

Kristus Dārzs Latvian Home



Resident Handbook

Updated July 2010

Welcome to Kristus Darzs Latvian Home!

Our Mission Statement

Kristus Darzs Latvian Home is a not for profit, charitable 100 bed Long Term Care Home located in Woodbridge, Ontario.

Our purpose: We provide Long Term Care in a culturally sensitive setting that respects Latvian heritage.

Our philosophy: Kristus Darzs is home for individuals who require ongoing care and can no longer safely live independently. Kristus Darzs strives to offer services that meet each resident's physical, social, emotional and spiritual needs in a homelike atmosphere.

Our principles: At Kristus Darzs we are committed to offering the highest quality care, delivered with compassion and respect in safe surroundings, ensuring the individual rights of every resident. The staff, volunteers and board, work together to provide resident and family centered care in a nurturing environment.

We would like to extend a warm welcome and trust this handbook will help you become better acquainted with us.

As it is with many experiences that are new, there may be questions or concerns that arise, or there may be questions about the information contained in this handbook. If so, we want you to feel free to ask our staff about various policies and procedures.

We feel privileged that you have chosen Kristus Darzs Latvian Home and we hope that your experience with us is a positive one!

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RESIDENTS' BILL OF RIGHTS
Long-Term Care Homes Act, 2007

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
 - iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
 - i. the Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

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

25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).

The complete Long-Term Care Homes Act, 2007 and Regulations can be found online at

http://www.e-laws.gov.on.ca/html/source/regs/english/2010/elaws_src_regs_r10079_e.htm

ZERO TOLERANCE OF RESIDENT ABUSE

It is the policy of Kristus Darzs Latvian Home that any form of abuse by any person interacting with a resident whether it be through neglect, physical, mental, verbal, or any other type of abuse, is forbidden and is subject to discipline up to and including termination. Visitors, volunteers or other parties who violate this policy will be required to leave the premises immediately.

The philosophy of Kristus Darzs Latvian Home is to ensure and protect the rights of each and every resident entrusted to our care. Kristus Darzs Latvian Home has adopted a zero tolerance for abuse of any form.

Under the Long-Term Care Homes Act, any person (not including the resident) who has reasonable grounds to suspect that any of the following has occurred or may occur must immediately report the suspicion and the information upon which it is based directly to the Ministry (see ACTION Line below):

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the Home or staff that resulted in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.
5. Misuse or misappropriation of funding provided to a licensee under the Act 2007,c. 8, s. 24 (1)

Police will be notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident.

MINIMIZING OF RESTRAINTS

Kristus Darzs Latvian Home has a policy of least restraint. Least restraint means that all possible alternative interventions are exhausted before deciding to use a restraint. Kristus Darzs Latvian Home will ensure that each resident (or their representative) has received information and been a partner in planning and consenting to the proposed care plan. A copy of our *Least Restraint Program* may be obtained from the Director of Care.

ADMISSION POLICY

Residents are admitted to the accommodation identified and accepted by the resident and/or representative during the applicant's local Community Care Access Centre's application and screening process.

Admission Contract

Residents and /or responsible party will sign a contract with the facility. The contract will set out both parties' rights, obligations and responsibilities. The contract will be reviewed annually at the multidisciplinary care conference.

Accommodation Rates

- ❖ The Ministry of Health and Long-term Care (MOH<C) establishes the accommodation rates annually. Notices of the rates will be distributed to all residents and posted on the bulletin board.
- ❖ Residents who pay the basic accommodation rate may apply for a rate reduction. In order to qualify for a rate reduction, a Worksheet and Application for Rate Reduction must be completed, signed and accompanied by a Notice of Assessment for the most recent tax year. This process must be completed annually.
- ❖ Preferred-rate paying residents are responsible for the preferred payment for a minimum of 3 years. A request to change rent category will be considered on a case-by-case basis. Kristus Darzs reserves the right to request supporting documents including bank statements. Administration will maintain a dated internal list of residents wishing to upgrade or downgrade accommodation category.

CALCULATION OF RENTS

Monthly rates are charged as per Ministry of Health regulations and are due the first of every month. New rates are set annually by the Ministry effective July 1 to June 30

unless otherwise notified. Preferred accommodation rates (private and semi-private) are paid by those residents requesting preferred accommodation. Basic accommodation is subject to possible rate reductions upon application for by the resident, and with the appropriate income verification. Rates are then determined by monthly income. The resident and/or responsible party is responsible for completing annual tax returns, and Guaranteed Income Supplement (GIS) applications and Involuntary Separation Applications when needed.

