



RESIDENT AND FAMILY
RESIDENT AND FAMILY
HANDBOOK

**ST. LAWRENCE LODGE
RESIDENT/FAMILY HANDBOOK
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**ST. LAWRENCE LODGE
RESIDENT/FAMILY HANDBOOK**

INTRODUCTION

This booklet is provided for the information of our Residents, their representatives, and personal care givers. It is designed to answer questions, which might arise, following admission to St. Lawrence Lodge.

St. Lawrence Lodge is a Long Term Care Home operated by the United Counties of Leeds and Grenville, the City of Brockville and the separated towns of Gananoque and Prescott. The original building was opened in 1970 and expanded in 1976. In 2006, a new building was completed to meet the facility design as set out by the Ministry of Health. In April of 2006, 224 residents moved into the new facility.

MISSION

St. Lawrence Lodge will provide for the physical, social, spiritual and emotional needs of our residents, in partnership with their families and personal care givers. Our programs and services are delivered by qualified staff in a safe and secure environment, in collaboration with community resources, to the citizens of Leeds and Grenville

VISION

St. Lawrence Lodge will be a leader in providing progressive long-term care.

VALUES

We commit to & will demonstrate:

- | | |
|----------------------|---|
| Respect: | We respect the dignity, individuality and worthiness of each person. |
| Quality Services: | We value and encourage the service that contributes to the highest Quality of life for each person. |
| Client-Centred Care: | We value the client-centred care that recognizes the whole person - past, present and future. |
| Compassion: | We value an open and caring relationship with each person. |

PHILOSOPHY:

We believe the atmosphere of our Home lies with those who reside and work with us. The Home celebrates resident life as it is being lived today in an environment that enables an optimal level of independence, choice, and individuality.

Resident Handbook

St. Lawrence Lodge consists of 7 Resident Home Areas. Each Resident Home Area is called a Lodge. Each Lodge is home to 32 residents who are accommodated in 16 private rooms and 8 standard rooms. Each Lodge has its own nursing station, dining room and servery, quiet room with public telephone for resident use, social activity room and living room with T.V., V.C.R., and D.V.D. player. Residents and Families can book the social activity rooms for a special event through the Activation Department office at extension 4122.

The 1st floor includes the Front Entrance, Business Office and the Town Square. In the Town Square is the Lodge Shop, Fireside Lounge, Chapel, Hairdressing/Barber Shop, Resident library and computer room. Elm Lodge and Pine Lodge are located on the 1st level.

The 2nd floor includes the Birch, Spruce and Oak Lodges.

The 3rd floor includes the Maple and Cedar Lodges as well as resident laundry and a family/resident lounge.

A covered balcony overlooking the St. Lawrence River is accessible on each floor adjacent to the elevator lobby.

Mailing Address	Delivery Address	Resident E-Mail
St. Lawrence Lodge Bag Service 1130 Brockville ON K6V 5W2	St. Lawrence Lodge 1803 County Rd. #2, East Brockville ON K6V 5T1	avp@ripnet.com

Business Line:	613-345-0255
Resident Line:	613-345-2972 - Plus Resident Room Number and Bed Number (Example – Room 1111 – Bed – 1 or Bed 2)

TELEPHONE EXTENTIONS:	BUSINESS OFFICE - 4104
	NURSING OFFICE - 4115
	1ST FLOOR - 4154
	2ND FLOOR - 4163
	3RD FLOOR - 4179

Public telephones are located on 1st floor at right of front entrance and in Lodge Shop foyer.

Resident Phone & Cable T.V. Service

Telephone connection, termination and payment for monthly services can be arranged through the Business Office. Cable connection, disconnection and payment of monthly services can be arranged through Cogeco Cable.

BUILDING SECURITY

Entering or exiting the Lodge for residents and visitors is through the main entrance door. The interior set of doors is locked nightly. Admission to the Lodge when the doors are locked is gained by a intercom located in the vestibule at the front entrance which will signal a responder to unlock the doors.

Exterior fire doors are kept locked to restrict entrance from the outside. To prevent wandering into non-resident areas, interior doors, including stairwell doors, are on magnetic locks. Movement between floors is possible by using the elevator or the main stairwell located near the elevators. Areas are made accessible by a key pad entry code. Key pad codes are the same throughout the building and are generally posted in the vicinity of the door.

