



E.J. McQUIGGE LODGE

Life is a Story. Live it Well.

Welcome to E.J. McQuigge Lodge - Residents

E.J. McQuigge Lodge is a 57-bed accredited Long-Term Care Home, located at 38 Black Diamond Road beside Hwy 37, just north of Hwy 401. Our residence was built in 1977 and is a one-level wheelchair accessible home.

From our Resident Lounge, you are treated to a wonderful view of our "Tranquility Gardens". The walkways, covered patio and gazebo provide an opportunity to enjoy the gardens with family and visitors in a garden-like environment.

We believe in an environment where everyone communicates freely and confidentially. Our "Open-Door" policy encourages the sharing of concerns and recommendations between residents and staff to improve the quality of the services we provide in our Caring Place For Seniors.

On behalf of the staff & myself I wish to welcome you to your new home in McQuigge Lodge. We pride ourselves in having dedicated and caring professionals here to assist you in all aspects of your care, and we hope that in time, you will regard us as your extended family and this as your "home".

Our team is dedicated to providing an excellent standard of care but we cannot do that without your help and collaboration.

This handbook has been designed by staff to help you and your family get to know us better. We welcome your comments on how we could improve it for others.

Sincerely,

A handwritten signature in blue ink that reads "Anita Garland".

Anita Garland, R.N.
Administrator

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Welcome

Mission and Vision Statements

Mission – A Caring Place for Seniors

E.J. McQuigge Lodge is committed to providing compassionate quality care and services in our home-like setting. In partnership with our community, residents and families we deliver programs and services using a holistic multidisciplinary approach.

Vision

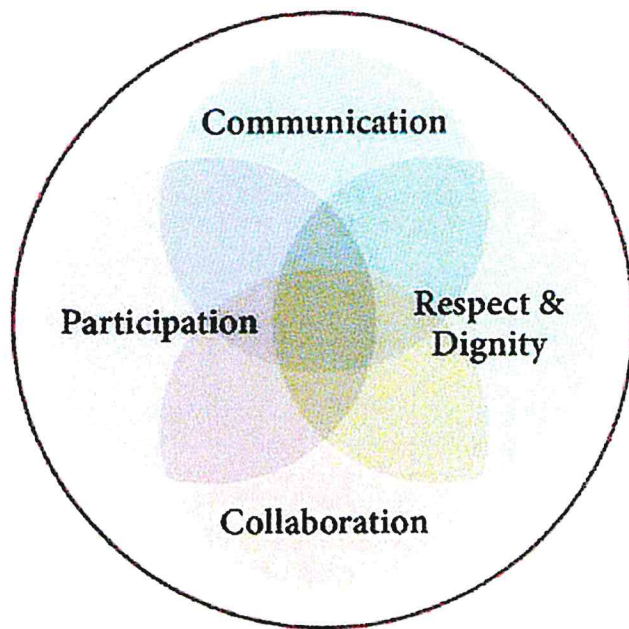
E.J. McQuigge Lodge is committed to the philosophy of resident-centred care. We strive for excellence in providing compassionate quality care through efficient use of resources and continuous quality improvement.

Our Core Values

- Work together to ensure efficient use of our resources
- Take personal responsibility for making E.J. McQuigge Lodge a better place to live
- Honour communication, diversity and teamwork
- Treat each person and their environment with respect dignity and compassion
- Continue to build meaningful partnerships in the community
- Ensure staff, volunteers, residents and families have appropriate input into decisions that affect them

Accountability, Compassion, Teamwork, Resident-focused

Our values and beliefs are reviewed annually. They serve as a basis for evaluating the mission, vision, goals and objectives to ensure their fit with the needs of our organization and community.



Other descriptions have viewed Person and Family Centred care as a moral concept and philosophy, considering it to be the right thing to do when designing and delivering respectful, humane, and ethical care (Duggan, Geller, Cooper, & Beach, 2006; Edvardson & Innes, 2010). This ethical perspective envisions health-care providers as demonstrating Person and Family centred care attitudes and behaviors that are respectful of the whole person and their preferences, are culturally sensitive, and involve the sharing of power within a therapeutic alliance to improve clinical outcomes and satisfaction with care (Duggan et al., 2006; Edvardsson, Winblad, & Sandman, 2008; State of Victoria Department of Health, 2012).

