



# Trillium Manor

## Resident and Family Handbook

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ORILLIA, ON  
(705) 325-1504



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## A. Introduction and Welcome

### I. History of the Home:

Trillium Manor was built by the Ladies Orange Benevolent Association Ontario West in 1969 as a charitable Home for the Aged. At that time, the Ladies Orange Benevolent Association named the facility Trillium Home for the Aged. Accommodation consisted of 37 semi-private rooms with central core washrooms. Sixty-three independent Residents were admitted there. The care requirements for these independent Residents was very light with staff consisting of one (1) Registered Nurse, one (1) Health Care Aide and one (1) housekeeping/laundry staff, plus the Administrator. The Ladies Orange Benevolent Association elected board members who were responsible to oversee the operation of Trillium Home for the Aged. These Board members were very dedicated people who travelled from different parts of Ontario for their meetings.

Planning for the future, the Administration applied for and received the conversion of 50 Residential beds to 50 extended care beds. This allowed for heavier care Residents to be admitted and an increase in staffing levels. The bed complement was increased to 72.

Trillium Home for the Aged was purchased by the Corporation of the County of Simcoe in 1989 changing the Home's status from charitable to municipal. The name was changed to Trillium Manor Home for the Aged in keeping with the three (3) other County Homes.

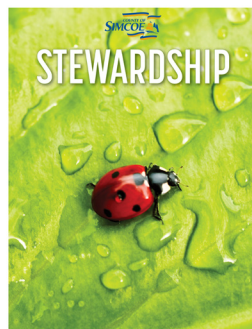
Between 1994 and 1996, Trillium Manor was involved in a major redevelopment project. This project consisted of a new expansion and a complete retrofit of the existing building for a total of 122 beds. The redevelopment created four (4) separate units with semi- and private rooms all with ensuite washrooms, a special care unit for the cognitively impaired, a 100% barrier-free environment and an expansion of the kitchen, laundry and maintenance areas. On completion of the expansion and retrofit, the 50 Residents from Hillcrest Lodge were transferred to Trillium Manor and Hillcrest Lodge in Orillia was closed. The newly-built auditorium at Trillium Manor was named Hillcrest Hall in honour of the closing of Hillcrest Lodge, which had been a long-established Home for seniors in the City of Orillia. The grand opening ceremonies were held November 16, 1996 with Residents from Trillium Manor and Hillcrest Lodge in attendance.

## A. Introduction and Welcome

### 2. Mission of the Home:

To provide effective, high quality, safe and efficient long term care services in a home-like setting for the clients and families that we serve.

### 3. Core Values:



### 4. Scope of Service:

Trillium Manor is one (1) of four (4) Municipal Homes for the Aged operated by the County of Simcoe (Georgian Manor in Penetanguishene, Simcoe Manor in Beeton, and Sunset Manor in Collingwood represent the other three). It is located in the City of Orillia.

Trillium Manor provides for seniors who require care in accordance with the Long Term Care Homes Act, 2007 and associated Regulation 79/10, as well as other applicable legislation.

Trillium Manor services the Orillia area in the North Simcoe-Muskoka Local Health Integration Network, however, admissions are not restricted to this area. Admissions are arranged through the Community Care Access Centre (1-888-721-2222).

## A. Introduction and Welcome

### 4. Scope of Service continued:

Trillium Manor provides long term care home services that include 24-hour personal and nursing care, rehabilitation, medical care, social and recreational activities as well as the provision of a safe, comfortable, home-like environment. The Home does not provide special one-to-one nursing, except in unusual circumstances, and then only for a limited period of time. The Administrator of the Home must be informed should the Resident or family choose to hire additional caregivers for private and individualized care of the Resident.

There are two (2) secure-care Resident Home Areas controlled by keypad access to ensure the safety of those Residents living there. We ask that all visitors to the Home are careful when entering or exiting these areas and ask for staff assistance before assisting Residents in or out of the Resident Home Area.

One (1) room is available for respite care which is also co-ordinated through the Community Care Access Centre.

In order to provide comprehensive services, Trillium Manor accesses the following additional services as necessary:

- a. Physiotherapy and Occupational Therapy are available by a contracted provider or private pay fee for service.
- b. Social work services through the LHIN, Home and Community Care.
- c. Psychogeriatric assessments and referrals through the Waypoint Centre for Mental Health Care located in Penetanguishene and the Geriatric Day hospital located in Orillia Soldiers' Memorial Hospital.