DISCHARGE POLICY

Upon discharge or death of a resident, the family and / or responsible party will be expected to vacate the resident room within 24 hours. A fee of \$250 will be charged for the removal and storage of belongings left in the room after this time. Any items designated as donations to Kristus Darzs must be packaged and labeled as donations to **Kristus Darzs Latvian Home**.

The Executor must sign for receiving personal effects of the deceased resident and give written direction for any money left in the deceased resident's trust or accommodation account. These accounts will be closed in approximately 30 days.

When a resident transfers out of the facility the Power of Attorney or the resident (if capable) gives direction for the release of any funds in the trust or accommodation account.

RESIDENTS' COUNCIL

Residents maintain an organized resident's council. Meetings occur monthly, and minutes of all meetings are posted on the bulletin board. All residents are encouraged to participate in the monthly meetings. Members elect a Chair and Program and Support staff provide assistance, as needed.

If the residents choose not to have or are unable to participate in a council, the general meeting will be called annually for residents and their representatives, and members of the community to express suggestions and concerns.

FAMILY COUNCIL

Kristus Darzs has a Family Council to work co-operatively with the Home to enhance care to the residents and to provide support to the families. Families and friends of residents' are encouraged to participate in the KD Family Council. Information is posted on the bulletin board.

INSPECTIONS

Kristus Darzs reserves the right to conduct hygiene and safety inspections in resident rooms upon due notice.

SERVICES PROVIDED

Residents will receive the following care programs and services at **no additional cost**:

- ❖ Standard ward *accommodation*.
- ❖ *Nursing and personal care* on a 24-hour basis under the supervision of a registered nurse or registered practical nurse. The registered staff administer medication and ensure that appropriate assistance is provided for each resident with activities of daily living.
- ❖ The facility will ensure that *medical supplies* and nursing equipment necessary for care of resident including the prevention or care of skin disorders, continence care, infection control and sterile procedures are available.
- ❖ Residents will be provided *medical devices* such as catheters and colostomy and ileostomy devices as required.
- ❖ Residents will be provided *supplies and equipment for personal hygiene and grooming* such as: skin care lotions, powders, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups, cleansers, toilet tissue, hair brushes, combs, razors / shavers, shaving cream, feminine hygiene products, incontinent products. A choice of product brands is not offered.
- ❖ Residents will be provided *3 meals, a beverage between meals, a snack between lunch and dinner and before bedtime*. Residents needing special or therapeutic diets as prescribed by the dietician will be accommodated. Supplements will be provided when requested by the physician or dietician.
- ❖ All residents will be given opportunities to participate in *social, intellectual recreational spiritual and physical programs and activities*. The facility will supply related supplies and equipment. Residents will be given the opportunity to express their preferences and satisfaction with the programs offered. Residents identified as appropriate for the restorative program will be given the opportunity to participate in those programs. On occasion there

may be programs outside of regular programming for which there may be additional charges such as outings to the theatre, to restaurants etc.

- ❖ The resident will be provided a *bed with adjustable bed rails, a bedside table, bedside lamp, a comfortable chair*, and where a resident is confined to bed, a bed with adjustable head and foot. The Home maintains the right to rearrange the furniture or remove furniture if it impedes the delivery of care to the resident.
- ❖ The home will provide *regular cleaning and upkeep* of the resident's room and common areas.
- ❖ *Meeting space* will be made available for the Resident and Family Council.

The Home **will not charge** for the following:

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

Services provided **at no extra cost** to the resident:

- ❖ Pastoral services
- ❖ Social worker services
- ❖ Library
- ❖ Banking service (provided by the Latvian Credit Union)

The following services are available to the resident **at an additional cost**. The costs are outlined in admission contract.

- ❖ Preferred accommodation
- ❖ Hairdressing and barber services
- ❖ Telephone connection and monthly fees as per service provider

- ❖ Satellite connection and monthly fees as per service provider. (Note: Cable TV is not available)
- ❖ Newspaper delivery as per service provider
- ❖ Tuck shop as per Programs department
- ❖ Personal clothing stores
- ❖ Repairs, parts needed for assistive device maintenance and/ or repair
- ❖ Escorts
- ❖ Tuck shop
- ❖ Personal air conditioners

MEDICAL CARE

The Medical Director oversees the medical care residents receive. The Medical Director and attending physicians make regular visits to assess and treat the residents and at all times one physician is on-call accessible by nursing staff. The physicians are expected to meet MOH<C standards and criteria. They shall assess, plan, implement and evaluate their resident's medical care, participate in the interdisciplinary approach to care, document on the resident each visit.

