Sound Drive. Lakeland residents are exempt from the ban but must smoke in designated areas only.

Where can residents smoke?

All residents who smoke are expected to sign a smoking agreement upon admission. The agreement outlines Lakeland is a non-smoking facility and residents are required to smoke on the second floor balcony, located off the main corridor on the second floor. Residents must be able to smoke safely, independently and without assistance. Cigarettes may be kept in the resident's room; however, for safety reasons, lighters and matches must be given to staff between each smoking session.

SPIRITUAL NEEDS

What about spiritual needs?

If you know someone with spiritual needs, please contact Sarah (Program Manager) at ext.1072 to discuss further accommodations.

TELEPHONES

Can residents have a phone in their room?

Yes. The admission process will provide the opportunity to set up phone services. However, a phone can be requested any time after admission. Standard “home” phones will not work; please only use phones supplied by Lakeland. Dial ‘9’ for an outside line.

TRUST ACCOUNTS

Any resident, at no additional cost, may establish a Trust Account. The purpose of a trust account is to ensure the resident has independent access to withdraw money. Once the trust has been established, and funds have been deposited, a resident can withdraw funds from Monday to Friday, 8:00 a.m. to 4 p.m. Balances

can be checked in person and are mailed quarterly in the resident billing. Please contact the Business Coordinator at ext. 4108/1026 if you would like to set up a trust account.

VIDEO SURVEILLANCE, PERSONAL

Lakeland is dedicated to protecting the resident's and family's right to privacy. We encourage you to inform Lakeland staff when a Personal Video Surveillance product is in use. You will then be asked to complete the *Family Video Surveillance Form* to ensure compliance with Federal and Provincial Laws. Please contact the Social Work at ext. 1021 for more information, or to receive a copy of the Personal Video Surveillance Policy.

VISIT – What to do

What do I do when I visit?

We ask that you record your name, along with the resident being visited in the Visitor Log located at the front entrance.

VISTING HOURS

What are the visiting hours?

There are none! You are at liberty to come and go from the home and stay as long as you like as a guest of a resident. However, it may be a good idea to avoid visiting in the early morning, late in the evening and at mealtimes unless you are joining the resident for a meal.

If you would like to spend the night, please inform the nurse manager in advanced to ensure we are aware of your visit in the event of an emergency.

VOLUNTEERING

We are always looking for volunteers to join our team. Listed below are a few of the areas in which you could volunteer your time or recommend to a friend:

- Café Host
- Reception
- Assist with Recreation Programs
- Assist with Restorative Care
- One-to-One Visits
- General Clerical Duties
- Special Events/Outings
- Family Auxiliary
- Resident Council

Volunteer scheduling is based on the personal availability of the volunteer. Please contact the Program Manager at ext. 1072. With the help of volunteers we can build a fabulous team that will enhance residents' lives at Lakeland.

ZERO TOLERANCE OF ABUSE

Fixing Long Term Care Act, Article 20(1) every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with. 2007, c. 8, s. 20 (1).

Zero tolerance means that behavior or conduct that is detrimental to the resident will not be tolerated under any circumstance and for any reason. However, Zero Tolerance does not mean an employee is automatically terminated. Disciplinary actions are dictated by the severity of the act. Each incident is considered based on what was reported, what was witnessed, as well as the testimony from the accused and where possible the resident. No matter whether the accusation is accurate or not, every allegation of abuse must be investigated thoroughly and in the same manner. The discipline is then related to the severity of the action by the employee in question.

Definitions of Abuse

There are six types of Abuse:

- 1) Emotional
- 2) Financial
- 3) Physical
- 4) Sexual
- 5) Verbal
- 6) Neglect

Abuse” — definition

2. (1) For the purposes of the definition of “abuse” in subsection 2 (1) of the Act,

“Emotional abuse” means,

- (a) any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident, or
- (b) any threatening or intimidating gestures, actions, behaviour or remarks by a resident that causes alarm or fear to another resident where the resident performing the gestures, actions, behaviour or remarks understands and appreciates their consequences;

“Financial abuse” means any misappropriation or misuse of a resident’s money or property;