## B. Accommodations

The Home is organized into four (4) distinct Resident Home Areas, each with its own nursing station, conference room, spas, dining room, activation room, and lounge.

60% of the rooms at Trillium Manor are private with an ensuite washroom. The remaining rooms have two (2) beds with a shared washroom. Trillium Manor attempts to make suitable placement when Residents are sharing accommodations with others, but cannot guarantee roommate compatibility. Every effort is made to accommodate spouses who wish to share a room based on availability.

All resident rooms, washrooms, and amenity spaces are equipped with a nurse call system. When the resident pulls the cord, a signal sounds at the Nursing station, on staff phones and dome light comes on outside of the Resident room. A speech module in the room allows nursing and personal care staff to communicate with the Resident. However, staff must come to the room to cancel the call and turn off the dome light.

All exterior doors are on an alarm system that is connected to the nurse call system. Stairwell doors have keypad access only.

The Severn and Orillia Resident Home Areas provide a secure environment for cognitively impaired Residents who wander.

## C. What to Bring With You

### I. Clothing:

Residents supply all their own clothing. The staff will arrange to have your name marked on all items when you arrive. When purchasing new clothing, please place the clothing in a closed bag clearly marked with the name of the Resident and provide to staff who will have it labeled.

Clothing is laundered free of charge, but you are responsible for looking after any dry cleaning needs. All clothing should be machine washable and permanent press. We do not provide an ironing service. If you require special adaptive clothing we can provide you with a list of vendors.

Residents and families frequently ask what types of and how much clothing to bring. The style of clothing is completely up to you, but as outlined above, your every day clothing must be of “wash and wear” material. You should bring at least six (6) seasonal outfits of clothing. Storage at the Home is limited, therefore families should be prepared to store off-season clothing and are responsible to keep the room free of clutter.

### 2. Lost Articles:

All Resident belongings should be marked. This includes pictures, photographs, furniture, equipment, and any other valuables. The staff make every effort to ensure that laundered articles are returned to the appropriate Resident. However, on occasion items do go astray. This is usually because items are not marked, labels have come off, items have been placed on the wrong laundry cart in error or articles of clothing are returned to another Resident in error.

If you are missing an item, please notify the nursing staff who will co-ordinate with laundry and housekeeping departments to look for the item. It sometimes takes a week or two to locate an item, but our experience has been that lost articles do eventually surface.

If you find an item not belonging to you in your room, leave it, with a note at the Nursing Station.

### 3. Eyeglasses and Dentures:

Please arrange to have these marked with your name BEFORE admission. Labelling can be completed by our dental vendor for a fee.

## C. What to Bring With You

### 4. Supplies/Equipment/Medication:

Medical supplies, supplies for personal hygiene, and nursing equipment required for the care of Residents are provided by the Home. Male Residents should bring their own electric razor. Please note that bar soap and powder are not allowed in the Home. These items can negatively impact Residents' risk for infection and their safety. Prescription pharmaceutical preparations listed in the Ontario Drug Benefit Formulary are provided to Residents. Residents are responsible for the cost of pharmaceuticals not listed in the formulary.

**\*For safety reasons:** Residents are not permitted to keep any medications in their rooms unless ordered by their attending physician and kept in a locked drawer. This includes prescription, over-the-counter, and topical medications.

### 5. Furnishings:

All furniture (bed, bedside table and closet/wardrobe) and bedding is provided by Trillium Manor. However, if you wish to bring a few favourite items or small articles of furniture to personalize your room, you are most welcome to do so. Appropriate items include:

- a favourite comforter for your bed
- pictures for your walls (memory care units, please no glass in picture frame)
- a small easy chair - preferably vinyl or leather for ease of cleaning
- a small television, a radio, etc. (please provide ear phones).

**\*For safety reasons:**

- a. We do limit the amount of furniture and other personal belongings that you may keep in your room. You, your roommate, and staff, must be able to move about the room safely and with any equipment that may be required. Resident room sizes do not accommodate love seats, dining room tables or large dressers. These also pose a housekeeping problem as staff cannot move them to clean properly.
- b. All electrical items must be inspected and approved by our maintenance staff prior to use.
- c. Residents are not permitted to have kitchen appliances (kettles, toasters, refrigerators, coffee machines, etc.) in their room.