A resident may choose to have their personal physicians provide care as long as the physician meets all MOH<C standards and criteria and signs an agreement. They shall assess, plan, implement and evaluate their resident's medical care, participate in the interdisciplinary approach to care, document on the resident each visit. They shall ensure that there is 24-hour medical coverage for their residents.

The following health care services are made available or can be arranged on site:

- ❖ Basic blood laboratory service (no fee)
- ❖ Basic X-ray services (no fee)
- ❖ Optometrist –fee as per service provider
- ❖ Dental and denture basic care –fee as per service provider
- ❖ Psycho geriatric assessment
- ❖ Foot care – as per service provider (see admission contract)
- ❖ Dermatologist –basic care and assessment
- ❖ Physiotherapy
- ❖ Hearing aid specialist
- ❖ Private duty nursing or private palliative care givers

All medications must be approved by the resident's attending physician and/or RN.

TRUST ACCOUNTS

A trust account may be established upon admission to assist with payment for services such as foot care, hairdresser/barber services, escorts etc. and to provide access to funds for personal spending. Trust accounts will be available to residents during business hours. The account is interest free and Kristus Darzs does not charge transaction fees.

Additional information regarding trust accounts may be obtained from the Business Manager, Monday to Friday 9:00 a.m. to 5:00 p.m at ext. 229. Statements of your trust account are provided quarterly. It is recommended that your trust account does not exceed \$500.00. Your family is notified when the balance is less than \$50.00.

LEAVES OF ABSENCES

Vacation leave of absence of up to 21 days per year is available to residents. Casual absences may be taken but cannot exceed 48 hours during a one-week period (Saturday to Saturday).

Medical leaves (for hospitalization) may be taken up to 30 days. Psychiatric leaves may be taken up to 60 days. After this time, the resident will be discharged from the home, but may reapply through Community Care Access Centre.

Individuals signing residents out of the Home for an outing or a leave must notify the floor nurse directly. They must sign the resident out in the Sign-out book located at the 1st floor nursing station and complete the *Resident Leave of Absence Form* if leaving the building for 8 hours or more. Upon return the parties must re-sign the sign-out book and check in with the floor nurse. Medication must be accounted for at that time and any surplus returned.

ESCORT SERVICES

Kristus Darzs does not transport residents to appointments or private family events. If your family is unable to provide transportation, Kristus Darzs will assist in arranging an escort. You will be responsible for the transportation and escort fees.

Fees are \$0.45/km (from Kristus Darzs to appointment and return), plus \$18.00/hr for the escort and/or driver with a minimum of two hours. Arrangements can be made to use the KD wheel chair van for the same fee. The resident /responsible party can authorize that the escort payment be made from his/her trust account.

LAUNDRY SERVICES

All personal machine washable items are laundered on site. Kristus Darzs provides all bed linens, blankets, spreads, pillows and towels. Residents may bring their own comforter, but it must be labeled by laundry staff.

It is recommended that clothing be appropriate for machine washing. On admission, and when new clothing is purchased, the resident or family member is responsible for taking all personal clothing to the laundry room to be labeled. All clothing **must be** labeled. Kristus Darzs is not responsible for unlabeled lost clothing

A binder near the laundry door contains *New Clothes Labeling Check Sheets*. Complete a form, ensuring that you write down every piece of clothing that needs to be labeled. Place all clothing, and the completed form in a bag and leave it in the "Items for Labeling" bin, located beside the laundry room.

If you are planning to gift an item of clothing, please drop it off for labeling at least 2 weeks before the date you plan to gift it to a resident.

Families or responsible parties are responsible for having clothing mended and ensuring that the resident has sufficient and appropriate clothing and footwear.

RESIDENT'S POSSESSIONS

Kristus Darzs will not be responsible for resident's valuables or money unless submitted for safekeeping to the Executive Director's office. Residents can request to have a lock put on one drawer of the night table. Residents are encouraged to keep valuables locked up or in the safe and money in their trust account. If something is missing please note the time and day and notify the office or the Administrator.

No storage is provided for large household items or seasonal clothing.

Rooms must be furnished so as to allow stretcher access in case of emergencies.

All electrical items brought into the facility **must** be checked and approved of by the maintenance staff. Electrical items that **cannot** be brought into the facility to be used by the resident in their rooms include:

- ❖ Irons
- ❖ Tea kettles
- ❖ Heating pads
- ❖ Electric space heaters
- ❖ Extension cords

Staff will ensure that all eye glasses and dentures are labeled.

Residents can have a small bar fridge in the room as long as the resident is capable of ensuring that items in the fridge are dated and the fridge kept clean. For the health of the resident's, staff monitor the contents of the fridge and clean out contents weekly.