E.J. McQuigge Lodge Management Team

Our management team is made up of experienced professionals who are available Monday to Friday to answer your questions:

- Administrator
- Director of Care
- Supervisor of Activation & Volunteer Services
- Office Manager
- Dietary Services Supervisor
- Environmental Services Supervisor

What to Bring on Admission Day

- 1 void cheque
- 1 blank cheque to pay for the first month and for a trust account deposit
- Power of Attorney documents (Personal Care and Property/Finances)
- Health Card and Social Insurance Card (original cards, no copies please)

Please note that all residents need to have the Resident Agreement signed prior to admission.

- Clothing
- Personal effects (toiletries, costume jewellery etc)
- A list of all medications

Suggested Clothing List

Female	Male
~ 6 dresses and or slacks and tops	~ 6 pairs of trousers/ shirts
~ 2 sweaters/cardigans	~ 2 sweaters/cardigans
~ 6 bras, 12 pairs of underwear	~ 12 pairs of underwear
~ 2 pairs of shoes (no heels please)	~ 2 pairs of shoes
~10 pairs of socks	~ 10 pairs of socks
~ 1 housecoat	~ 1housecoat
~ 5 nightgowns	~ 5 pairs of pyjamas
~ 1 pair of slippers	~ 1 pair of slippers

Where possible, we recommend bringing items that are machine washable and dryable. Non-slip footwear is recommended, and washable shoes are preferred.

If the resident is able to go outside and on trips and outings please also include outdoor clothing (winter coat/boots/gloves, lighter jacket for spring and summer).

The laundry staff will label all clothing/footwear on admission. Due to the lack of storage space, we encourage you to only keep appropriate seasonal clothing at the Home.

Please note that E.J. McQuigge Lodge **does not permit Residents use of bean bag, heating pads or hot packs**. Please speak to a Registered Nurse for ideas of alternatives to these items.

If you have any concerns or questions related to what to bring please do not hesitate to contact staff.

Administrative Services

Admission - Financial Process

At the time of admission residents or their authorized representatives are required to sign an Admission Agreement, approve of any other services. Please bring in the following items on admission day, if you didn't already bring them to the preadmission meeting:

- Void cheque
- Power of Attorney information (personal care and property/finances)
- Health card/SIN#
- Notice of Assessment for previous tax year to determine eligibility for subsidy (if you are in basic accommodation)

Comfort Allowance

The Ministry of Health and Long Term Care also sets the rate each year for the "Comfort Allowance". This rate is the same for all LTC facilities across Ontario. The Comfort Allowance is the amount allowed for residents for their personal use, before we calculate the monthly accommodation charges.

Please contact the Administrative Services Office for further details.

Government Financial Assistance Programs

The government offers financial assistance programs to citizens aged 60 years and over. For more information please contact:

Service Canada: 1-800-277-9914

Power of Attorney (POA)

We highly recommend that residents appoint a Power of Attorney (for Property and Personal Care) to a responsible person(s) that they trust. Please note that staff at McQuigge Lodge cannot be appointed power of attorney for any resident nor can they witness any of these documents.

Leave of Absence

Vacation/ Casual Leave/ Medical Leave/ Psychiatric Leave

A resident is entitled to 21 days of vacation per year. When casual leave is combined with the vacation at the rate of 48 hours per week, it is possible to have up to 31 days of combined leave once a year. Residents need to advise nursing staff, in advance, when they plan to take vacation or casual leave days.

The approved leave periods for residents admitted to hospital are 30 days for medical care and 60 days for psychiatric care.

Monthly Accommodation Charges

The Ministry of Health and Long-Term Care sets the rates for all long term care facilities. These rates are the same for all LTC facilities across Ontario. An updated rate schedule is sent to all residents on an annual basis notifying them of rate increases. Residents in basic rooms may be eligible for a rate reduction based on their income. Please contact the Administration Office for further details. Rate reductions are effective starting in the month in which it is applied for and is not retroactive to the date of admission. Please note you may be charged interest for missed, incomplete or late payments.

Valuables

The Home cannot accept responsibility for a Resident's personal belongings or valuables. Jewellery and large sums of money are best kept with the responsible party.

Additional Services

It is the responsibility of residents and/or their family to arrange for the following services.