## C. What to Bring With You

### 5. Furnishings continued:

- d. Surfaces of all furnishings must be intact (free of cracks) and in a good state of repair. Arrangements for removal (and any associated costs) of furniture is the responsibility of the Resident.
- e. Placement of furniture must allow housekeeping and personal care staff the ability to perform their work safely.
- f. Families and Residents are responsible for keeping the room free of clutter.

### 6. Wheelchairs/Walkers, etc:

Trillium manor has a supply of 'short-term loaner' wheelchairs and walkers that are available for use on an interim basis. If you require these articles on a permanent basis, they must be fitted to your specific requirements and staff will assist you with arranging the assessment and purchase of these items. There is also funding available through the Ministry of Health's Assistive Devices Program (ADP) if you meet criteria.

### 7. Health Cards:

Health card numbers are required for any hospital or specialist visits. To ensure that it is available when needed, we ask that you bring your Health Card in at the time of your admission and we will keep it at the Nursing Station so it is available when needed. When a replacement health card is required due to expiry, loss or damage, the front office staff are able to deal with the Ministry of Health and Long Term Care directly to acquire a replacement card.

Health cards are updated by the administration. If the renewal form is sent to the POA or family, please bring to administration.

## D. Personal Services Available

### 1. Hairdresser/Barber:

On-site Hairdressing/Barber services are available: Monday and Tuesday 9 a.m. to 12 p.m. and Wednesday 9 a.m. to 4:30 p.m. Appointments should be made in advance at the Beauty Salon (first floor near the vending machines before reaching the Severn Resident Home Area). Family members can leave a note during off-hours in the box provided beside the Beauty Salon door. Each Resident must fill out a hairdresser consent form with administration prior to service. All billing will be sent to the Resident or POA.

### 2. Telephone:

Arrangements can be made with Roger's Cable or Bell Telephone to install a telephone in your room. The service charge for installation, plus the monthly rate is the Resident's responsibility. If you decide to have your own personal phone, please advise the Administration Office. The timing to install your own phone is based on Bell Canada's or Rogers' schedules, but must be during regular business hours at the Home, Monday to Friday 8:30 a.m. to 3:30 p.m. If you change rooms, charges may apply. If you choose not to have your own personal phone, you may use the phone at the Nursing Station. Please have a nursing staff member assist you.

### 3. Cable:

Arrangements can be made with Roger's Cable company for installation. The installation charge and monthly rate are the Resident's responsibility. Timing for the installation is according to the cable company's schedule, but must be during regular business hours at the Home, Monday to Friday 8:30 a.m. to 3:30 p.m. If you should change rooms, charges may apply.

### 4. Mail:

Mail is delivered to Residents on weekdays. Stamps can be purchased in the Administration office. Outgoing mail may be left in the front office or placed in the mailboxes immediately outside the front entrance.

### 5. Newspapers:

If you would like to arrange for newspaper delivery we ask that you make those arrangements with the desired newspaper. Residents are responsible for subscription costs. Please ensure the Resident name is placed on the paper by your carrier.

## D. Personal Services Available

### 6. Computer/Internet:

On the main floor in the Margaret Allen Resource Room, you will find a computer with Internet access available for Resident use. This computer has an adaptive keyboard and desk for your convenience. Public wifi is available in the facility for those with personal computers or tablets.

### 7. Library:

A travelling library cart visits Resident Home Areas. Book collections are also available in the Activation and Living rooms in each Home Area. There is a selection of large print books available.

### 8. Transportation

Families are responsible for transporting and accompanying Residents to outside appointments. If transportation is required for non-emergency appointments, and families are unable to provide it, the registered staff in your Resident Home Area will make every effort to secure transportation, however this cannot be guaranteed. If the Resident requires accompaniment to the appointment, this must be arranged by the family. Costs associated with both transportation and accompaniment is the responsibility of the Resident. Additionally, any transportation back to the Home from a trip to the hospital emergency department is the responsibility of the Resident or family.

### 9. Alternative Therapies:

Alternative Therapies such as massage and touch therapy are permitted within the Manor. Residents who would like alternative therapies are encouraged to discuss them with their physician prior to initiating treatment. Arrangements for, and costs of, alternative therapy are the responsibility of the Resident and/or family. Please note that Ear Candling due to the open flame is not permitted under Fire Regulations.

