

Welcome!

Personal Home Information

Resident Name: _____

Room # _____

Phone # _____

Your new address

***The Bignucolo Residence
Services de santé de Chapleau Health Services
6 Broomhead Rd.,
P.O. Box 757
Chapleau, Ontario
P0M 1K0***



Items sent to a resident should be labelled as “ATTN: Resident’s name”, following the above noted address.

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Welcome Home

Welcome New Resident to the Bignucolo Residence, from CEO and Director of Clinical Services

We are delighted that you have chosen our facility as your new home. We have been providing high quality care and services to seniors at the Bignucolo Residence since 1996. We feel confident that you will have a positive experience living with us.

Bignucolo Residence has 25 beds and provides services to 19 long-term care, 4 complex continuing care and 2 respite care residents. Our facility is a comfortable smoke-free environment that has basic accommodations, semi-private & private rooms. We have a central dining service, a large patient lounge for activities and an amazing outdoor courtyard.

Our Multidisciplinary Team provides care in an atmosphere that will help you feel safe, respected and important. We are committed to listening to your perspective and that of your family. We will provide you with the information you need and assist you to make decisions about your health and quality of life. We are proud of the care that our Multidisciplinary Team provides.

We provide reliable and timely health care services by qualified health professionals. All direct patient care is provided by Personal Support Workers (PSW), registered practical nurses (RPN), LTC Charge Nurse and registered nurses (RN) who are available to provide assessment and consultation as needed. The personal support worker, registered practical nurse and LTC Charge Nurse are responsible for communicating with your family and other caregivers to ensure that continuity of care is maintained. Family physicians provide medical care and on admission will complete a medical history, a physical and order any necessary medications, tests or treatment that you need. They will work with the Multidisciplinary Team to develop your plan of care. The physician completes rounds once per month and if you have a change in health status there is a physician on call 24 hours a day, seven days a week to provide medical services as needed. A registered dietitian is available to provide nutritional care and education. An occupational therapist is available to help residents restore function and promote health and safety. An occupational therapist or physiotherapist will assess your abilities regularly and as needed. Speech language pathology services are available through Home and Community Care Support Services. Our Activation Team provides a number of leisure activities and will encourage you to participate in old hobbies or start new ones, play games, attend entertainment or go on community outings.

We practice patient centered care which means that you and your family are at the centre of all that we do. We encourage you to be a leader in your care and to be involved in decision making related to your plan of care. We invite you to raise issues and concerns with your Multidisciplinary Team. We will ask you and your family to attend a team meeting six weeks following admission. If you have concerns about the care that we provide, please let a member of the team know about your concern. If the concern is not addressed to your satisfaction, please do not hesitate to contact us.

Once again, welcome to the Bignucolo Residence. We are pleased that you selected our facility and it is our pleasure to provide services for you. We hope that you will enjoy living here!

Sincerely,

Dawn Morissette

Dawn Morissette
Chief Executive Officer
Service de santé Chapleau Health
Services



Service de santé de Chapleau Health Services Mission & Vision Statements



Our Mission Statement

A rural integrated health care model
providing a full spectrum of services in English and French.

Our Vision Statement

A sustainable isolated rural health care hub
focused on safe, quality, effective, patient centred care.

Our Values

Engagement

We will engage clients, patients, staff, partners and stakeholders in
our decision-making process.

Inclusiveness

We will respect the promotion of social inclusion, individual choice,
independence, dignity and individual rights.

Integrity

We say what we mean and we mean what we say.

Compassion

We show concern and care for others in all that we do,
and are especially mindful of the needs of our elders.

Health and Safety

We care about the health and safety of patients, clients and employees.