Cable Television/Telephone/Internet

It is the responsibility of the resident and/or family to coordinate telephone services directly. We can make arrangements for basic television cable.

Eye Glasses, Dentures and Hearing Aids

Please arrange to have these items professionally labelled before admission. Most providers of these items will be able to accommodate labelling service.

Newspapers

It is the responsibility of the resident and/or family to coordinate newspaper delivery. Papers can be arranged to be delivered to McQuigge Lodge by notifying the newspaper company directly.

Resident Mail Service

Personal mail will be delivered to each resident on a daily basis. Any outgoing mail can be given to the Receptionist for mailing.

Medical Services

E.J. McQuigge Lodge has a Medical Director who oversees the Home's medical services. The residents' medical care is provided by the Home's Medical Director who visit the Home on a weekly basis. Residents are free to choose an attending physician outside the home as long as the Ministry requirements are met. We also have our Nurse Practitioner services through the SELHIN.

Medical Appointments

Family are to accompany residents to external appointments. Cost of transportation and the escort is the responsibility of the resident/family.

Medications/Treatments

Medications/Treatments and Pharmacy Services

Medications and/or treatments are prescribed by a physician or Nurse Practitioner and are administered by a Registered Nurse or Registered Practical Nurse. Any medication not covered by the Ontario Drug Benefit Plan will be invoiced directly to you and payment can be made directly to the pharmacy by mail.

No medication of any kind may be brought to you and left in your room.

Health and Herbal Remedies

Medications are prescribed by the doctor and are administered by the registered staff. If you are on any health or herbal remedies or are using any over-the-counter medications, please inform our physician and the registered staff. All new medications including vitamins and over-the-counter medications must be approved by the attending physician and be provided from the Home's pharmacy. This also provides us the opportunity to advise you of any potential adverse drug interaction.

Alternative Treatment

The physicians and the staff of the Home are supportive of the residents' choices with respect to the care of the residents as expressed by the resident or when appropriate their substitute decision maker. If you are using treatment other than traditional please inform your physician and our staff so we can assist you to co-ordinate the care plan.

Medical Supplies and Equipment

The following medical supplies and nursing equipment necessary for the care of residents are provided by the Home, including supplies and equipment for:

- prevention or care of skin disorders
- continence care
- infection control
- medical devices such as catheters
- sterile procedures

Alcoholic Beverages

We do our best to satisfy residents' requests for alcoholic beverages. At McQuigge Lodge, alcohol may be consumed with a physician's order. Families are required to provide alcohol if requested by the resident and approved by the physician. Residents' alcoholic beverages will be kept in the medication room and dispensed by the charge nurse. No alcoholic beverages of any kind are to be left to a Resident for discretionary consumption. Please be cooperative with this policy as mixing of alcohol with medications may produce severe reactions.

Nursing Services

Advanced Care Planning

Advance care planning is about making choices now, while you are capable, on how you wish to be cared for in the future if you become incapable of making decisions. It is also about giving someone you trust the information and authority to act on those wishes for you. **A Guide to Advance Care Planning** from the Government of Ontario is booklet available to residents who are capable of making plans for their care.

Care conference

An interdisciplinary conference is scheduled within the first six weeks of admission and annually or as needed thereafter. Residents and substitute decision makers are invited to attend the conference. Residents may also invite their family members.

Care planning

Each resident shall have an interdisciplinary plan of care which specifies individualized care requirements and represents of his/her current status. This planning process shall include the resident and/ or representative. The plan of care is individualized based on resident's strengths and needs, multidisciplinary and goal driven.

Informed Consents

Before a treatment or a plan of treatment is administered, the health practitioner who proposes the treatment must ensure that consent to the treatment is obtained from the resident if capable or the substitute decides if the resident is incapable.

Nursing and Personal Care Services

The Director of Care, assisted by the Supervisors of Care, Registered Nurses and Registered Practical Nurses are responsible for co-ordinating, implementing and evaluation of the nursing and personal care services.

Nursing and personal care is available on a 24 hour basis. Registered staff administers all medications. Assistance with personal care is provided by nursing attendants(PSWs)

The Director of Care will share information on how the home area functions. She is available to meet with you or your family to discuss any specific concerns, which may require changes to meet your expectations. There is registered staff on duty in the building on all three shifts to answer any concerns or questions.