Residents are strongly discouraged from keeping large sums of money in pockets, wallets, purses or in their rooms. A locked drawer with a key is available for the Resident's personal use in their room. Each resident has access to a personal trust account at the Business Office.

FIRE AND EMERGENCY RESPONSE AND INSTRUCTIONS

Fire emergency response procedures are part of the St. Lawrence Lodge Emergency Plan. Other emergency preparedness contingency plans are also part of the Emergency Plan.

Every resident/visitor should take note of all fire exit signs and safety devices in or near their room. For the safety of residents, employees and visitors, regular fire drills occur on a monthly basis. The alarms will sound during a drill. There are fire pull stations in all areas of St. Lawrence Lodge.

Resident/Visitor Fire Instructions:

If fire or smoke is detected in your room/area:

- Remain Calm
- Leave the room/area immediately and close door. Visitors, if present are to remain with the resident.
- Sound the fire alarm via nearest pull station and/or notify an employee.
- Follow instructions issued by an employee and/or fire department.
- Do not use the elevators.

If you hear the alarm:

- Remain Calm
- Stay in your room. Close all doors and windows. Visitors, if present, are to remain with the resident.
- Turn on lights, and shut off electrical equipment.
- Await further instructions.
- Do not use the elevators.

ADMINISTRATION

The Home is governed by a Committee of Management comprised of elected officials from the 4 municipal owners of the home - United Counties of Leeds & Grenville, City of Brockville, Separated Towns of Prescott and Gananoque. The Committee of Management is a policy board which sets the overall direction of the Home. The daily operation of the Home is the responsibility of the Administrator and the Leadership Team.

Leadership Team

Administrator

Manager of Administration & Financial Services

Director of Care

Assistant Director of Care 1st Floor (Admissions & Staffing)

Assistant Director of Care 2nd Floor (Health & Safety & Employee Education)

Assistant Director of Care 3rd Floor (Infection Control & Employee Health)

Co-ordinator of Activation Department/

(Pastoral Care, Therapy Services, Recreation & Leisure Programs, Spiritual Care Programs & Services, Volunteer Services, Hairdressing and Barbering Services)

Director of Support Services (Building/Equipment Operations)

Facility & Building Maintenance (Fire & Safety & Emergency Response)

Manager of Environmental Services (Housekeeping & Laundry & Linen Services)

Director of Food Services (Nutritional Programs, Dietary Services)

The Leadership Team ensures that professional and legislated standards regulated by the Ministry of Health and Long Term Care are met. The home is regularly assessed by an assigned Long Term Care Compliance Advisor, Public Health Inspectors, Fire & Safety Officials and the Ministry of Labour.

Home Committees

- Leadership Team
- Quality/Risk Management
- Resident Care
- Pharmacy & Therapeutics
- Medical Advisory Committee
- Occupational Health & Safety
- Residents' Council
- Family Council
- Professional Practice Council
- Infection Control Committee
- Emergency Operations Committee

ADMINISTRATION SERVICES

Admission Agreement

All Residents/Resident Representatives will be required to sign an admission agreement within 7 days of admission. This agreement explains what the Lodge is responsible for and what the Resident/Resident Representative is responsible for in the Home. A signed copy of this agreement is stored on the Resident's file and is accessible during normal business hours. All information regarding the residents financial matters is given to the resident or power of attorney on file.

Business Office

The Business Office is located adjacent to the main entrance. Business hours are 9:00 a.m. – 4:00 p.m. excluding statutory holidays. Business Office staff will assist you in addressing any matters concerning payment for services.

Accommodation Rates

- The Ministry of Health & Long Term Care set accommodation rates annually.
- Residents on a limited income in basic accommodation can apply for a rate reduction by taking an income test.
- Billing is sent out each month with the accommodation fee and a trust statement indicating the optional services used as set out in admission agreement.

Trust Fund

An interest earning trust fund is maintained for the convenience of the Residents. The Resident or Power of Attorney has access to information about the trust fund. Residents who have taken the Income Test have a monthly comfort allowance.