“Physical abuse” means, subject to subsection (2),

- (a) The use of physical force by anyone other than a resident that causes physical injury or pain,
- (b) Administering or withholding a drug for an inappropriate purpose, or
- (c) The use of physical force by a resident that causes physical injury to another resident;

“Sexual abuse” means,

- (a) subject to subsection (3), any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member, or
- (b) Any non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a licensee or staff member;

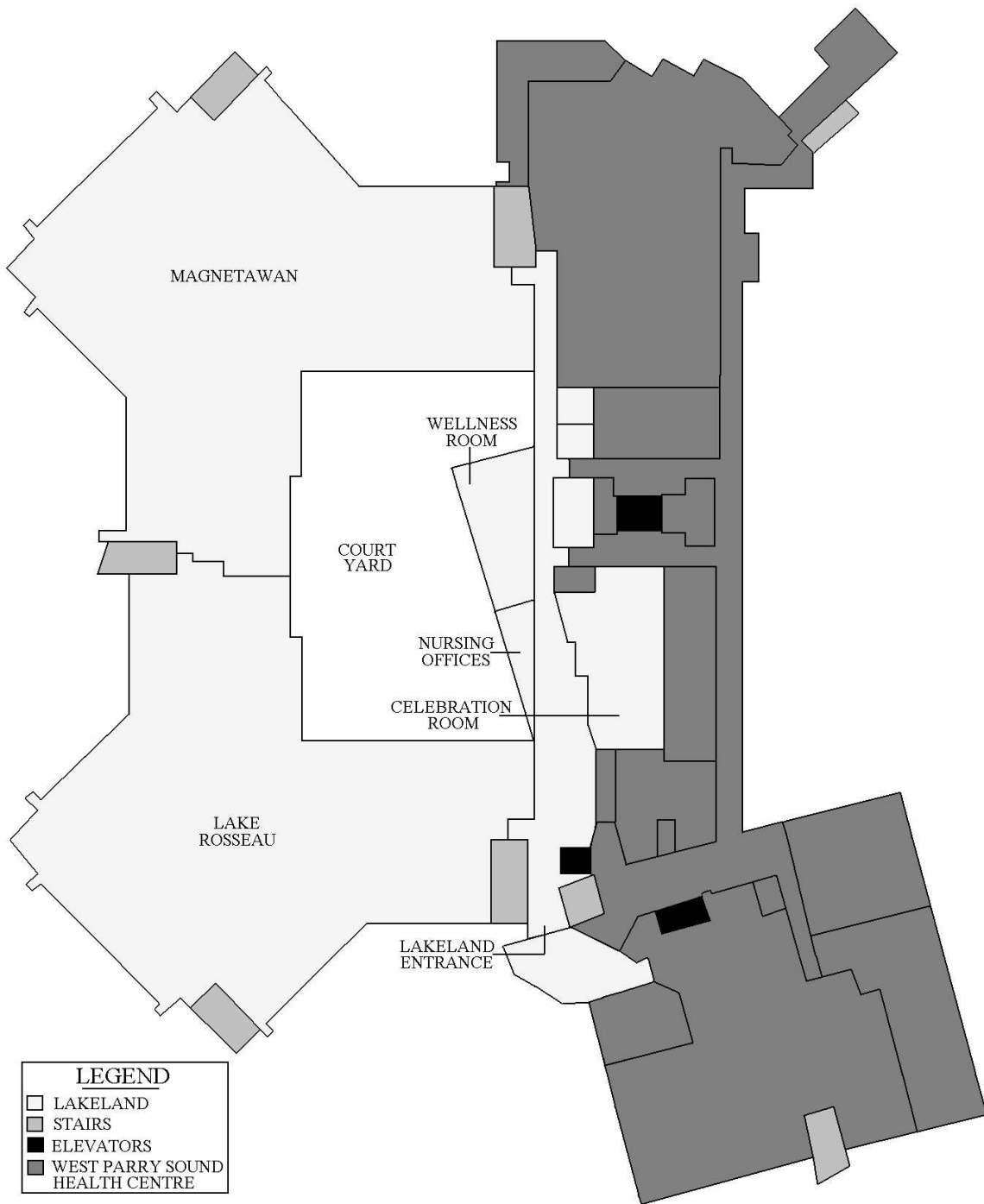
“Verbal abuse” means,

- (a) any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident’s sense of well-being, dignity or self-worth, that is made by anyone other than a resident, or
- (b) Any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for his or her safety where the resident making the communication understands and appreciates its consequences. O. Reg. 79/10, s. 2 (1).