Open communication is essential to ensure that the residents' needs are met. Your comments and suggestions are always welcomed.

Supplies and Equipment

The following supplies and equipment for personal hygiene and grooming are provided by the Centre:

- Skin care lotions and powders
- Shampoo and Soap
- Deodorant
- Toothbrush and Toothpaste
- Denture cups and cleansers
- Toilet and facial tissue
- Hairbrushes, combs
- Razors and shaving cream
- Continence products

Other Services

Provision of the services listed below require prior approval. Fees for these services will be billed the resident and/or family/representative.

Audiologist/ Hearing Aid Clinic

Care by a registered audiologist is provided when requested. Residents can apply for financial assistance through the Assisted Device Program for up to 75% average of the cost of hearing aids.

Chiropody

Foot care services are available by a registered Podiatrist or Chiropodist. This is a fee for service program for interested residents.

Dental/Denturist Services

Arrangements for dental visits or to have dentures made, relined or adjusted. We recommend an annual examination by a dentist for all Residents if possible.

Optometry/ Eye Glasses

Arrangements for in house vision clinics can be made as needed. Speak to the Registered Nurse or Director of Nursing for more information.

Salon / Barber Services

Hairdressing and Barber Services are available at various times throughout the week. The McQuigge Lodge Hair Salon is available on a fee for service basis. The list of charges is available at the Administration Office. Agreed to services are located on the Admission Agreement. Please let the staff know the frequency of service required.

Trips/ Outings

There are scheduled activities outside the Home and residents are encouraged to participate. Outings in the community such as shopping trips, picnics and visits to area attractions will be arranged by the Activation Therapists based on resident interest and seasonal themes.

Dietary & Nutrition Services

Bringing Food into the Home

We ask that all food and beverages that you bring in be brought to the attention of the Registered Nurse. Many residents are on therapeutic diets as prescribed by their physician, and a small variance may upset carefully planned nutritional goals. Food items are to be labelled with the name of the resident, the food item and the date brought in and stored in sealed containers. Perishable items require refrigeration for safety reasons and should be consumed within 48 hours. Please note that perishable items exceeding the expiration date or kept at room temperature will be discarded by staff.

Staff are not permitted to reheat any foods brought into the home. If foods require reheating, the family member or physically capable resident may do so in a space allocated by the home, serve the food and be present while it is consumed.

Dietary and Nutrition Services

The Supervisor of Dietary Services, a registered dietitian, is responsible for the overall planning, organizing and coordinating of the dietary department and nutrition program. Our professional staff includes certified cooks, dietary aides and a clinical dietitian. The clinical dietitian has an integral role in ensuring that the nutritional care needs of residents are being met.

We offer a relaxed, pleasurable dining experience for all our residents. Meals are prepared to satisfy taste, appearance and variety, as well as health needs. We have prepared a three week menu cycle that follows Canada's Food Guide, and scheduled menu theme days for traditional and special events.

Food preferences are taken into consideration when planning menus. Alternative selections are available and residents will be informed of the choices at each meal. Residents are encouraged to join the Food Committee and participate in our satisfaction survey. We look forward to receiving feedback from residents and their families.

Guest Meals

Family members and friends wishing to join a resident for a meal can purchase a meal ticket at the Office during business hours. Guests may be seated in the lounge or resident's room. Contact the Office or Activity Director for larger group functions for special occasions in order to book an Activity Room. This is approved on a first come first serve basis.

Meals and Snacks

In addition to breakfast lunch and supper, nourishments and snacks are served between meals and in the evening before bedtime. McQuigge Lodge also offers a late morning continental breakfast for those residents who like to rise later.

Room Booking for Special Events/Meals

As space is limited in our resident dining areas we offer you the opportunity to book the lounge for your special event or family meal. Rooms can be booked through the Office or Activity Director and are available for use outside of regular operating hours for social gatherings (evening and weekends when no activities are booked in the space). For more information about bookings and the rules and guidelines for room use contact the Office.

Special Diets/Cultural Diets

Cultural diversity and special dietary requirements are taken into consideration when planning seasonal menus. Therapeutic diets and nutritional supplements are available when needed. Special devices for eating, such as rimmed plates, special cups and built up utensils are also available as necessary. Please discuss your personal needs for any special or culturally specific diet with our Supervisor of Dietary Services.