Resident Charges

- The resident is responsible for the following costs. Residents can authorize payment for the items listed below and those costs can be charged through the Business Office through the Resident's trust account:
 - Special Activity Costs
 - Hairdressing/Barber
 - Dry Cleaning
 - Transportation for Appointments (Taxi/Para Bus)
 - Attendant Care for Outside Appointments
 - Chiropody
 - Wheelchair Cleaning
 - Personal Telephone/Personal Long Distance Charges

Other Resident Charges

- Resident/Resident Representatives are responsibility for contacting, pick-up, delivery, installation and arrangement for payment of the following services.

Optometrist Service

Personal Wheel Chair and Walker assessment/purchase

Wandering Persons Bracelet

Ambulance Service (Non-emergency)

(Resident/Resident Representatives Responsibility – Cont'd.)

Dental Services
Cable Vision
Personal Magazines/newspaper
Repair to eye glasses, dentures, prosthesis
Repairs, mending or alterations to clothing
Repairs to hearing aids
Sitter/companionship/private duty
Moving furniture and personal effects in and out of room and building

Room Transfers

Resident room transfers may occur for a number of reasons. The senior nursing staff will review each situation on an individual basis, and if appropriate, a transfer will be made to necessitate the resident needs. Some reasons for a room transfer include:

- Resident request
- Community needs: e.g. when the Lodge has empty beds and the level of care of a potential admission from the community (men, woman, couples) can be met only through a transfer of rooms internally.

Medical Leave

- A Resident who is admitted to an Acute Care Hospital has a maximum leave of 21 days per admission, as set out by the Ministry of Health.
- A Resident who is admitted to a Psychiatric Hospital has a maximum leave of 45 days per admission.
- In an event that the Resident is unable to return after the maximum leave in either of the above situations, a bed-retention option is available for an additional 30-day period. A charge including all normal rates plus a bed holding charge of \$53.00 per day is applied. This option would be in the form of an agreement with the family prior to it taking effect.

Casual and Vacation Leave

A casual leave of absence of up to 48 hours per week is available. For calculation of the leave the first day of the week is Sunday. Vacation leave of up to 21 days per calendar year is available to residents upon admission. Vacation leave can only be used in the calendar year it is granted and is not cumulative.

Leaving the Premises

Residents can leave the building with family or on their own by signing out at the Nursing desk on their resident home area.

Removal of Belongings From Home When Discharge

Due to a long waiting list for people waiting for a bed at St. Lawrence Lodge, the Home has to ensure prompt access to our beds for those in need. The Access Centre expects the available beds to be filled within 24-48 hours. Therefore, upon discharge or death, arrangements must be made by your lawfully authorized executor to collect your personal possessions within 24 hours.

RESIDENT CARE

Nursing and Related Services

Nursing Care

- The Nursing Staff comprised of Registered Nurses (RN), Registered Practical Nurses (RPN), and Nursing Attendants (HCAs and PSWs) provide 24 hour care. The employee works with the resident and resident representatives and other members of the interdisciplinary team, to assess, plan, and deliver care designed to meet each resident's specific needs.
- The RN completes a nursing assessment on admission and a plan of care is developed based on the resident's assessed needs and wishes. The RPNs and RNs administer prescribed medications to the residents as per the physician's orders. The Nursing Attendants provide daily care, bathing, dressing, eating, toileting, transferring, as required.
- The plan of care is reviewed as a resident's condition and care requirements change, as well as quarterly scheduled reviews. Annual nursing care reviews are conducted with the Resident/Resident Representatives, physician and interdisciplinary team.
- Required medical and nursing supplies and equipment necessary for basic care are all supplied by St. Lawrence Lodge.

Medical Care

- All residents are required to be under the care of a Medical Physician. Residents can be cared for by their own personal physician, if this physician agrees to assume 24 hour responsibility.
- Medical services in the home are overseen by the Medical Director.
- The Medical Director visits the home regularly and provides emergency coverage.

Medical Appointments

- Transportation to all outside appointments is the responsibility of the Resident/Resident Representative.
- Assistance to all outside appointments is the responsibility of the Resident/Resident Representative.