## E. Meals at Trillium Manor

### 1. General Meal Information:

The Dietary Department is managed under the direction of a Registered Dietitian and Dietary Supervisor. Meals are planned in accordance with Canada's Food Guide to meet the current recommended nutrient intake for the elderly as published by Health and Welfare Canada and according to the legislative requirements of the Ministry of Health and Long Term Care.

### 2. Special Diets:

Some Residents may be on special therapeutic and/or modified texture diets ordered by their physician or Registered Dietician to assist in the management or control of disease conditions. These diets are individualized for each Resident by the Dietitian who will provide ongoing support to Residents and their families in interpreting them.

### 3. Foods Not Prepared at Trillium Manor:

In keeping with our objective for the provision of safe and nutritious foods to Residents, Residents and families should ensure that foods brought into the Manor are stored properly (refrigerated if necessary) and used before spoilage or expiration dates. Further these food items need to be labeled with the Resident's name and dated.

**\*For Safety Reasons:** It is important that foods and fluids brought in for you are in keeping with any therapeutic and/or modified texture diet that you have been ordered.

### 4. Meal Service:

Dining rooms are located in each Resident Home Area. Residents are expected to eat meals in the dining rooms

Breakfast	8:00 a.m.
Lunch	12:00 p.m.
Dinner	5:00 p.m.
Snacks	10:30 a.m., 2:30 p.m. and 7:30 p.m.

## E. Meals at Trillium Manor

### 5. Guest Meals:

Family and friends are encouraged to dine with Residents. Please notify the Administration office at least two (2) hours before the meal so the dietary staff can make the necessary arrangements. Meal costs are posted in the Front Lobby and in the front office. Please purchase meal tickets from the Administration office, Monday to Friday. Weekend meals must be purchased in advance.

### 6. Food Committee:



Residents meet with the Dietary Supervisor to discuss meal service issues - food preferences, special occasion menus, quality concerns, etc. Minutes of meetings are posted on the bulletin board outside each dining room. In the Severn Resident Home Area, the minutes are posted on the bulletin board just outside the unit.



## F. Resident Care

### 1. Power of Attorney for Personal Care:

A Power of Attorney (POA) for Personal Care is a legal document defined by the Substitute Decisions Act of Ontario which permits a person to make personal care decisions on behalf of a person only if the person has become incapable of making such decisions. Therefore, the Resident is the primary decision maker whenever possible about their care. Families must understand that a Resident's wishes take precedence. In the absence of a Power of Attorney document, staff follow the Substitute Decisions Act to determine who has authority if the Resident is unable to make his or her own care decisions.

### 2. Notification of Next of Kin:

It is our policy to phone one (1) individual only, preferably the Power of Attorney for Personal Care or the appointed substitute decision-maker for care. This person should contact other family members as appropriate. On admission, please indicate who we should call and designate an alternate in the event that this person is unavailable.

Staff will contact the Power of Attorney for Personal Care or the substitute decision-maker for care when:

- a. there is a sudden change in a Resident's condition
- b. a Resident requires transfer to another health-care facility (hospital for example)
- c. a transfer to another room within Trillium Manor is required
- d. care concerns arise
- e. a Resident requests it

### 3. Resident Care Conference:

The Care Team reviews each Resident's individual care requirements within six (6) weeks of admission, on an annual basis, and as needed, to evaluate care and programming. Residents and/or their Power of Attorney (POA) are invited to participate in this process and to discuss any problems or concerns they might have and to review the Plan of Care. Families are invited to attend at the discretion and consent of the competent Resident. The object is to provide optimal quality of life for each Resident.

## F. Resident Care

### 4. Medical Care

Each attending physician ensures his or her Residents have medical on-call coverage at all times, should an emergency arise.

You may choose to have a physician or Nurse Practitioner (NP) of your choice manage your care. However, your attending physician or Nurse Practitioner must agree to abide by the policies and procedures of the Home and the requirements of the Ministry of Health and Long Term Care, including entering into a written agreement with the Home.

Dr. Stephen Fagan is the Medical Director of the Home, as well as being one of our Attending Physicians, and provides medical guidance and support to the Home.

### 5. Registered Nursing Staff

Registered Nursing Staff are available 24 hours a day. Resident Home Areas are managed by a full-time Director of Resident Care as well as a Associate Director of Care. They are responsible for co-ordinating your care. Please feel free to direct any questions, concerns or suggestions to them.