Facility Services

Housekeeping

Regular housekeeping duties are carried out in accordance with Ministry of Health regulations to ensure our residents' environment is attractive, clean and safe.

Laundry/ Taking Laundry Home

We provide laundry service on-site free of charge. On admission all clothing is labelled. Any new clothing brought in after admission, must be checked in at Office or Nursing Station to be sent for labelling. Items such as bedding, linen, pillows, wash cloths and towels are provided.

We cannot be responsible for delicates. For this reason we ask that you bring washable clothing. We do not have dry cleaning service. If family members wish to wash residents' personal clothing at home, we ask that you advise the registered staff or the Director of Care so that staff can be informed not to send the soiled clothing to the laundry.

Maintenance

The Maintenance Department has a comprehensive maintenance program that is aimed at providing a comfortable, secure and safe environment. Do not hesitate to bring any concerns forward to the Facility Services Supervisor.

Resident Furnishings/Electrical Appliances/ Pictures/ Mirrors/Wall Hangings

Maintenance staff is required to inspect all resident furnishings and electrical appliances such as televisions, radios and lamps prior to placement in the Resident's rooms. Maintenance staff should be notified when any furnishings or appliances are brought into the Home to ensure they meet legislative requirements.

Staff will install pictures, mirror, wall hangings, etc. Maintenance staff can perform minor repairs on equipment; any significant repairs will be the responsibility of the Resident and/or family. If residents' items are identified by the Joint Health and Safety as a safety hazard, staff will call families to remove these items.

Resident Rooms

McQuigge Lodge supplies standard furniture and bedding. Pillows, bed linen, wash cloths and towels will also be provided. Rooms will be equipped with a bed, bedside table, dresser, and chair. We encourage you to personalize your room.

Activation Services

Activation

On admission to McQuigge Lodge, the Activation staff Services will visit residents to determine past and current interests. The Recreation Department will attempt to understand and relate to residents' needs, regardless of their emotional and cognitive state.

Our Life Enrichment program emphasizes consideration for the needs of all residents. A wide range of programming is offered daily to meet individual social, spiritual, emotional and physical needs. Residents are also encouraged to attend scheduled activities outside the Home. A variety of monthly trips are scheduled well in advance in the community. Please contact the activation staff for more information on each particular activity that you would like to be a part of.

Every resident will receive a monthly calendar that outlines scheduling of all programming and special events with their times and locations. We encourage residents and family to check the leisure activity boards located in each resident home area for specific details.

Celebrations and Special Events

Each season brings special holidays, outings and celebrations in our home. Special events are advertised throughout the home as well on the activity calendars.

Entertainment and birthday parties are provided monthly that include musical interaction, specialty foods and beverages, and decorations. Family, friends and volunteers are vital to making our events a success!

Outings and Outdoor Activities

There are scheduled activities outside the Home and residents are encouraged to participate. Outings in the community such as shopping trips, picnics and visits to area attractions based on resident interest and seasonal themes will be arranged by the Activation Therapists Recreation programs such as gardening, luncheons and social events will take place in the Tranquility gardens as weather permits.

Family Nights

McQuigge Lodge will host quarterly Family Nights to inform residents and family of important issues and information pertaining to the operation of the Home. Input in decision-making is appreciated.

Newsletter

A newsletter will be published quarterly and distributed to each resident. Families can pick up additional copies at the Administration Office.

Residents' Council

A Residents' Council is a group of residents who meet monthly to discuss issues of interest regarding McQuigge Lodge. Each resident is encouraged to become a member and participate in monthly meetings. Minutes will be taken and posted on McQuigge Lodge's bulletin boards.

The goals of Residents' Council is to preserve and ensure the rights, respect, dignity and quality of life of residents at our Home by facilitating regular communication among the residents, Administrator, staff and local community. This council will provide members-an opportunity to contribute to the management of the home by offering suggestions, complaints and recommendations about the functioning of the home.

Tranquility Gardens

All Residents have access to enclosed courtyard space. This courtyard space provides a safe, secure and stimulating environment for residents and their families to enjoy. All outdoor spaces are functional and wheelchair accessible.

Programs and Services

Accreditation

Accreditation Canada is an independent non-profit organization having responsibility for the accreditation of health care facilities across Canada. The Accreditation Program is a voluntary program which aims to ensure standards of care in the field of health care are met. Participants in the program who have achieved official accreditation status are assured in the knowledge that they have received approval from the authorized national body on the basis of nationwide, health care standards. We are participants in this nationwide accreditation program.