Resident's Rights & Responsibilities

The Fundamental Principle and the Residents' Bill of Rights under the Long-Term Care Homes Act, 2007

Home: the fundamental principle

1. The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met. 2007, c.8, s.1.

Residents' Bill of Rights

2. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
 1. **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
 2. **Every resident has the right** to be protected from abuse.
 3. **Every resident has the right** not to be neglected by the licensee or staff.
 4. **Every resident has the right** to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
 5. **Every resident has the right** to live in a safe and clean environment.
 6. **Every resident has the right** to exercise the rights of a citizen.
 7. **Every resident has the right** to be told who is responsible for and who is providing the residents' direct care.
 8. **Every resident has the right** to be afforded privacy in treatment and in care for his or her personal needs.

9. **Every resident has the right** to have his or her participation in decision-making respected.
10. **Every resident has the right** to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. **Every resident has the right to,**
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
 - iv. have his or her personal health information within meaning of Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records for personal health information, including his or her plan of care, in accordance with that Act.
12. **Every resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. **Every resident has the right** not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. **Every resident has the right** to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. **Every resident who is dying or who is very ill has the right** to have family and friends present 24 hours per day.
16. **Every resident has the right** to designate a person to receive information concerning any transfer or any hospitalization of the

resident and to have that person receive that information immediately.

17. **Every resident has the right** to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident, or anyone else,
 - i. the Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.
18. **Every resident has the right** to form friendships and relationships and to participate in the life of the long-term care home.
19. **Every resident has the right** to have his or her lifestyle and choices respected.
20. **Every resident has the right** to participate in the Residents' Council.
21. **Every resident has the right** to meet privately with his or her spouse or another person in a room that assures privacy.
22. **Every resident has the right** to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. **Every resident has the right** to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. **Every resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. **Every resident has the right** to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. **Every resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. **Every resident has the right** to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c.8, s.3(1).

Further guide to interpretation

- (2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a residents' rights set out in subsection (1) are respected:
 1. This Act and the regulations.
 2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
 3. Any agreement entered into between a licensee and a resident or the resident's substitute decision-maker. 2007, c.8, s.3 (2).

Enforcement by the resident

- (3) A resident may enforce the Residents' Bill of Rights against the licensee as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents' Bill of Rights. 2007, c.8, s.3 (3).

Regulations

- (4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents' Bill of Rights shall be respected and promoted by the licensee. 2007, c.8, s.3 (4).

Resident Rights and Responsibilities

As a Resident of the Bignucolo Residence you have the right to:

- Purchase care, services, programs or goods from providers other than those offered by the Bignucolo Residence. You can select providers of your choice with the exception of the supply of medications. Arranging these services would be your responsibility and you would have to discuss them with your nurse or the LTC Charge Nurse prior to making arrangements.

- Attain an alternate physician or registered nurse to provide your personal health care. This would have to be arranged by you or your Power of Attorney(POA) for Personal Care/Substitute Decision Maker and must be discussed with your nurse and Director of Clinical Services/Patient Care Manager prior to making arrangements.

As a Resident of the Bignucolo Residence you/your representative(s) have certain responsibilities. We ask that you:

- Provide relevant information to your health care team.
- Work with your health care team to develop a treatment and/or care plan that addresses your needs.
- Let staff know when you do not understand any information given to you.
- Follow your treatment or care plan to the best of your ability.
- Accept responsibility for decisions that you make about your treatment or care.
- Be courteous and respectful of others. It is also expected that all family members and visitors act in a courteous and respectful manner while visiting the residence.
- Encourage your family/representative to assist in your treatment or care when appropriate.
- Respect residence policies and act in a safe and responsible manner.



General Information

About the Bignucolo Residence

The Bignucolo Residence is a warm and inviting home located in the West Wing of Chapleau Health Services. From the light filled solarium's tranquil dining room, to the professional compassionate care we provide, we maintain the highest standards in a caring environment.

The facility itself is situated in a tranquil serene location. It is encompassed by a fully paved walking path as well as a courtyard which features a resident garden, water fountain, and sitting area for residents and their guests. The Courtyard is surrounded by a fence for the protection of residents and to keep out undesirable wildlife. A full view of the courtyard is possible year round in the resident dining room, large activity room and from some resident's bedrooms.