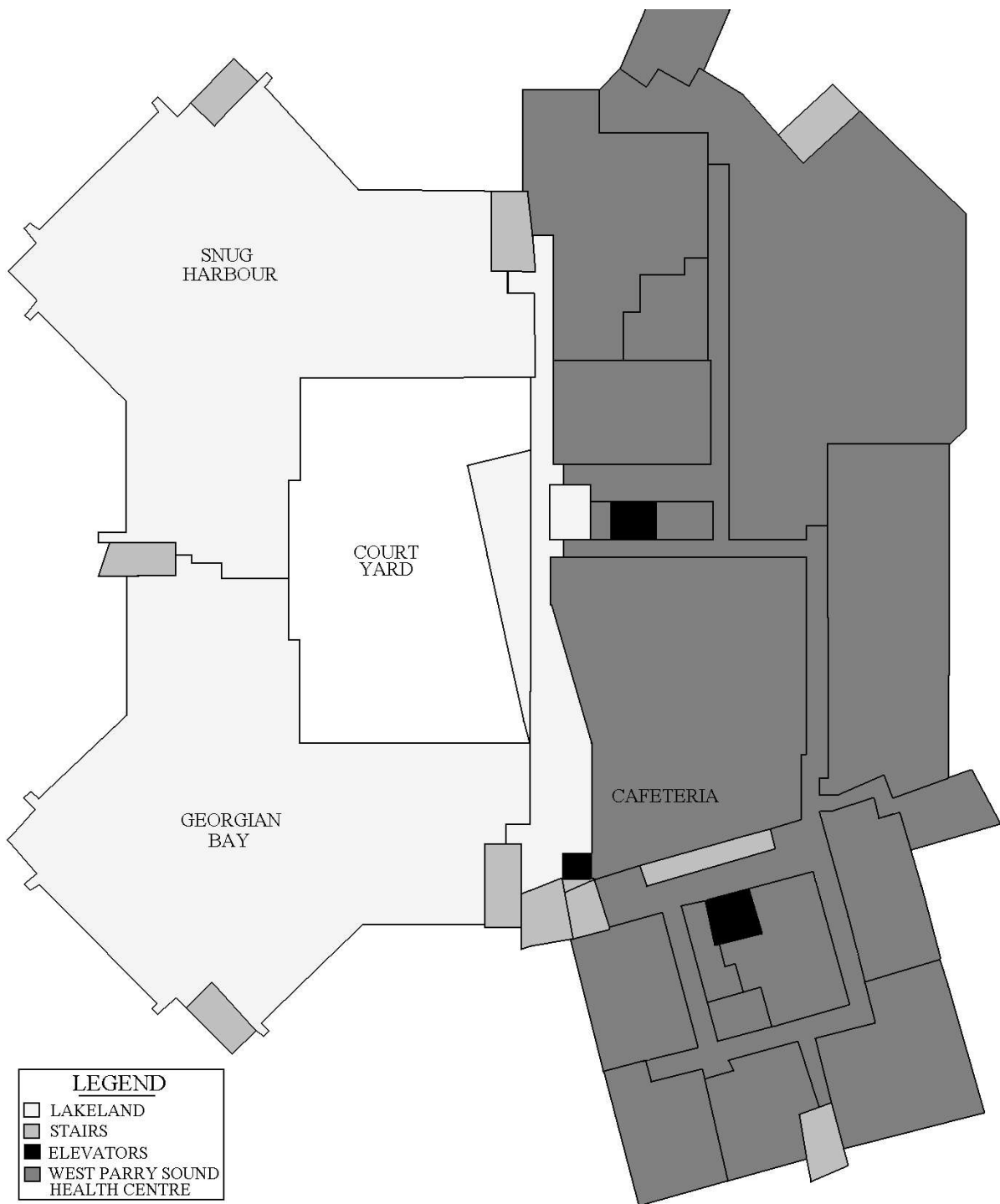
“Neglect” the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents. (O.Reg. 79/10 s.5)

Reporting is mandatory if you witness a resident being harmed in any way or suspect a resident has been harmed. If you suspect abuse, **report it immediately** to an RPN (8am-8pm) or the Nurse Manager (24/7) at ext. 1468, or to any member of the management team.