Residents can arrange to have an air conditioner installed. The unit must be purchased by resident or family and must meet the Home's safety requirements. There is a \$200.00 per year fee to have units put in, taken out and run. All rooms have an overhead fan which helps to circulate the air. The circulation is more effective if the hall door way and washroom door are kept open.

MOBILITY EQUIPMENT

The facility will provide for general use equipment including; wheelchairs, geriatric chairs, canes, walkers, toilet aids and other self-help aids for the activities of daily living. Kristus Darzs maintains a pool of equipment for general temporary/emergency use.

As of April 1 2007, all residents who have been using Kristus Darzs mobility aides will be required to make arrangements to acquire their own assistive devices. Our policy is to provide general temporary/emergency use of our mobility aides for 60 days. After 60 days the resident is expected to begin the process of obtaining their own mobility aide and to inform the Programs or Nursing office of this process.

RESIDENT RESPONSIBILITIES

All residents at Kristus Darzs have many rights, but also have certain responsibilities. By assuming the responsibilities listed below, you will enhance your own well-being as you reside and interact with others and contribute to the overall quality of life at Kristus Darzs.

Please contact the Resident Support Services Coordinator if you have any questions about the following resident responsibilities.

- ❖ Provide the best of your knowledge accurate and complete information about your current health status, past illnesses, hospitalizations, medications, and other matter pertaining to your health.
- ❖ Report any changes in your health condition to the Charge Nurse.
- ❖ Understand the consequences and accept responsibility for your actions if you refuse ordered medical treatment or do not follow your doctor's orders.

- ❖ Assure that the financial obligations of your care are paid in a timely manner according to the Admission Agreement.
- ❖ Become familiar with and follow the facility's rules and applicable legislation and regulation regarding resident conduct and care. Violence and Harassment towards staff and/or other residents will not be tolerated.
- ❖ Be considerate of the rights of other residents, including such areas as noise control, smoking, visitors, and confidentiality.
- ❖ Treat the staff with consideration-try to understand their responsibilities and respect their efforts.
- ❖ Get involved in daily life at Kristus Darzs-attend activities and contribute your special talents.
- ❖ Participate in Resident Council meetings and help shape decisions that will directly affect your life within the Home.
- ❖ Residents are encouraged to keep the registered staff informed about their whereabouts at all times. If the resident wishes to go outside he/she should inform the floor nurse. Residents should make use of the walkway around the building. Residents should not walk along Pine Valley Drive, as there are no safe side walks for pedestrians.
- ❖ Know and comply with safety regulations regarding fires and other disasters, and cooperate with periodic safety drills.

ALCOHOL CONSUMPTION

We strongly discourage residents from keeping alcohol in their rooms. Alcohol should be kept at the nurse's station and will be available to you upon request. Staff reserve the right to remove alcohol from a resident's room if required. Residents and visitors should notify the RN if they are bringing alcohol into the building.

Prior to consuming alcohol, residents/responsible parties are encouraged to ensure that there will not be any harmful interactions with resident's medication. Alcohol abuse will not be tolerated within Kristus Darzs Latvian Home.

SMOKING AND TOBACCO USE

All residents have the right to live in a safe environment. The safety of the facility and residents supersedes the individual's right to smoke.

Residents who wish to smoke at Kristus Darzs will be assessed on their ability to smoke safely and independently. Arrangements for smoking will be made on a case-by-case basis. Residents will be asked to leave their smoking materials (i.e. matches, lighters, cigarettes) with staff if deemed appropriate by the Director of Care. The smoking materials will be available on request at the floor one nursing station.

Our main goal is to provide a safe environment, but we recognize that some residents may choose or need to quit smoking if they are not able to smoke safely. Our medical staff has been trained to provide support to those who want to cut down or quit smoking.

Kristus Darzs is a non-smoking facility. Smoking is prohibited in and 10 meters around the building. There is a safe and accessible smoking area which is designated solely for residents.

VISITORS

Visiting Kristus Darzs

Visitors are very welcome and encouraged at Kristus Darzs Latvian Home. Everyone coming into the Home must sign the visitor log book located in the front lobby. Please respect and abide by our Visitor's Code of Conduct. Although there are no set visiting hours, visitors are asked to respect evening quiet hours, which begin at 9:00 p.m.

Sick? Stay Away!

Anyone who is exhibiting signs of cold or flu is discouraged from coming into the Home. Please use the hand sanitizer when entering and leaving the building and wash your hands frequently. We aim to keep our residents as healthy as possible.