Medications/Vaccinations

- Medications prescribed by the resident's medical physician are obtained through the pharmacy affiliated with the Lodge.
- Residents are not permitted to keep any medication in their room.
- Residents, upon approval, are responsible to pay for prescribed medications not covered by the Ontario Drug Benefit Program.
- In accordance with the Ministry of Health and the local Health Unit, Residents have the option of receiving the pneumococcal vaccine and influenza vaccine.

Dental Care

- Dental care services are not offered in house by the Home at the present time.

Laboratory Services

MDS Laboratories provide the home with Laboratory Service.

- Twice per week for ordered blood work and emergency service as required.

Pharmacy Service

Shoppers Drug Mart provides all medication prescriptions and emergency services as required.

Chiropody Service

- Foot care and chiropody is provided in-house by an independent chiropodist every 4-6 weeks.
- Appointments are made through the RN on the floor on which the resident lives.
- Fee-for-service is billed through the resident's trust account in the Business Office.

Personal Care Items

St. Lawrence Lodge supplies denture cups, tooth brushes, and combs. All items are clearly labeled for identification of each Resident. In addition, you should know that:

- The Resident/Resident Representative is responsible to supply electric razors.
- A Resident/Resident Representative who supplies their own personal items must have them clearly marked for identification. If you require assistance marking items, then please bring item or items to the nursing station in your resident home area.
- Personal items are stored in locked drawers in resident bathrooms.

Resident/Power of Care

- Information regarding the resident's medical status will be communicated only to the resident. The resident can authorize the Home to communicate with the resident power of care designate as well. All other family members do not have access to medical information unless directed and authorized by the Resident. Any change regarding the power of care should be communicated directly to the RN in charge of the Resident Home Area and the Business Office.

Pastoral Care

The pastoral care team consists of our resident Interfaith Chaplain and lay persons who have been trained in providing spiritual care. Upon admission, a member of the team meets with residents and families to enable them to share their feelings about their new home and guide them through the transition. Assistance can include:

- Emotional issues
- Dealing with change
- Adjustment for resident and family
- Resourced and community support, and
- Grief counseling

Pastoral Care Cont'd.

Spiritual and religious programs and services are led by the resident Interfaith Chaplain, pastoral care team and the Ministerial Association of community clergy in the Home's Chapel/Worship Centre. Spiritual services include:

- Saturday Rosary & Roman Catholic Mass
- Sunday Protestant Services
- Hymn Sing
- Advent Services
- Lenten Services
- Remembrance Services
- In Memorium Services

Residents who wish to attend formal services receive assistance from employees and volunteers to go to the Chapel/Worship Centre.

Recreation, Leisure Services, & Programs

- Copies of a regular monthly special event and program calendar are available in the Business Office and on each of the 7 Resident Home Areas in the social activity rooms.
- Each resident is encouraged to attend programs, activities and special events of their choice and lifestyle. Assistance is also provided, as required.
- Therapeutic recreation programs are offered in a manner consistent with a resident's strengths and abilities.

Therapy Services

- Upon admission, each resident is assessed for ambulation, mobility, and transfer status. Individual and group therapy programs, as prescribed by the physiotherapist, are carried out by physiotherapy aides and activation therapists.
- Residents who require a wheelchair for transportation and seating will be assessed through the Access Centre by a qualified Occupational Therapist, who is an approved Assistive Devices Program Assessor.
- Residents/Residents Representatives are responsible to meet with an Assistive Devices Program Assessor and make arrangements for financial commitment to their vendor of choice.

Hairdressing & Barber Services

- Full hairdressing and barbering services are available in the Home Salon, located in the Town Square.
- Appointments are scheduled as per resident/resident representative request.
- Fee for service will be billed through the Business Office.

Volunteer Services

The Association of Volunteer Services (AVP) is a long-time tradition at St. Lawrence Lodge. Volunteers provide complementary and supplementary services to enhance the quality of life for our residents. A.V.P. services include:

Volunteer Services Cont'd.