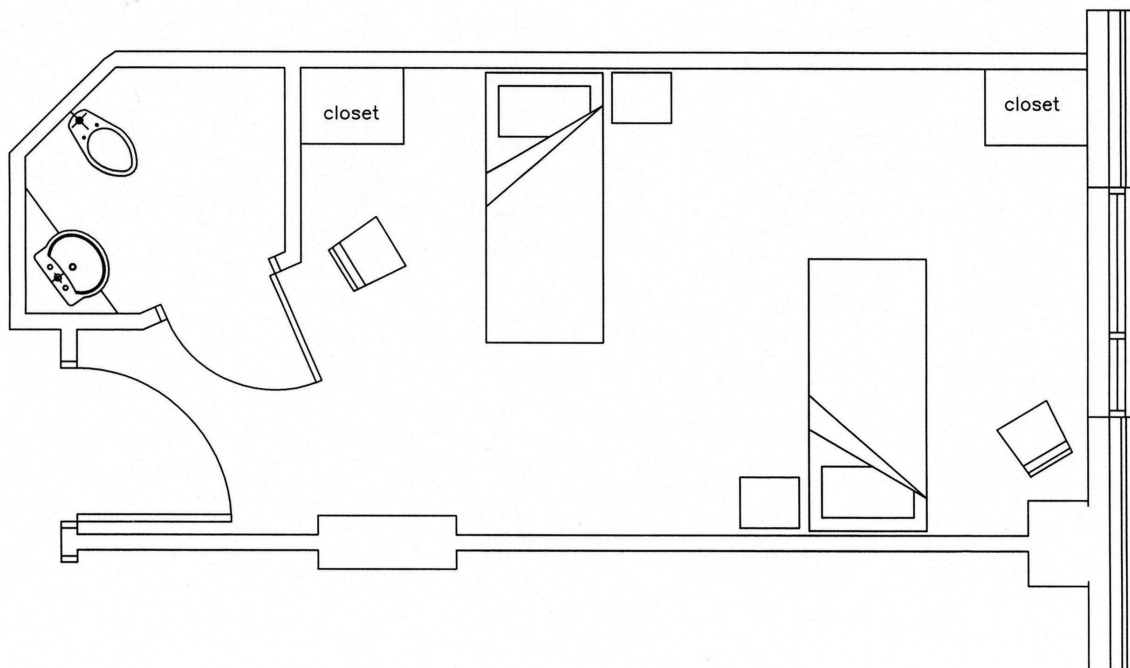
FIRST FLOOR MAP (ROSSEAU & MAGNETAWAN)



SECOND FLOOR MAP (GEROGIAN & MAGNETAWAN)