Meals

All meals at Kristus Darzs cost \$6.00. Meal tickets are available Monday to Friday from the Main Office. On the weekends, meal tickets can be purchased from the Registered Nurse who can be found at the first floor nursing station.

Visitors who are planning to stay for a meal must sign the reservation list located by the kitchen door at least ½ hour before the meal.

To ensure that the kitchen can accommodate your group, parties larger than 6 must call 24-hours in advance. Prior arrangements can also be made for private family celebrations.

Food brought into the facility for general consumption must originate from a source inspected by the Public Health Department. Visitors bringing food items for a family member or loved one must provide a sample to the kitchen. The source and date must clearly be marked.

SAFETY AND FIRE

Kristus Darzs Latvian Home has a Fire, Disaster and Emergency Plan in place to ensure our resident's safety. We conduct fire drills monthly and on every shift to keep our staff and residents prepared for emergencies.

In the event of a fire drill, you are to remain where you are and take direction from the staff. The fire exits are all marked with lit signs. All exits automatically open when the fire alarm sounds.

Kristus Darzs is equipped with a security system that locks all exterior and stairwell doors. Key codes for these doors may be obtained from the Main Office.

Hazard Identification

Kristus Darzs Latvian Home uses *Unsafe Do Not Use* tags to identify any equipment/item that is broken and not to be put in use. Wet floor signs, and other signage may also be seen throughout the Home to advise of unsafe situations. Please respect these directions and do not use tagged equipment and use caution on wet floors, etc.

FUNERAL PLANNING

On admission, any funeral plans that have been prearranged by the resident are noted in the resident's chart. To simplify the discharge process, please notify us of the Executor of the resident's Will. It is suggested that residents and/or family members identify and set aside burial clothing to keep at the Home.

DO NOT RESUSCITATE POLICY

Each resident will be asked at the time of admission and annually afterwards, their decision to be artificially resuscitated in the event of a life-threatening condition. Each resident's request will be honoured, but if a resident who has requested to be resuscitated has been found deceased, attempts at resuscitation will not be made.

CONCERNS AND SUGGESTIONS

Kristus Darzs will not discourage reporting or threaten or subject residents to discriminatory treatment because a complaint was made in accordance with Section 26 of the Long Term Care Homes Act. Every person has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others without interference and without fear of coercion, discrimination or reprisal.

Any concerns, complaints or recommended changes regarding the facility and its services raised by residents and/or family should be directed to the person involved or the immediate person in charge. The staff directory is attached. Every attempt will be made to resolve the concern immediately.

If the concern cannot be resolved satisfactory; the concern can be raised directly with the Director of Care or Executive Director.

Denise Ackerman	Acting Director of Care	Ext. 225
Lauma Stikuts	Executive Director	Ext. 228

Residents and their representatives can make their concerns known directly as outlined above or by completing a *Concern/Suggestion Form* available from on the bulletin board. The written complaint should be left at the office or placed in the mail slot located beside the Executive Director's office. All forms are forwarded to the Resident Support Services Coordinator and presented to the Management Team at their weekly meetings.

If the issue is not satisfactorily resolved, the resident and/or family member may further discuss it with the Residents' Council, Family Council or Board of Directors. The names of these individuals are posted on the bulletin board.

Concerns may also be forwarded directly to the Ministry of Health and Long Term Care. Concerns can be sent by mail to the following address:

Ministry of Health and Long-Term Care
Performance Improvement and Compliance Branch
55 St. Clair Avenue West, 8th Floor
Toronto, Ontario, M4V 2Y7

The other method of making a complaint to the Ministry is to call the toll-free Long-Term Care ACTION Line at 1-866-434-0144 which is open 7 days a week from 8:30a.m. to 7:00p.m.

CONTACT US

Kristus Darzs Latvian Home
11290 Pine Valley Drive
Woodbridge, ON L4L 1A6

General E-mail Address: kristusdarzs@kdlatvianhome.com

Telephone Number: 905-832-3300

Staff Directory

<i>Title</i>	<i>Name</i>	<i>Ext.</i>	<i>E-mail</i>
Executive Director	Lauma Stikuts	228	lstikuts@kdlatvianhome.com
Director of Resident Care (Acting)	Denise Ackerman	225	doc@kdlatvianhome.com
Director of Operations	Jolanta Linde	222	jlinde@kdlatvianhome.com
Business Manager	Mary-Anne Denney	229	madenney@kdlatvianhome.com
Resident Support Services Coordinator	Meta Baze	221	mbaze@kdlatvianhome.com
Director of Nutritional Services	Lilia Roudenko	234	lroudenko@kdlatvianhome.com
Administrative Assistant	Sandra Niedra	224	sniedra@kdlatvianhome.com