- The Lodge Shop located in the Town Square is operated by the Association of Volunteers Program. It is open Sunday through Friday from 1:30 p.m. to 3:30 p.m. It is stocked with various items such as stationary, cards for all occasions, gifts various snacks.
- The vending machines in the foyer of the Lodge Shop offer a variety of snacks and drinks. All funds raised by the A.V.P. are used for supplemental and entertainment events for the residents.
- Volunteers are involved in a multitude of areas throughout the Home. Family members are invited to join the Volunteer corps in a variety of ways.

Food Services

Aramark Canada is responsible for the management of our Food Services Department.

- A Registered Dietitian completes a nutritional assessment on each new resident upon admission.
- A Fall/Winter and Spring/Summer 4 week rotating menu is posted in each dining room.
- Menu items are prepared in our main kitchen on-site and served in each dining room located on the Resident Home Area.
- Two choices of menu items are offered at the dinner and supper meal.

Resident Rooms and Environment

- Our well-appointed Resident rooms are furnished and provide the following items:
 - an electric adjustable height bed and mattress
 - a bedside table and table lamp
 - a permanently fixed wardrobe with space for hanging clothes and 2 locked drawers
 - a knick-knack wall shelf
 - a comfortable chair
 - air temperature control features
 - window dressings
 - 3 secure safe wall hooks to hang mountable pictures/decorations
 - an operable window
 - phone hook-up capability
 - cable television hook-up capability
 - emergency lighting
 - an adjacent handicap accessible bathroom with toilet, sink and storage area
- Room modifications are not permitted.
- Fixed furniture is to remain in place.
- To maintain the décor and safety of room. The Home's window coverings are designed to meet fire safety flame retardant requirements.

Resident Rooms and Environment Cont'd.

Appendix #1 is the Homes room decorating policy. Please refer to Appendix #4 for information regarding additional personal items for resident room areas.

- St. Lawrence Lodge is not responsible for personal items that are lost, broken, soiled, or damaged.
- The resident/resident representative is responsible for arranging tenant liability insurance for his/her belongings.

Laundry Services

Laundry services, including personal clothing and regular linen, is provided by St. Lawrence Lodge. Personal laundry is completed on-site, while regular laundry is processed through an external provider.

Resident personal clothing laundry options include;

- Personal laundry services by St. Lawrence Lodge Laundry Department.
- The Home provides a personal laundry room with washers and dryers on the 3rd Floor.
- Family can do the resident's laundry in their own home.
- Dry cleaning services are available through a local service provider. Dry cleaning costs can be charged to the Resident's Trust Account.
- Arrangements can be made at the time of admission.

St. Lawrence Lodge will make every effort to diligently return all items in a timely fashion. The Home, however, does not assume responsibility for resident's personal laundry items that are lost or damaged, during processing. Concerns about missing items should be immediately brought to the attention of staff on the resident's nursing unit.

Resident Clothing Labels

All resident clothing needs to be marked and labeled by St. Lawrence Lodge with the resident's name affixed to a St. Lawrence Lodge provided label. Upon admission, the Resident must make arrangements with the Nursing staff to have all clothing properly labeled. The clothing will be forwarded to Environmental Services for marking. The resident's clothing will be returned, as quickly as possible, to the Resident Home Area. All new clothing items must also be labeled in this same manner.

Suitable Personal Clothing Fabric Types:

- 65% Polyester and 35% Cotton Blend Fabric, easy care that requires no ironing.
- 100% Polyester-best for Central Laundry processing
- Machine Wash and Tumble Dry

Resident Clothing Cont'd.

Non-Suitable Personal Clothing Fabric Types:

- Suede or Fur
- Rayon, Acetate or other man-made fabrics
- Wool or Wool blend fabrics
- When Instructions indicate “No Bleach” or “Flat Dry” or “Dry Clean Only” or “Hang to Dry”
- Lace, lace edging or loose weaves

Linens and Bedding

- Bed sheets, bed spreads, blankets, mattress, pillows, pillow cases, wash cloths, towels, and draperies are supplied by St. Lawrence Lodge. Foam egg-crate mattresses are not permitted. Residents may bring in their own quilts, afghans or other bed covers. All items are to be marked with St. Lawrence Lodge special labels.
- Families are responsible for laundry items.