Continuous Quality Improvement

Continuous Quality Improvement is a program that continuously strives to enhance quality of services. The staff at McQuigge Lodge are committed to ongoing improvement and will be looking for resident and families input.

Fall Prevention Program

In an effort to prevent slips and falls, we recommend that residents wear footwear that has a slip resistant tread and a closed toe and heel. McQuigge Lodge has a Fall Prevention Program in place to assist in decreasing the risks of falls.

Infection Control

Infection control is the practice by which the home prevents and manages infections. Infection control principles are included in all aspects of care. Hand washing is the best method to prevent transmission of infections. We strongly recommend that family members and visitors wash their hands before and after each visit. We have hand sanitizing stations available at the main entrance and in each Resident Room for your convenience.

Family members and visitors may be asked **not** to visit the Home if they have colds, fever, or vomiting and diarrhea. The purpose is to protect you and your family from the infection. Children exposed to chickenpox are advised not to visit as the Residents can catch this type of infection easily.

All visitors are required to **sign in and out** to McQuigge Lodge in the visitor log and to review the self screening tool.

Palliative Care Program

Palliative care will be provided by the interdisciplinary team at McQuigge Lodge. The program will be provided to residents in the end stages of their lives and will include assessment and care with emphasis on the physical, spiritual, social and psychological needs of residents and their families.

Physiotherapy/Occupational Therapy

Physiotherapy and Occupational Therapy are available to Residents who have been assessed by their physicians to require this service. There is coverage on these services by OHIP.

Restorative Care Program

Restorative Care is aimed at improving or restoring an individual's level of independence to a former capacity. It requires specific and professional assessment, individual goals and a measurable outcome. There are several approaches to Restorative Care including exercise programs. There is an interdisciplinary team consisting of the Physician, Nursing staff, Physiotherapist, Dietary Services Supervisor and Dietitian, Rehabilitation Assistant, Volunteers and family members.

Volunteer Services

Volunteers play an invaluable role in enriching the lives of each resident. They work with the staff team to assist with social and recreational programs, friendly visiting, palliative care visiting, support in cultural and spiritual observances and other rewarding opportunities. In addition, volunteers can take on special projects in fundraising to help improve the quality of life for residents.

We welcome family and friends of residents as volunteers. Please speak to the Activity Director about opportunities.

Resident and Family Responsibilities

Resident Rights

It is our hope that through our commitment to meet the unique needs of each resident and by promoting and respecting your rights that you feel at home in our Home. Please review the Resident's Bill of Rights handout provided to you.

Resident Responsibilities

We ask the residents and their visitors to:

- Observe the rules and policies of the Home.
- Provide all resident information regarding his/her care requirements and answer requests for required information.
- Respect the rights and privacy of all others and treat everyone, including staff with dignity, courtesy and respect.

Family Members & Representatives - Where Do You Fit In?

- We want you to feel supported during this time and ask that you **openly communicate** your support and informational needs to our staff. We will need you to partner with staff in addressing the needs of your family member and hope you will be available in person or by phone.
- We ask that you **keep us informed** of significant life events such as births, deaths, marriages, changes in family circumstances, moves and changes of address. These things will of course affect your family member, and we want to be able to support him/her.
- We ask that families maintain a role in the residents' life and suggest frequent phone calls and visits. We also **encourage visits** of extended family, as keeping this contact may offer the resident a continued sense of connectedness.
- We ask that you take note that our Home has a strict policy that employees shall not seek or accept any gifts, money, entertainment, services or valuables from any resident or family.

We encourage families to **ask questions**. We have enclosed a list of staff in this handbook which should help direct you to the right people to address various concerns. Please know that staff is available to assist you and we encourage you to speak to us about matters of concern so these can be immediately addressed (Charge Nurse).

Privacy Health Information

McQuigge Lodge provides you with a variety of health care services. To meet your needs and provide you with quality service, McQuigge Lodge needs to know personal health information about you.

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We conduct audits and complete investigations to monitor and manage our privacy compliance. We take steps to ensure that everyone who performs services for us protect your privacy and only use your personal health information for the purposes for which you consented.