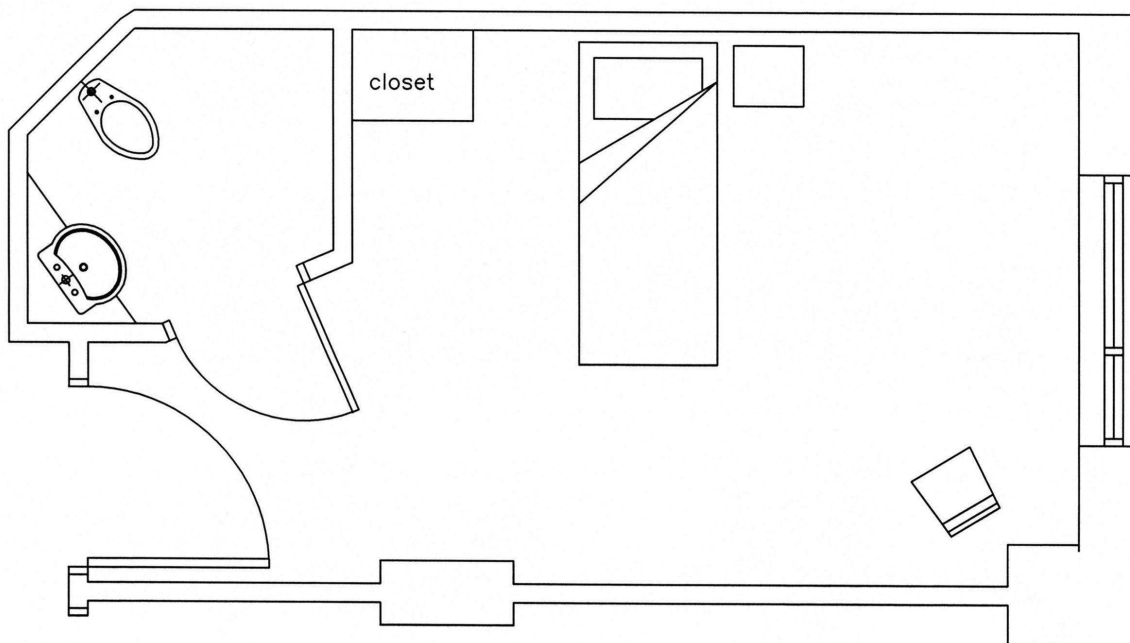


BASIC BED ROOM LAYOUT



Dimensions: Approximately 12 x 20 feet

PRIVATE ROOM LAYOUT



Dimensions: Approximately 12 x 16 feet

RESOURCES

Advocacy Centre of the Elderly

2 Carlton St., Suite 701

Toronto, ON, M5B 1J3

Phone: (416) 298-2656

Alzheimer Society of Muskoka

205-230 Manitoba St.

Bracebridge, ON, P1L 2E1

Phone: (705) 645-5621

Fax: (705) 645-4397

Email: alzmusk@muskoka.com

TRANSPORTATION IN PARRY SOUND

TRANSPORTATION

Community Support Services -**Belvedere Heights**(subsidized, wheelchair accessible,
escort required, application process)

Phone: (705) 746-5602

**CANCER RELATED
TRANSPORTATION**

Cancer Society

Phone: (705) 472-9072

Toll Free: 1-888-208-2125 (North
Bay and Area)

REGULAR TAXI

Parry Sound Taxi

Phone: (705) 746-1221

ACCOMMODATION AND OTHER FEES

FAMILY ADMISSION ASSESSMENT

There are three room rate fees- private, semi-private and basic. The Ministry requires Lakeland to provide 40% of our rooms at a basic rate. The MOLTC usually increases the Accommodation Fee every year.

Please note that only those residents admitted to the home as a basic ratepayer are eligible for a rate reduction. Rate reduction is based on yearly income. Individuals with a very low yearly income may be eligible. Please direct any inquiries regarding Rate Reduction to our Social Worker, Ext. 1021.

Under certain circumstances it may be possible to purchase services from other vendors.

A pharmacy dispensing fee plus any medication not covered by the provincial drug plan is charged by Medisystems (who dispenses medications, including over-the-counter medications, for Lakeland residents) and bills are sent directly to the resident or substitute decision maker.

Parking

Please note that the West Parry Sound Health Centre controls parking and issuing of swipe cards. There is a \$20 non-refundable fee* for any cards issued, including lost or damaged cards.

Cards are available under the following conditions:

- Residents are allowed to keep their vehicle at Lakeland and will be issued a swipe card for parking.
- Residents may request a card to access the elevator and open the front door
- Only one card is issued to family for parking, which will also allow access the elevator and front door.
- Family may request additional cards to access the elevator and front door.
- Tokens for parking are issued to family members who do not hold a card.
- Cards are deactivated upon resident discharge and must be returned.

* Please note that all fees are subject to change*

IMPORTANT: HELP US GET TO KNOW YOUR LOVED ONE

The "Family Admission Assessment" provides us with invaluable information that will help us to better understand your loved ones needs. The more we know about your loved one, the better we will be able to provide individualized care. We ask that family complete this form prior to admission. Staff will review the information and expand where needed. Once completed, please give the "Family Admission Assessment" to the Social Services Worker on admission day.

What are your relative's likes and dislikes?

What will your relative eat if he/she refuses everything else?

What will your relative never eat?

Which is your relative's main meal?

What are normal meal times for your relative?

How much does your relative eat at each meal?	Breakfast	_____
	Lunch	_____
	Supper	_____

What problems have you had in getting your relative to eat?

Are there any special arrangements or utensils used?