### 6. Foot Care:

This service is provided at no charge by one of our Registered Practical Nurses (RPNs) who has advanced training in foot care. Should additional podiatry services be required beyond the scope of our RPN we will refer you to the Podiatrist or Chiropodist of your choice and the Resident is responsible for any fees incurred.

### 7. Dentist and Denturist:

Dental services are available on-site at Trillium Manor through a contracted mobile Dental Services company. Consent forms are available from the Administration Office. The vendor co-ordinates appointments for Trillium Manor Residents. Residents are responsible for all fees.

Alternatively, Residents requiring professional dental services may choose to do so with the practitioner of their choice, and are responsible for all transportation to and from appointments and associated transportation and dental fees.

## F. Resident Care

### 8. Specialist:

If your physician or Nurse Practitioner feels that an appointment with a specialist is required, the Registered Nursing Staff will assist in making those appointments. Families are responsible for providing transportation and any personal assistance required.

### 9. Hearing Aids:

Please ensure your hearing aid is labeled with your name.

### 10. Physiotherapy, Speech or Occupational Therapy:

Physiotherapist services are provided through a contracted provider on-site at Trillium Manor. Speech Therapy is available through the LHIN - Home and Community Care by referral. If you require any of these services, it will be ordered by your physician and the Registered Nursing Staff will make the necessary arrangements.

## G. Activities for our Residents

### 1. Activation Program:

Our Programs and Support staff plan a number of activities designed to satisfy your needs and interests. These activities include such things as bingo, conversation groups, shuffleboard, painting, rhythm band, daily exercise groups, horticultural therapy, music therapy, sensory stimulation plus a whole lot more! These programs change regularly as Resident interests and abilities change. A calendar of activities, entertainment and programs is printed each month and available to Residents and families.

### 2. Entertainment:

Local organizations and community groups provide entertainment for your enjoyment. Such events are advertised in the monthly Activities Calendar. Family and friends are welcome on all occasions.

### 3. Outings:

Our Programs and Support staff plan regular outings for community events, picnics, tours of the countryside, etc. We have a wheelchair accessible bus available for such excursions. Families who wish to attend outings with Residents may be asked to take their own vehicle in order to ensure bus space is allocated for Residents as numbers of participants is limited by the number of seats on the bus. There may be costs associated with outings, such as shopping trips, restaurants or admission fees which will be communicated in advance of the outing.

### 4. Church Services:

Ecumenical services are held in Hillcrest Hall each Friday at 10:30 a.m. These are conducted by clergy of the Local Ministerial Association. Bible studies are held weekly. Our Chaplain is available to Residents and families for spiritual guidance, support and visitation and may be contacted through the Program and Support Staff. Pastoral Care volunteers under the direction of the Program and Support Services Manager and the Local Ministerial Association will visit you upon request.

## G. Activities for our Residents

### 5. Community Involvement/Volunteers:

We are indebted to the many organizations, groups and individuals who add the community dimension to the lives of our Residents.

Volunteers of all age groups contribute regularly to our community at Trillium Manor. They are involved in a variety of activities: meal service, crafts, friendly visiting, pastoral care, palliative care, office routines, shopping trips, bingo,



birthday parties, entertainment, pub nights, church services, and fundraising. The Program and Support Services (PSS) staff co-ordinates the volunteer program. Family members who are interested in helping out are encouraged to contact the PSS staff. Local Schools, Churches and Service Clubs also volunteer their time to provide special intergenerational and spiritual programs.

## H. Visiting Hours/Going Out

### I. General Information

Visitors are welcome at any reasonable time. There are no set visiting hours.

If you wish to see your visitors other than in your room, there are several sitting rooms where you may find privacy.

**\*For Safety Reasons:** All visitors entering the building are required to sign in and out at the guest book in the vestibule area of the main entrance to our Home.

### 2. Colds and Flu Season

Colds and flu in our Home can have a significant impact on the health status of our Residents. Occasionally, visiting may be restricted due to infectious outbreaks of respiratory or gastrointestinal illness. Family and friends who are feeling unwell should refrain from visiting until their symptoms subside.

Remember, hand hygiene is the single most important means of preventing the spread of germs.

Alcohol-based hand sanitizer stations are strategically located throughout the Home, including entrances, exits, elevators, and dining rooms.