Lost and Found Clothing

To report lost clothing call the Laundry Department at 613-345-0255, extension 4120. Give the following information: your name and phone number, the resident's name, and a description of the missing clothing (colour, size, brand name).

Clothing is held in the Lost and Found area for three months. To check for Lost and Found items, call the Laundry Department at 613-345-0255, ext. 4120 or Virginia Burton at 613-345-0255, ext. 4110 any time Monday to Friday between 07:30 a.m. and 3:30 p.m.

Housekeeping

Regular general cleaning and upkeep of the Resident's rooms, and all other public areas, is provided by the St. Lawrence Lodge Environmental Service Department. Residents rooms are maintained in a clean and presentable way for residents through a regular cleaning cycle.

Maintenance Services

- The Maintenance Department works to maintain a safe internal and external environment for residents, employees and visitors.
- Facility and equipment repair needs should be reported to the Nurse in Charge, as soon as they are noticed.
- The Maintenance Department will then be notified of the need for facility and equipment repairs.

Electrical Equipment and Appliances

- Maintenance employees are responsible for inspecting and approving all electrical appliances and equipment brought into the Home.

Electrical Equipment and Appliances – Cont'd.

- All electrical appliances and equipment must have a visible CSA approved label and must be checked and approved by St. Lawrence Lodge Maintenance staff, prior to use.
- Arrangements for resident equipment electrical safety check, is coordinated through the nursing staff.
- Circuits must never be overloaded.
- CSA – labeled and approved power bars only may be used in the Home.

Electrical

Items to be checked:

- Television (Wall mounted T.V.'s are prohibited)
- Radios
- Lamps
- Fans
- Electric wheelchairs
- Clocks
- Electric razors

Electrical

Items prohibited:

- Electric blankets
- Kettles/Other equipment with heating elements
- Window air conditioner
- Humidifiers, dehumidifiers & vaporizers
- Octopus plugs & extension cords
- Any heating and cooling devices and equipment
- Curling irons
- Hairdryers

Family Council & Resident Council

Resident Council

- The Residents' Council exists to ensure that Resident issues and concerns are dealt with in a democratic manner and communicated to Administration for follow-up and resolution.
- Each Lodge area has three designated representatives that attend Resident Council.
- Council makes suggestions for improvements, which would benefit the total community of the Lodge.
- All Residents are eligible to be on Residents' Council.
- Residents are encouraged to bring matters to the Council's attention. The minutes of the monthly meeting are posted on the Resident Council bulletin board located across from the elevators on the 1st floor.

Family Council

- The Family Council respects the vision, mission and values of St. Lawrence Lodge and offers support to Residents, families and employees at the Home.
- Family Council advocates for all Residents, families and caregivers, in particular, for those Residents unable to advocate for themselves.
- Family Council meets once per month. The minutes of the meetings are posted on the Family Council bulletin board located across from the elevators on 1st floor.

RAISING CONCERNS & ISSUES

St. Lawrence Lodge strives to continually improve its delivery of care. If something needs to be addressed, then the Home urges you to bring that issue to our attention. You can raise an issue with any member of staff. If you are not sure of who to talk to, then please contact the Nursing Manager, any other Manager, Business Office, Director of Care, or Administrator. We will work diligently to resolve the matter. **Appendix #2** - provides a summary of resources available to you to resolve concerns and issues.

Other Information

Valuables

- All personal belongings are the sole responsibility of the resident.
- St. Lawrence Lodge does not assume responsibility for any resident valuables.

Gifts

- The Home advises that all visitors check with a Nursing department employee before giving residents gifts of food, candy, or beverages.
- Alcoholic beverages are not permitted in resident rooms.
- All gifts of clothing can be marked with the Resident's name in advance. Please provide the Nursing staff with adequate notice so your gift is ready to wear by the Resident.
- All electrical and electronic gifts must be checked by Maintenance prior to use.
- Employees are not permitted to accept personal gifts of any kind.
- Families who wish to thank employees are advised to check with Business Office for an outline of acceptable ways of recognizing the Home's employees.

Visitors

- Public Areas are accessible by using a key pod system. Key pad codes are the same throughout the building and are generally posted in the vicinity of the door.
- Parking is provided to visitors in the North and main entrance centre island parking lots.
- A handicap sticker is required to park in the designated handicap parking spacer.

