

RESIDENTS' HANDBOOK

RESIDENTS' RIGHTS

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality and to be free from mental and physical abuse.
2. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
3. Every resident has the right to be told who is responsible for providing for the resident's direct care.
4. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
5. Every resident has the right to keep in his or her room and display personal possessions, pictures and furnishings in keeping with safety requirements and other residents' rights.
6. Every resident has the right,
 - i) to be informed of his or her medical condition, treatment and proposed course of treatment,
 - ii) to give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent,
 - iii) to have the opportunity to participate fully in making any decision and obtaining an independent medical opinion, concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a home, and
 - iv) to have his or her medical records kept confidential in accordance with the law.
7. Every resident has the right to receive reactivation and assistance towards independence consistent with his or her requirements.

8. Every resident who is being considered for restraints has the right to be fully informed about the procedures and the consequences of receiving or refusing them.
9. Every resident has the right to communicate in confidence, to receive visitors of his or her choice and to consult in private with any person without interference.
10. Every resident whose death is likely to be imminent has the right to have members of the resident's family present twenty-four hours per day.
11. Every resident has the right to designate a person to receive information concerning any transfer or emergency hospitalization of the resident and where a person is so designated to have that person so informed forthwith.
12. Every resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the residents' council, home staff, government officials or any other person inside or outside the home, without fear of restraint, interference, coercion, discrimination or reprisal.
13. Every resident has the right to form friendships, to enjoy relationships and to participate in the residents' council.
14. Every resident has the right to meet privately with his or her spouse in a room that assures privacy and where both spouses are residents in the same home, they have the right to share a room according to their wishes, if an appropriate room is available.
15. Every resident has a right to pursue social, cultural, religious and other interests, to develop his or her potential and be given reasonable provisions by the home to accommodate these pursuits.
16. Every resident has the right to be informed in writing of any law, rule or policy affecting the operation of the home and of the procedures for initiating complaints.
17. Every resident has the right to manage his or her own financial affairs where the resident is able to do so, and where the resident's financial affairs are managed by the home, to receive a quarterly accounting of any transactions undertaken on his or her behalf and to be assured that the resident's property is managed solely on the resident's behalf.
18. Every resident has the right to live in a safe and clean environment.

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

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 according to Home policy. 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.

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. Any items designated as donations to Kristus Darzs must be packaged and labeled as donations to **Kristus Darzs Foundation**.

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. All residents are welcome 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

Families and friends of the resident 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.

COMPLAINT PROCEDURE

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. Every attempt will be made to resolve the concern immediately.

If the concern cannot be resolved satisfactory; the concern should be directed to the management. The organization chart is attached.

Residents and their representatives can make their concerns known directly as outlined above or by completing a complaint form available on the main bulletin board. The written complaint should be left at the office or placed in the door mail slot for Administrator's office.

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

If the concern is still not resolved, it may be brought to the local Long-term Care Division Regional Office, the Long-term Care Division Corporate Office, or the Minister of Health. The individual may also contact any local and/or provincial consumer groups.

The Ministry of Health Compliance Advisor for Kristus Darzs Latvian Home is Marsha Hardwick, 1-800-486-4935.

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 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 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.
- 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.
- 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, 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 laundry service including labeling, machine washing and drying of personal clothing. It is recommended that clothing be appropriate for machine washing. Any new clothing should be taken to the laundry area for the labeling process. Families or responsible parties

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

- The resident will be provided a bed with adjustable bed rails, a bedside table, a comfortable chair, and where a resident is confined to bed, a bed with adjustable head and foot. Resident personal furniture will be permitted only if approved by the Management. It must be in good repair and of appropriate size for the resident room. 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 maintain a personal comfort account for the residents should they so desire. The residents will be able to access the funds during business hours and they will receive a statement quarterly.

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.

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,

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
- Physio therapy
- hearing aid specialist
- private duty nursing or private palliative care givers

Services provided at no extra cost to the resident:

- pastoral services
- social worker
- services
- library
- monthly banking service (provided by the Latvian Credit Union).

ESCORT FEES

KD staff will help residents contact and arrange assistance from a driver and / or escort. The escort is paid by the resident and / or family (responsible party). Fees are \$0.45/km (from Kristus Darzs to appointment and return), plus \$18.00/hr for the escort or driver with a minimum of two hours. Arrangements can be made for the wheel chair van. The resident /responsible party can authorize that the escort payment be made from his/her comfort account .

LEAVES OF ABSENCES

Vacation leave of absence of up to 21 days per year is available to residents. Casual leaves may be combined with vacation leaves for a total of 31 combined days of leave per year. The resident must notify the floor nurse, and sign out at the first floor nursing station prior to leaving, as well as signing in upon return.

Medical leaves (for hospitalization) may be taken up to 21 days. Psychiatric leaves may be taken up to 45 days. If the leave extends beyond the guidelines set by the Ministry of Health, the resident and/or family may pay a bed-holding fee of \$53.00 to MOH<C to retain the bed within the facility. For an additional 30 days. When all the authorized bed-holding days have been used up, 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 sign the form acknowledging the receipt of any medications the resident may need for the time period. 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.

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 and not walk along Pine Valley Drive. The traffic is too fast and busy to safely walk along Pine Valley Drive.

ALCOHOL

Alcohol abuse will not be tolerated within Kristus Darzs Latvian Home.

Prior to consuming alcohol at a social event residents / responsible parties are encouraged to ensure that there will not be any harmful interactions with medication the resident is taking.

OVER-THE-COUNTER MEDICATIONS

All medications must be approved by the resident's attending physician.

VISITORS

Visiting hours

Visitors are welcome. Everyone coming into the Home should sign the visitor log book located in the front lobby. Quiet hour begins at 9:00 p.m.

Meals

Anyone planning to stay for a meal should sign the reservation list at least ½ hour before the meal and purchase a meal ticket at the main office for \$6.00. Kristus Darzs Dining Room can accommodate only 6 guests per meal. The noon meal tends to be the most popular.

Meal tickets are available Monday to Friday from the Office Manager. After office hours visitors can obtain an envelope from the sign –in area or from the dietary staff for the payment. The envelope can be dropped off to the Accounts Managers Office located in the Administration office area. (There is a mail slot in the office door).

Prior arrangements can be made for larger groups or 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.

WASH HANDS!!!!

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.

RESIDENT'S POSSESSIONS

Kristus Darzs will not be responsible for resident's valuables or money unless submitted for safekeeping to the Administrator's office. Resident 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 the 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. Very limited storage for seasonal clothing is available for a fee of \$25.00 fee per year, made payable to Kristus Darzs Foundation. A list of the Board of Directors of Kristus Darzs Foundation can be found on the main bulletin board on the 1st floor.

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.

Any new clothing items must be brought to the laundry area in the basement, in order to initiate the labeling process. In the binder are forms on which to itemize the new clothing. If the item is intended to be a gift please ensure that the laundry department is given at least 2 weeks to process.

Staff will try to 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. Staff reserve the right to monitor the fridges.

Residents can arrange to have an air conditioner installed. The unit must be purchased by resident or family and meets the Home's 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 is left open and the washroom door is left open as well.

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.