**\*For Safety Reasons:** Please remember to clean your hands with alcohol-based hand sanitizer when entering or exiting the Home or Resident Home Areas.



## H. Visiting Hours/Going Out

### 3. Going Out

As this is your Home, you are free to come and go as you wish.

- \* For Safety Reasons: If you are going out, sign out in the Resident Leave Book located at the Nursing Station and let the registered nursing staff on your RHA know where you are going and when you will return. When you return, please sign back in on the Resident Leave Book and let us know that you are back. If you are going out overnight or for a holiday, notify the Nursing staff at least 24 hours in advance so that medication can be provided for you as necessary.
- \* For Safety Reasons: Residents living on the Severn and Orillia RHA's must be supervised and accompanied by a responsible person before leaving the area.
- \* For Safety Reasons: Exterior doors are locked overnight. Should you return when the doors have been secured, please use the phone in the vestibule to contact staff you will be able to open the door for you.
- \* For Safety Reasons: You are cautioned on going out of the home in extreme hot or cold weather. Please speak to a member of the staff for details on any current weather warnings.

## I. Ministry of Health and Long Term Care Legislation/Regulation on Resident Leaves:

### 1. Casual Leave:

You are entitled to a casual leave of up to 48 hours per week. Casual leaves are permitted through the year in addition to vacation or medical/psychiatric leaves.

### 2. Vacation Leave:

A vacation leave of 21 days per year is available to all Residents. Vacation leave can be used only in the calendar year in which it is granted and is not cumulative.

\* For Safety Reasons: Your representative must accept responsibility for your care and must notify the home of any changes in your condition while away from the Manor or if you are admitted to a hospital during the leave.

### 3. Medical Leave

Medical leave for purposes of hospitalization is available to all Residents for up to 30 days at a time. The use of medical leave does not reduce your available vacation or casual leave. If your condition or care needs require absence from the home beyond the available medical leave, then you shall be discharged from the home.

### 4. Psychiatric Leave:

Psychiatric leave of up to 60 days is available to Residents for the purposes of assessment, treatment and stabilization. If your condition or care needs require absence from the home beyond the available psychiatric leave, then you shall be discharged from the home.

### 5. Resident Charges While on Leave:

During a leave of absence, you are responsible for the standard charges. This includes accommodation (basic or preferred) and any authorized purchase of other services. If your condition or care needs require absence from the home beyond the available medical or psychiatric leaves, then you shall be discharged from the home. To re-enter the Home, you or your representative must contact the LHIN - Home and Community Care (1-888-721-2222).



## J. Safety Regulations

### 1. Smoking:

There is no smoking permitted within Trillium Manor. Those Residents who wish to smoke must be assessed on their ability to safely smoke by the registered nursing staff. Smoking is only permitted at least 9 metres from the building, according to bylaws.

Trillium Manor offers information on smoking cessation; please ask staff if you are interested in learning more about this program.

**\* For Safety Reasons: Residents are not permitted to keep cigarettes, matches or lighters in their room; the nursing staff will secure them for you.**

### 2. Electrical Appliances:

All electrical appliances must be Canadian Standards Association (CSA) approved and checked by our maintenance staff to ensure that they are safe before you are allowed using them in your room. Kitchen appliances (kettles, coffee machines, refrigerators, electric coolers, water dispensers, etc.) are not permitted in Resident rooms. Numerous outlets are provided in all Resident rooms. Please do not use extension cords, octopus plugs, etc. Television and phone cables should not prevent safe movement in your room. If you need to have a longer cable to ideally position your television or phone, arrange to have maintenance secure it to the baseboard or wall.

### 3. Fire and Other Emergencies:

The Manor is equipped with smoke detectors and has an automatic sprinkler system throughout the building. When the alarm bells ring, fire doors automatically close, dividing the building into zones. Our fire alarm is tied directly into a fire monitoring company and in case of an actual emergency the Orillia Fire Department responds to the Home.

The Home has developed a detailed fire/emergency plan to deal with fire and other disasters. This plan is tested on a regular basis. Residents must co-operate and follow instructions during tests as well as real emergency situations.

Simulated fire drills are held three (3) times each month to ensure that our fire safety procedures are effective, with more detailed simulations conducted periodically.