Visitors Cont'd.

- Parking is not permitted in designated fire routes
- Children should be monitored during visits to the Lodge.
- Pets are welcome and should be monitored during visits. Please ensure your pet has received all required vaccinations. Pets are required to be on a leash at all times.
- Family/friends can share the noon time or supper time meal with the resident in one of the common areas such as the Activity Room or Quiet Room, but not in the dining room.
- Meal tickets can be purchased at the Business Office. Meals can be picked up in the dining room on which your resident lives.

Visiting Hours

- Visiting is encouraged between the hours of 10:00 a.m. to 9:00 p.m., as determined by Resident's Council.

Smoking

- There is no visitor or resident smoking in the building.
- Resident smoking area is designated outside the building.
- **Appendix #3** – outlines the Home's expectations for Residents who smoke.

Resident Bill of Rights

Appendix #4 – Labeled “Every Resident: Bill of Rights for people who live in Ontario long-term care homes”, is a publication that is a useful resource to help you understand your rights as a resident of a long-term care home in Ontario.

PLANNED GIVING & FUNDRAISING

Mary Jane Hawkins Foundation

Miss Mary Jane Hawkins was the first Resident admitted to St. Lawrence Lodge on September 9, 1970. On admission, she was 103 years of age and was a Resident of the Lodge for approximately two years (August 28, 1972). As a memorial to Miss Hawkins, relatives and friends, in conjunction with the Committee of Management of St. Lawrence Lodge, established the Mary Jane Hawkins Foundation. Donations from private individuals, estates and organizations are greatly appreciated. The funds are used to enhance the comfort of our Residents' daily living. An official tax receipt from the Foundation will be issued for all donations \$20.00 and over.

ST. LAWRENCE LODGE

ADMINISTRATION AND MANAGEMENT STAFF

PHONE - 613-345-0255

ADMINISTRATOR MR. TOM HARRINGTON -Ext.#4106

DIRECTOR OF CARE MRS. KAREN BAJINSKI -Ext.#4144

**ASS'T. DIRECTOR OF CARE
(1ST FLOOR-ADMISSION & STAFF) MS. TRACEY DAVIDSON-Ext.#4133**

**ASS'T. DIRECTOR OF CARE
(2ND & 3RD FLOOR) MR. HEATH HEFFERNAN-Ext.#4113**

**MANAGER MRS. BONNIE LOKER -Ext.#4139
-OCCUPATIONAL HEALTH/
STAFF EDUCATION**

**ACTIVATION DEPARTMENT/
PASTORAL SERVICES CO-OR./
VOLUNTEER SERVICES MS. CAROL BROPHY -Ext.#4122**

**DIRECTOR OF SUPPORT
SERVICES MR. BRADLEY MORTON -Ext.#4141**

**ENVIRONMENTAL SERVICES
MANAGER MS. VIRGINIA BURTON -Ext.#4110**

NUTRITION MANAGER MRS. SANDRA PADBURY -Ext.#4112

BUSINESS OFFICE MANAGER MRS. SHIRLEY HARRIS -Ext.#4103

APPENDIX #1
DECORATING GUIDELINES FOR RESIDENT ROOMS

In keeping with the mission and values of St. Lawrence Lodge, residents are encouraged to decorate their rooms in a manner that makes them feel comfortable and safe and supports the upkeep of the building.

We support the resident's right to do so and offer the following guidelines to ensure safety standards meet regulations:

1. Resident and family members are asked to please use products guaranteed to not damage walls or surfaces (e.g. 3M products). Residents and family members are asked not to use screws, nails, thumb tacks, push-pins, staples, scotch tape, duct tape, glue or foam-type adhesive to attach decorations to the door, window, or walls.
2. door decorations are to be hung with an "over-the-door" hanger available at local stores. The door decoration and hanger must not interfere in any way with proper closure of the door.
3. Pictures/paper which cover the entire surface of the door are not permitted.
4. Spray paint, window paints or aerosol "snow" is prohibited.
5. Candles and/or any heavily scented items are prohibited.
6. Indoor mini-lights labeled by CSA or Underwriters Laboratories (UL) can be used. These lights are not to be strung along curtains or bedside railings. All lights must be unplugged when the resident retire for the night or leaves the room. *Exterior rated lighting must not be used.*
7. Families are reminded that any electrical products must be inspected by the maintenance department prior to use in the room. Power bars may be used in the resident room, but extension cords are prohibited, as directed by the Fire Department.
8. Families wishing to bring Christmas trees in for resident rooms are asked to bring in artificial trees which must be less than 36 inches in height.
9. We ask that you be mindful of resident sensitivities and possible allergies. Please use your discretion in the purchase of plants.
10. Window coverings and paint colour are standard and not to be changed.
11. All additional requests for added picture hooks must be submitted to the ADON. Maintenance Department will install if approved.

APPENDIX #2

To: All Residents/Family Members

Re: Processes for Obtaining Information, Raising Concerns, Lodging Complaints or Recommending Changes.

The following processes are available:

In the Facility:

- Discuss the issue with a staff member.
- Discuss the issue with one of the Assistant Directors of Care or the Director of Care.
- Discuss the issue with the Administrator.
- Discuss the issue with Resident's Council.

Or

At the Provincial Government:

The Honourable George Smitherman
Minister of Health &
Long Term Care
80 Grosvenor St., 10th Floor
Hepburn Block
Toronto, ON M7A 2C4
1-416-327-4300
Fax: 1-416-326-1571

Ms. Lynda Hamilton
Compliance Advisor/
Long Term Care Div.
Ministry of Health
23 Beechgrove Lane
Kingston, ON K7M 9A6
1-613-536-7232
1-800-667-1062

Mr. Robert Runciman, M.P.P.
(Leeds-Grenville)
Constituency Office
243 Perth Street
Brockville, ON K6V 5E7
Toll Free: 1-800-267-4408
342-9522

Ms. Kate Jackson
Acting Regional Director
East Region
10 Rideau Street
Ottawa, ON K1N 9J1
Phone: (613) 364-2253
(877) 779-5559

Mr. Tim Burns, Director
Long Term Care Facilities Branch
5th Floor, Hepburn Block
Queen's Park
Toronto, ON M7A 1R3
1-613-569-5602 / 1-877-779-5559

Long Term Care Action Line
1-866-434-0144
7 days a week – 8:30 a.m.
to 7:30 p.m.

Consumer Groups:

Advocacy Centre for the Elderly
Eglinton Ave., East
Suite 902
Toronto, ON M4P 1E2
1-416-598-2656

**The Ontario Assoc. of Non-Profit
Homes & Services for Seniors**
7050 Weston Road, Suite 605
Woodbridge, ON L4L 8G7
1-613-851-8821

**Placement Co-ordination
Service Of Access Centre
for Community Care**
Leeds & Grenville Health Unit
555 California Ave., Unit #1
Bag Service 7000
Brockville, ON K6V 7K6
1-613-283-8012 or
1-800-267-6041

APPENDIX #3



Dear

In 2006, the Ontario Government introduced the Smoke Free Ontario Act. This legislation is intended to protect the health of all Ontarians by prohibiting smoking in all enclosed public places and workplaces. This means that people will not be able to smoke within the confines of St. Lawrence Lodge. We are required by law, to ensure compliance with this act.

Therefore, all residents wishing to smoke must do so outdoors and must be at least 9 meters from the building. You must be physically well enough to get yourself to the designated smoking area.

On admission, an assessment will be done to determine your ability to get to the smoking area independently. Should the assessment identify your inability to do so, you will be asked to participate in a Smoking Cessation Program. As well, all smoking materials are kept secure at the nurse's station and are given out only when going outside to smoke.

We are concerned about a resident's ability to independently get to the smoking area outside of the building. I would ask that you provide your Access Centre Case Manager with information on how you will meet this requirement.

If you are planning to begin a smoking cessation program, please forward this information as well. Please include the type of program and the date it started. As always, our main concern is the safety of each and every resident in our Home.

If you have any questions, please do not hesitate to call. I can be reached during business hours at 613-345-0255, ext. 4144.

Thank you for your cooperation in this matter.

Sincerely,

Karen Bajinski
Director of Care