If yes, what specifically?

Does your relative snack during the day?

If yes, what specifically?

Dressing:

Can your relative dress and/or undress independently?

If no, please identify the assistance required.

Is there anything your relative enjoys wearing more than others?

If yes, please identify.

Toileting:

Can your relative toilet independently?

If no, please identify the assistance required.

How do you know when your relative has to go to the bathroom?

Is your relative incontinent?

If yes, is he/she cooperative when you change him/her?

If no, what problems do you experience and;

How have you dealt with the problems?

Is there a pattern, special times or manner that helps you deal with toileting?

If yes, please explain.

Are there any medications or foods taken to assist with your relative's bowels?

If yes, please identify.

Bathing:

Does your relative normally have a bath or shower?

What time of day? _____

How many times/week? _____

Are there any problems bathing or showering?

If yes, please explain.

Are there any special precautions or arrangements needed?
If yes, please explain.

Would you be willing to be present during your relatives' first bath or two after admission?

Are there any problems combing or washing hair?
If yes, please explain.

Problems with mouth care? If yes, please explain.

Does your relative brush their own teeth or do you do it for them?

Ambulation:

Does your relative wander?

If yes, when and how long?

Is there a time of the day when you need your relative to sit so he/she does not become over tired?
If yes, when?

What type of shoes does your relative wear?

Does your relative use any walking aids - cane, railing, walker, etc.?
No, If yes, what specifically?

Activities:

What activities does your relative enjoy now?

What activities did your relative do in the past that he/she no longer does?

How long can your relative participate at an activity?
What is the best time for your relative to participate in activities?

Do you take your relative on outings?

If yes, where, when and how long?

What do you talk about?

Does your relative watch TV or listen to music?

If yes, what type?

How often do you plan to visit?

Who plans to visit?

Are you willing to assist with activities or outings?

If yes, which day and time is most convenient for you?

Sleeping:

What time does your relative go to bed? _____

Does your relative get up during the night? If yes, how often?

Does your relative sleep during the day?

If yes, when & how long?

Is there anything special about your relative's bed or room (personal quilt, number of pillows, light on, etc.) that should be replicated at Lakeland?
If yes, what specifically?

When your relative wakes at night, how is his/her mental state?

Normal Day:

Describe a normal day for your relative.

Does your relative have "bad times" of the day?

If yes, when and what happens? How do you deal with those times?

How would we know your relative is becoming anxious or agitated?

Do you have any problems getting your relative to take their medication?

Are there any special preparations or procedure for taking medications?

If yes, what specifically?

What does your relative find comforting or relaxing?

Is there a time of day that seems worse than others?

If yes, identify when and what causes it.

How does your relative relate to new people?

Understanding Your Relative:

Describe what your relative was like twenty years ago.

How has your relative dealt with stress throughout his/her life?

What special event(s) or crisis stand out in your relative's life for you

INVENTORY OF PERSONAL EFFECTS



Date: _____

Resident's Name: _____ **Rm:** _____ **Res.#** _____

[illegible]

MRC-525

JOIN THE TEAM!

Welcome to Lakeland! Lakeland's staff strives to create the most comfortable "home" for you and your family member. In order to achieve this environment, we

need your help by informing us of your families needs, areas of change, and assisting in any way you are able.

Lakeland's Family Auxiliary provides families the opportunity to discuss mutual concerns and to learn about matters relevant to loved ones. The Auxiliary meets monthly. In order to make this Auxiliary effective, we need your input to identify areas of concern and plan educational programs that would be beneficial to family and friends.

Please indicate below areas you would be most interested:

1. Interested in attending Family Auxiliary Meetings

Yes No

2. Assisting with Resident Programs and Special Events

Yes No

3. One-to-One Visiting: Involves visiting residents in the Home for a period of time, or contacting them by phone. Volunteers in this program are able to set up their own schedule

Yes No

4. Café Host: Involves running our Café/tuck shop for scheduled shifts

Yes No

5. Volunteer Reception: Sitting at our reception desk, welcoming and directing visitors, opening the front door, answering the phone. Involvement is based on your availability. Training is available to assist you with this role

Yes No

Please indicate your availability (number of days/month, day of the week, time of day, etc.) _____

Name: _____

Phone #: _____