This personal health information about you is collected from you or from the person legally acting on your behalf to help provide health care or receive payments for health care. We use this information and share it only with those who need to know the information.

If you would like to know more about how your personal health information is collected, used, stored, disclosed, or about our privacy protection practices, or to raise a concern you have with our practices, please speak with The Administrator or the Director of Nursing.

Customer Service

We encourage you to establish open communication with the care team at McQuigge Lodge. It is our goal to make residents' lives as comfortable and fulfilling as possible.

We hope that should you need to obtain information, raise concerns, lodge complaints or recommend changes within McQuigge Lodge you will free to openly discuss this with us. Please communicate your needs to staff so they can be promptly addressed. We will be happy to direct you to the right person to get a solution quickly.

When you have a concern there are several ways to communicate. Please discuss your concerns with:

- A staff member
- The Registered Nurse (Charge Nurse)
- The Resident Council
- The Director of Care
- The Administrator
- The Director of Long Term Care

Written concerns/recommended changes can be left at the Administration office. Any individual who registers a concern will be informed of the outcome.

The resolution of any complaints made through Resident Council will be posted in the minutes.

All concerns and complaints received will be documented, including a list of the issues, date expressed, date and follow-up action taken, final resolution if any, and date feedback was provided to the complainant.

The Administrator will respond within 10 days to all resident/representative formal requests, suggesting and complaints, indicating plans of action.

The Director of Long-Term Care Division and the Ministry of Health and Long-Term Care Office will receive a copy of all written complaints received by the Home including a description of the follow-up action.

If you feel your concerns have not been adequately heard within the Home you may wish to contact the following officials:

Director of Long Term Care
Region of Ottawa

Long -Term Care INFOLine
7 days a week, 8:30am-7:00pm
1-800-434-0144

Ministry of Health and Long Term Care
Minister of Health, Minister's Office
80 Grosvenor Street
Toronto, ON M7A 2C4
416-327-4300

Financial Office of the Ministry Health and
Long Term Care
c/o Financial Officer
Ministry of Health and Long Term Care
5700 Yonge Street, 12th Floor
Toronto, ON M2M 4K5
416-326-9753

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

Ontario Association of Residents Councils
Castleview Wynchwood Towers
351 Christie Street
Toronto, ON M6C 3C3
416-535-3718

Office of the Public Guardian and Trustee
595 Bay Street, Suite 800
Toronto, ON M5G 2M6
416-314-2800

Prevention, Reporting and Elimination of Abuse Policy

McQuigge Lodge has a zero tolerance abuse policy. It is consistent with the standards of the Ministry of Health and Long-Term Care.

Abuse means any physical, sexual, emotional, verbal or financial abuse as well as any form of exploitation or neglect of residents and clients. At our home, we do not tolerate any form of abuse. Our residents and clients must be treated with respect and dignity at all times by staff, service providers, visitors and volunteers.

We handle all allegations of abuse in a confidential manner, investigate them carefully, and take appropriate actions. Our home will ensure that people who report incidents of abuse will not be penalized.

All of us are legally, morally and ethically obligated to report any incidents of abuse we witness. At our home, we will accept and act upon anonymous reports; however, our ability to take meaningful and effective follow-up action may be compromised.

Safety and Security

Building Security

The Home has a security system that magnetically locks exit doors and certain interior doors to ensure that residents are safe and secure. The security system is linked into our nurse call system so if there are any issues with building security, nursing staff will be notified immediately.

Controlled Entrance

The main entrance has a magnetic lock system. This door will be locked in the evening. If you are visiting after 8:00pm ring the door bell and we will let you in.

Fire Alarm

Fire drills are conducted three times each month(Each Shift) for the safety of residents and staff. Fire exits are clearly indicated at the Home. The Emergency Plan is tested on a regular basis. Please co-operate with the requests of staff members. There may be several important reasons why a request is made of you immediately, with little time for a full explanation.

While we do not wish to disrupt our residents or their visitors, staff are legislated to practice fire safety procedures. It is important to conduct these drills, so that in the event of a real fire, staffs are confident and prepared to handle the situation.

Fire Regulations

Power Bars

As a fire safety precaution, all items of an electrical nature must be cleared through the Maintenance Department. The Centre has a policy which prohibits the use of extension cords, electric blankets, heating pads or humidifiers.