## J. Safety Regulations

### 3. Fire and Other Emergencies continued:

**Upon hearing the fire alarm, Residents follow these instructions:**

- a. Close windows and doors if you are able to.
- b. Await announcement from the nurse in charge for further instruction.
- c. If you are not in your room, and you are not in any immediate danger wait where you are until you receive instructions from staff.
- d. Do not use the elevator during a drill or actual emergency.

**Upon hearing the fire alarm, visitors follow these instructions:**

- a. Remain with and reassure the Resident you are visiting.
- b. Follow instructions noted for Residents.

### 4. Restraints:

Trillium Manor has a policy of “least restraint”. That means that all possible interventions and safety devices are assessed before we will recommend that a restraint is to be used. Safety devices are seat belts that buckle at the front which the Resident can undo and chair/bed alarms that let us know when someone moves off their chair or bed. If it is determined that a restraint is needed, a written consent will be required from the Resident or his/her representative and a physician’s order for the restraint will be obtained. Some types of restraints are strictly prohibited under the Long Term Care Homes Act and cannot be used in the Home.

### 5. Resident Personal Vehicles:

Residents who are in possession of a valid drivers’ licence are permitted to have a personal vehicle at the Home, provided that a parking space is available. Residents are required to sign and abide by a personal vehicle agreement. Should the Medical Director determine that a Resident is no longer capable of driving, the Resident must comply.

## J. Safety Regulations

### 6. Alcohol

Residents may consume alcohol in moderation with their physician's approval and order. If a Resident abuses the use of alcohol, privileges may be limited or revoked.

\* For Safety Reasons: Residents are not permitted to keep alcohol in their room; the nursing staff will secure it for you.

Additionally, our policy does not permit alcohol to be consumed by family or visitors on Trillium Manor premises for safety reasons.

### 7. Security

All doors to the exterior are secured and accessible by keypad or swipe entry or exit only. The main entrance is locked overnight. Access is only available by using the phone in the vestibule to contact staff to let you in. Additionally, visitors are reminded to check with staff before assisting any Residents out of the building, as the Resident may be at risk of injury if outside unsupervised.

## K. Money Matters:

### I. Valuables:

The Home cannot be responsible for the loss of valuables. Residents are strongly encouraged not to bring valuables into the Home.

\* For Safety Reasons: Residents are advised to keep only small amounts of money on their person. Any monies needed by the Resident can be kept in their Trust Account – see the Office Staff for details.

### 2. Power of Attorney for Property

Residents remain responsible for their own financial affairs unless delegated to a responsible third party. A Power of Attorney for Property is a legal document that allows a person or persons (the Attorney) to make decisions on behalf of the person signing the document (the grantor), but only when the person is incapable of making their own decisions.

### 3. Accommodation Charges:

Charges for accommodation are set by the Ministry of Health and Long Term Care annually. Residents/families will receive written notification of all current rates at the time of admission and of any rate changes thereafter. All Residents are required to pay at least basic accommodation according to section 91 of the Long Term Care Homes Act. There are three rates as follows:

- a. Basic Accommodation - Ward Rate
- b. Preferred Accommodation - Semi Private Room Rate
- c. Preferred Accommodation - Private Room Rate

Depending on your income, you may qualify for a rate reduction for basic accommodation. We will require your Notice of Assessment from your current and up-to-date income tax return in order to determine eligibility for a rate reduction. Forms are available through the Administration Office and the Ministry of Health website and office staff will assist you with the process. There are no rate reductions available for preferred accommodation. If you are in preferred accommodation and would like to be transferred to basic accommodation, notify the Administration Office and arrangements will be made for a transfer when a bed becomes available.

We ask that personal cheques for accommodation charges be received at the Administration Office by the 20th of the month in order that the necessary accounting procedures can be done before the end of the month. Cheques may be post-dated to month-end. Direct Payment options are available; please contact the Administration office for more information.

## K. Money Matters:

### 4. Trust Account

The County of Simcoe will, on request, establish a Trust Account for a Resident on admission. Trust accounts are used for resident activities, including outings, meals and tuck shop only. Trust accounts are managed by the Home according to Section 241 of the Regulation 79/10.

### 5. Financial Assistance:

There are a number of government financial programs available to citizens aged 60 years and over. The Administration office will be pleased to provide you with information regarding these. Residents in receipt of the Guaranteed Income Supplement are guaranteed a legislated amount of comfort allowance monthly.



