



# Simcoe Manor

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## Resident and Family Handbook

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2012



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## A. Introduction and Welcome

### I. History of the Home:

Simcoe Manor is located on the site of the original House of Refuge officially opened by the County of Simcoe in 1899 to provide accommodation, support and supervision for citizens of any age whose social or medical problems made it difficult for them to reside in their respective communities.

In 1899, 42 males and 6 females resided at the Home, the oldest being 100 years old and the youngest 7 years old. A 47-bed care wing and staff accommodations were added to the original building in 1952 and the name was changed to Simcoe Manor Home for the Aged.

For many years the Home operated a 250-acre farm. The farm was sold in 1965 leaving the Manor on eight (8) acres of land.

In 1973, the original House of Refuge was demolished. The new three (3) level additions which replaced it provided expanded public areas, a swimming pool and semi-private rooms with adjoining washrooms. Accommodation was provided for 158 Residents.

In April 1992, a major redevelopment of Simcoe Manor was initiated. The project involved a total renovation of the Home to provide primarily private rooms with ensuite washrooms, a special care unit for the cognitively impaired and a 100% barrier-free environment. The renovated Home accommodates 126 Residents.

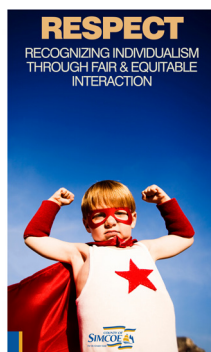
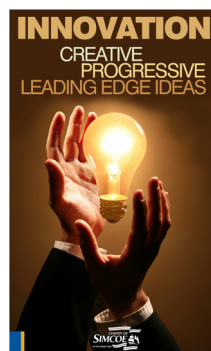
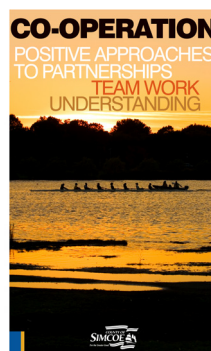
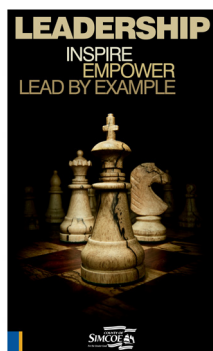
The 1992 renovation project included the building of Simcoe Village, a supportive housing complex which consists of 32 self-contained apartment units. Through a contractual relationship, Simcoe Manor provides support to the adjoining Simcoe Village Clients including 24-hour emergency nursing response, evening meal service as well as administrative, building and housekeeping services.

## 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:





## A. Introduction and Welcome

### 4. Scope of Service:

Simcoe Manor is one of four (4) long term care homes operated by the County of Simcoe (Georgian Manor in Penetanguishene, Sunset Manor in Collingwood, and Trillium Manor in Orillia represent the other three (3). It is located in the Town of New Tecumseth, adjacent to Beeton.

Simcoe Manor provides for seniors who require care in accordance with the Long Term Care Homes Act, 2007.

Simcoe Manor services the South Simcoe area, however admissions are not restricted to this area. Admissions are arranged through the Community Care Access Centre (1-888-470-2222).

Simcoe Manor provides long term care facility services that include 24-hour personal or 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 must be informed should the Resident or family choose to hire additional caregivers for private and/or individualized care for the Resident.

Two (2) rooms are available for respite care which is co-ordinated through the Community Care Access Centre; one (1) of these rooms is located in the secure Resident Home Area.

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

- a. Physiotherapy and occupational therapy by a contracted provider.
- b. Social work services through the Community Care Access Centre.
- c. Psychogeriatric assessments and referrals through the Waypoint Centre for Mental Health Centre in Penetanguishene.





## B. Accommodations

The Home is organized into five (5) distinct Resident Home Areas each with its own Nursing Station, dining room, activation room, lounge and family room.

80% of the rooms at Simcoe Manor are private with an ensuite washroom; the remainder of the rooms have two (2) beds with a shared washroom.

Simcoe 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 and a dome light comes on outside the resident room. It also rings through to the phone carried by the personal support worker. 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 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 “Adjala” Resident Home Area provides 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 the Resident's name marked on all items when they arrive. When purchasing new clothing, please place the clothing in a bag clearly marked with the name of the Resident and provide it to staff who will arrange to have them 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. Various clothing companies host sales at the Home three to four (3-4) times a year for your convenience.

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 and equipment. 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; our experience has been that lost articles do eventually surface. We have a Lost and Found section in the lobby which you should check in the event that the item goes missing. If you find an item not belonging to your family member, leave it with a note at the Nursing Station.