Power bars are an acceptable alternative for extension cords. For safety reasons, cordless remote T.V. channel changers are the only type allowed.

Notification of Next-of-Kin/Representative

A primary contact must be designated by the resident/representative. Please make sure this information is up to date. In the event of Resident injury or change in Resident status, the Next-of-Kin/representative is notified promptly.

Nurse Call System/Call Bells

Call bells are located at each bedside in resident rooms, washroom and common rooms. To activate the call bells, simply pull the cord and staff will be immediately notified and will respond as quickly as possible.

Safety Devices

Risk to each resident's health and safety is identified and addressed in ways that consider his/ her choice, freedom of movement, dignity and respect. We believe that residents should be able to move about independently and may encounter a reasonable amount of risk rather than to be restrained in any manner and to be totally dependant.

Restraints are only utilized with your consent, as a last resort and are constantly monitored and evaluated to ensure their safety and necessity. Other safety devices such as seatbelts, table tops and bed side-rails are used for Residents safety following a comprehensive assessment of need.

Signing In and Out

As part of safety we must be able to account for all residents at all times. Located at the Reception desk is the sign in book for all family and visitors.

Please ensure that you (or your family member) sign out Residents at the Nursing Station on their floor when leaving the Home.

Smoking Policy

Please be aware that our Home is smoke-free. A smoking assessment and acknowledgement form will be completed for those residents who smoke. This process will identify residents who are safe to smoke independently. Those deemed unsafe will be referred to a smoking cessation program. Residents who continue to smoke must do so under the supervision of a family member or friend. Staff and volunteers will not supervise smoking. Further information on the Home's smoking policies and designated areas can be provided by staff.

Instructions for Residents and Families in Case of Fire:

A. What To Do If There Is Fire/Smoke in Your Room:

1. Leave room immediately
2. Close door behind you if possible
3. Call for help by:
 - pulling the fire alarm
 - shouting for help
 - using the nurse call system

B. What To Do If You See Fire/Smoke in the Centre:

1. Call for help by
 - pulling the fire alarm
 - using the nurse call system
 - telephone
 - shout for help
 - Shut door to your room
2. Wait for help to arrive

C. What To Do When the Fire Alarms Goes Off:

- Remain calm
- Remain in your room with the door closed
- Turn off all electrical equipment in your room
- Keep telephone lines open
- Follow instructions given by the staff or the Fire Department
- If away from your room, follow directions given by staff

Tips for Visiting - For Family and Friends

Visits from family and friends are an important part of residents' lives.

We recognize that visiting with your family member, particularly if he/she has Alzheimer's or a related dementia may be challenging at times. Below is a list of visiting tips you may wish to consider:

- When visiting you may wish to touch base with the staff to find out how your relative has been doing. This information may help you match the length of your visit, your expectations and any planned activities.
- Pick the right environment for you, whether it's the privacy of their bedroom, an activity program or the hustle of the front entry way, pick a place conducive to your visit.
- Take a walk inside or out in the Courtyard space. You may need to visit on the run if your relative likes to keep moving - this is ok. Restlessness commonly is a natural manifestation of dementia. Even though you may not be actively communicating with your relative he/she can often relate to your comforting presence.

Things to do:

- Conversations on broad topics such as travel, farming, sports, entertainment, animals, special events, cultural elements.
- Discuss family, friends, seasonal changes, special interests, etc.
- Take a walk
- Enjoy a cup of tea or coffee, have a snack
- Look at photos
- Bring things in related to the upcoming season, celebrations etc.
- Listen to music
- Read a book, magazine or paper
- Visit the Village Shop
- Play a game
- Do their hair, make-up, massage their hands

We acknowledge visiting may be difficult when the resident has communication or memory challenges. We recommend you try to validate their thoughts and feelings; this may help them to feel good about contributing to a meaningful conversation. If conversation is not possible, you could tend to your relatives comfort needs throughout the visit (comb their hair, massage their hands with lotion etc). Please do not hesitate speak with staff for their support or ideas for visits.

- Use touch and eye contact. Reflect emotion and verbally link their behaviour to needs. Some times we don't need to say anything. Try to get comfortable with silence, just being with them is important!
- After your visit, tell the staff you are leaving and if possible when you plan to come next. This will allow staff to remind and reassure your family member when you will return