## L. Resident Rights and Responsibilities:

### I. Resident Rights:

A Residents' Rights Document is posted in the main lobby and in each Resident Home Area. A copy has been given to you with this Handbook as well. The fundamental operation of the Home is guided by these Rights.

### 2. Resident Responsibilities:

As in all human societies, individuals have not only Rights, but also obligations and responsibilities to one's fellow Residents and to the Management, Staff and Volunteers of the Home. Resident responsibilities at Trillium Manor are:

- a. to observe the rules and regulations of the Home.
- b. to treat fellow Residents, Volunteers and Staff with courtesy and consideration, and to bear in mind their rights at all times.
- c. to observe at all times the no-smoking regulations.
- d. to participate in fire and disaster drills.
- e. to give the Home Management Staff an opportunity to correct a complaint or grievance.

### 3. Residents' Council

The Home has a Residents' Council which meets on a regular basis to discuss concerns or comments and provides input in providing special functions and administration proposals. The names of your Executive are posted on the Resident and Family Bulletin Boards in the East and West Halls.

As a Resident of this Home, you are a member of the Residents' Council and are welcome to attend all Council meetings. Minutes of meetings are posted on the Resident and Council board in the East and West Halls.

## M. Resident's Family

### I. Family Council

The main purpose of a Family Council are to improve the quality of life of Long-Term Care residents and to give families and friends a forum for sharing their experiences, learning and exchanging information. Although supported by the Home, a Family Council functions independently from the Home.

### 2. Family Information Nights

These are very informal sessions and are designed to provide an opportunity for family members to hear about the latest developments pertaining to Long Term Care within the County of Simcoe as well as in the Manor. Everyone is encouraged to attend. Notices of meetings are posted at the entrance and on the lobby Family Information Board.



### 3. Communication

There are two (2) Resident and Family bulletin boards posted in the East and West corridors leading to the Resident Home Areas. Most general communication is posted there.

A Resident and Family newsletter provides information about the Home on an ongoing basis. We are happy to email this newsletter and other information to you. Help us stay green by providing the Administration Office with your email address. It will not be shared with others.

The Registered Practical Nurse (RPN) is in charge of each Resident Home Area and guides the overall care of the Residents and communicates with the Care Team. Please speak to the RPN about anything regarding the Resident's care. The RPN is the link to all members of the Care Team and family.

The Registered Nurse (RN) is in charge of the Home 24 hours per day, 7 days per week and is always available to discuss any matter in the absence of a manager. The Registered Nurse will communicate any issues to the appropriate member of the Care Team.

Please don't hesitate to contact anyone on the management team for any issues, concerns, or compliments.



## O. Concerns, Compliments and Questions

Please relay your compliments, issues and concerns to us. If you have a question, problem or suggestion - we want to know. You can approach the Registered Nursing Staff, the appropriate Department Manager or the Administrator. Additionally, “We Care What You Think” forms are available in the front lobby.

### I. Who to Call

705-325-1504

NAME:	EXTENSION:
Front Office Staff	4000
Administrator	4200
Medical Director	4220
Director of Resident Care	4199
Associate Director of Care	4010
Registered Nurse in Charge	4220
Dietary Supervisor	4180
Registered Dietician	4180
Environmental Services Supervisor	4100
Program and Support Services Supervisor	4080
Hairdresser	4120
General Manager, Health and Emergency Services	1154
Floors:	
Oro-Medonte	4021/4221
Ramara	4022/4222
Orillia	4023/4223
Severn	4024/4224

## O. Concerns, Compliments and Questions

If you are not satisfied with the response you receive after pursuing an issue with Manor representatives, you may forward your concerns directly to the Ministry of Health and Long Term Care.

- Director, Performance Improvement and Compliance Branch  
Ministry of Health and Long Term Care  
55 St. Clair Ave. West 8<sup>th</sup> Floor,  
Suite 800  
Toronto, Ontario  
M4V 2Y7

WE HOPE YOU ENJOY YOUR STAY WITH US

Trillium Manor  
12 Grace Ave.  
Orillia, ON L3V 2K2  
705-325-1504

FAMILY CAN CONTACT THE NURSE ON YOUR RESIDENT  
HOME AREA BY CALLING

705-325-1504 extension \_\_\_\_\_

This information has been reviewed with you by:

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## NOTES:

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