### 3. Eyeglasses and Dentures:

Please arrange to have these marked with your name BEFORE admission. Arrangements can be made by the nursing staff for an Optometrist or Denturist to visit the Home to do minor adjustments and repairs for a nominal 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. 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 prescription, over the counter or topical medications in their rooms unless ordered by their attending physician.

### 5. Furnishings:

All furniture and bedding is provided by Simcoe 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
- 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. 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 appliances must first be inspected by our maintenance staff.
- c. Residents are not permitted to have kitchen appliances (kettles, toasters, coffee machines, etc.) in their room.
- 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.

## C. What to Bring With You

### 6. Wheelchairs/Walkers, etc:

Limited supplies of wheelchairs, geriatric chairs, canes, walkers, etc., are available for short-term use by Residents. If you require such equipment 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 the 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. The original Health Card is kept on file in the Administration office and a photocopy is kept on the Resident's chart.

## D. Personal Services Available

### 1. Hairdresser/Barber:

The Hairdresser is in four (4) days per week, usually Tuesday through Friday. Appointments should be made in advance at the Beauty Salon (second floor between the Tosorontio and Essa Resident Home Areas). Family members can leave a note during off-hours in the box provided on the Beauty Salon door. The Hairdresser is available one (1) day a month for male Residents who wish haircuts. Appointments are not necessary. Residents pay the Hairdresser directly for these services or authorize payment deduction from their Trust Account.

### 2. Telephone:

Arrangements can be made with Bell Canada to install a telephone in your room. The service charge for installation, plus the monthly rate is the responsibility of the Resident. If you decide to have your own personal phone, please advise the Administration Office. The timing to install your own phone is according to Bell Canada's schedule, but must be during regular business hours at the Home, Monday to Friday between 8:30 a.m. to 4:30 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 the local cable company for installation. The installation charge and monthly rate are the responsibility of the Resident. 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 4:30 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. The box for outgoing mail is in the lobby opposite the elevators.

### 5. Newspapers:

If you would like to arrange for newspaper delivery, please speak with the Administration Office. Residents are responsible for subscription costs.

## D. Personal Services Available

### 6. Computer/Internet:

On the second floor adjacent to the Hair Salon we have a Resource Room available for Resident use. Here you will find a computer with Internet access. This computer has an adaptive keyboard and desk for your convenience.

### 7. Library:

The Resident Library is located on the first floor in the Front Lobby. For your convenience, there is a selection of large print books for you to choose from. Talking books can be ordered through the Activation Department. A magnified reading device is available for use in the Resource Room.

### 8. Transportation

Families are responsible for transporting Residents to outside appointments. If transportation by ambulance is required for non-emergency appointments, this can be arranged by registered staff in the Resident Home Area; costs are 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.

### 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 alternative therapy are the responsibility of the Resident.

## E. Meals at Simcoe 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. Food Not Prepared at Simcoe 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.

**\*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. Meal times are as follows:

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



## E. Meals at Simcoe 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 on the information board. 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.

## 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 Residents' 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 Simcoe 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. Resident's and/or their Power of Attorney are invited to participate in this process and to discuss any problems or concerns they might have and to review the Residents 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 a written agreement with the Home.

Dr. Lussier is the Medical Director of the Home, as well as Dr. Ward. They provide medical guidance and support to Simcoe Manor.

### 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 Nurse Manager.

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 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. The Resident is responsible for any fees incurred.

### 7. Dentist and Denturist:

Dental services are available on-site at Simcoe Manor through Toothpicks, a mobile Dental Services company. Consent forms are available from the Administration Office. Toothpicks then co-ordinates appointments for Simcoe Manor Residents. Residents are responsible for all 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:

A hearing aid firm visits the Manor. If you would like your hearing aid serviced, please inform the Nursing Staff. Please ensure your hearing aid is labeled with your name.

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

Physiotherapy services are provided by PT Health; speech and occupational therapy are available through the Community Care Access Centre. 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 interest 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 the 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 our Chapel each Friday at 10:30 a.m. These are conducted by clergy of the Local Ministerial Association. Communion is also held on a regular basis. Our Chaplain is available to Residents and families on Tuesday and Thursday afternoons for spiritual guidance, support and visitation. Pastoral Care volunteers are under the direction of the Programs 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 Simcoe Manor. They are involved in a variety of activities: meal service, beauty salon, crafts, friendly visiting, pastoral care, and palliative care, office routines, shopping



trips, bingo, birthday parties, entertainment, pub nights, church services, and fundraising. The Programs and Support Services staff co-ordinates the volunteer program. Family members who are interested in helping out are encouraged to contact the Programs and Support Services staff. Local Schools, Girl Guides/ Scout Groups, 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 and all visitors are encouraged to use them upon entering, and exiting the Home and the Resident Home Areas.



**\*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 in your Resident Home Area know where you are going and when you will return. When you return, please sign back into 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 Adjala unit must be supervised and accompanied by a responsible person before leaving the area.

\* For Safety Reasons: Exterior doors are locked at specific times. Should you return when the doors have been secured, push the emergency call button adjacent to the wheelchair door at the front entrance. A staff member will answer your call and open the door for you.

\* For Safety Reasons: You are cautioned on going out of the facility in extreme hot or cold weather. Please speak to a member of the staff for details on any current weather warnings.

## I. Ministry Policy on Resident Leaves:

### 1. Casual Leave:

You are entitled to a casual leave of up to 48 hours per week. Casual leaves are permitted throughout 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.

### 4. Psychiatric Leave:

Psychiatric leave of up to 60 days is available to Residents for the purposes of assessment, treatment and stabilization.

### 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 Central Community Care Access Centre (1-888-470-2222).

## J. Safety Regulations

### 1. Smoking:

There is no smoking permitted within Simcoe Manor. Those Residents who wish to smoke must be assessed on their ability to safely smoke by the Registered Nursing Staff. There is a designated smoking area that is at least 9 metres from the entrance at the front of the building for use by visitors and Residents.

Simcoe 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, etc.) are not permitted in Resident rooms. Numerous outlets are provided in all Resident rooms. Please do not use power bars, 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:

Simcoe 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 New Tecumseth 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:

Simcoe 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, chair/bed alarms that let us know when someone moves off their chair or bed and partial side rails on beds. 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 driver’s 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 Simcoe 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 from 8:00 p.m. each evening until 7:00 a.m. the next day. Access is only available at the After Hours entrance during these times. Additionally, visitors are reminded to check with staff before assisting any Residents out of the building as the Resident may be a risk of injury if outside unsupervised.

## K. Money Matters:

### I. Valuables:

The Home cannot be responsible for the loss of valuables.

\* 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 Administration 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 (3) 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 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; 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.

## K. Money Matters:

### 4. Trust Account

The County of Simcoe will, on request, establish a Trust Account for a Resident on admission. You may authorize the Administration Office staff to automatically pay bills (hairdressing, Activation outings, transportation, etc.) on your behalf through your Trust Account. Trust Accounts are managed by the Home according to Section 24I of 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 by the main elevator 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 and Staff of the Home. Resident responsibilities at Simcoe Manor are:

- a. To observe the rules and regulations of the Home.
- b. To treat fellow Residents 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. Resident's Council**

The Home has a Residents' Council which meets on a regular basis to discuss problems, suggestions, plans or special functions and administration proposals. The names of your Executive are posted on the Bulletin Board in the Front Lobby.

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 bulletin board outside each dining room and the front lobby.

## M. Resident's Family

### 1. Family Council

Simcoe Manor's Family Council was formed early in 2006. The main purpose of the Family Council is to improve the quality of life of Residents and to give families a voice in decisions that affect them and their loved ones in our Manor. Meetings are scheduled to be held the first Wednesday of every month and are not generally held in December, July or August. All family members are welcome to attend.

### 2. Family Information Nights

These are very informal 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 is a Resident and Family bulletin board in the Front Lobby. A quarterly 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 RN will communicate any issues to the appropriate member of the Care Team.

Please do not hesitate to contact anyone on the management team for any issues, concerns or compliments.

## N. Room Rental

### I. Guest Room



A Guest Room is available for family members who may wish to stay overnight. The Guest Room has a single bed, pull-out sofa bed, shower, sink, bar fridge and microwave. Also available for rent by family and other members of the community are the **Auditorium, Tea Room and Seniors' Room**. A nominal fee is charged for all of the above

rooms as well as the Guest Suite to cover housekeeping-related costs. You may book any of these Rooms through the Administration Office.

## 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 on the Resident and Family Bulletin Board in the front lobby.

### I. Who to Call

905-729-2267

NAME:	EXTENSION:
Administrator	5200
Medical Director	5091
Director of Resident Care	5199
Nurse Manager	5010
Dietary Supervisor	5180
Registered Dietician	5180
Environmental Services Supervisor	5100
Program and Support Services Manager	5080
Registered Nurse	5220
Registered Practical Nurse (RPN)	
Chaplain	5080
Hairdresser	5120
General Manager, Health and Emergency Services	1154
FLOORS:	
Nottawasaga	5224
Innisfil	5223
Adjala	5221
Essa	5222
Tosorontio	5225

## 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:

- Ministry of Health and Long Term Care  
Performance Improvement and Compliance Branch  
1075 Bay Street, 11th Floor,  
Toronto, Ontario M5S 2B1  
1-866-434-0144

Simcoe Manor  
5988 Main Street East  
PO Box 100  
Beeton ON L0G 1A0  
905-729-22677

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

905-729-2267 extension \_\_\_\_\_

This information has been reviewed with you by:

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[illegible]