We offer three types of rooms: private, semi-private and basic. When a bed becomes available, the Home and Community Care Support Services North East determines who will be offered the bed based on clinical assessments of the clients and the type of accommodations requested at the time the application is submitted. Regardless of the level of care and accommodations, all residents are viewed equally and receive the same quality of care.

The licensee under section 99 of the Long Term Care Homes Act (2007) for Bignucolo Residence is Chapleau Health Services. Any enquiries about the license can be directed to the CEO & Home Administrator at 705-864-1520.



Visitor Information

Reception

The entrance to the Bignucolo Residence is the main entrance for the Services de santé Chapleau Health Services. Information regarding a resident's location can be obtained in person at the hospital's reception desk, at the Nursing station, or by calling 705-864-1520.

Visiting Hours

Visitors may visit the residents at any time throughout the day and evening. Extended visits are permitted as appropriate. The residence is accessible 24 hours a day, 7 days a week.

The front entrance doors are open from: 8:00 am – 8:00 pm 7 days a week. After 8:00 pm visitors can enter through the Emergency door and use the phone to contact the nursing station.

Visitor Parking

Visitor parking is clearly identified in the SSCHS parking lot.

Vehicles parked in areas identified as no-parking zones, fire routes and drop-off zones will be ticketed. The front entrance is considered a no-parking zone and is used for patient drop-off and pick up.

Public Transportation

A Handi-Transit Bus Service is provided by the Township of Chapleau and is available to all residents within the community of Chapleau. Hours of operation are as follows (subject to change):

Monday to Friday 8:45 a.m. - 11:45 a.m.

1:00 p.m. - 2:30 p.m.

Reservations for the bus can be made by calling 705-864-4477



Your Living Environment

The Bignucolo Residence has created a safe, supportive environment with meaningful programs designed to meet the many needs of our residents and their families. Our Health Care Team will provide you with care and inform you about the programs and services offered here.

Accommodation Fees

The copayment rates to reside at the Bignucolo Residences are established annually by the Ontario Ministry of Health and Long-Term Care rather than by the Bignucolo Residence or the management team at SSCHS. Rates are the same for all Long-Term Care Homes in Ontario. They are based on the payment entitlements of Old Age Security (OAS), the Guaranteed Income Supplement (GIS), and the Guaranteed Annual Income Supplement (GAINS). Rates are evaluated annually every July.

Table 1 outlines the daily and monthly rates for each type of accommodation. A daily rate is charged for a partial month. The monthly rate is charged for a full month regardless of the number of days in a month.

Table 1.

Type of Accommodation	Daily	Monthly
Long-Stay Residents:		
· Basic Accommodation	\$62.18	\$1,891.31
· Semi-Private Accommodation	\$70.70	\$2,150.46
· Private Accommodation	\$81.35	\$2,474.40
· Respite	\$40.24	

*Rates are subject to change annually in July. Rates in effect until January 1, 2022. Please speak to the finance department for a current list of accommodation rates.

These fees are subject to change at the discretion of the MOHLTC as the cost of living increases or decreases. In the event of a rate change, the changes will be communicated to you or your Substitute Decision Maker by the SSCHS finance department one month prior to the rate increase.

Basic Accommodation Rate Reduction

Residents living in **basic** accommodations, who cannot afford to pay the full co-payment fee, may be eligible to have their co-payment amount reduced. This is known as a **rate reduction**.

Rate reductions under the Act will be calculated based on the following:

$$\text{Reduced Monthly Rate} = \frac{\text{Annual Net Income}}{12} - \text{Comfort Allowance} - \text{Dependent Deductions}$$

Home and Community Care Support Services North East coordinators will provide new residents with rate reduction information prior to their admission. If a resident wishes to apply for a rate reduction while already living in a LTC home, they may ask the LTC Charge Nurse or Accounts Payable/Receivable for information on the application process. For additional information, see MOHLTC Rate Reduction Summary Guide available at the nursing station. A Revenue Canada Notice of Assessment is required before a rate reduction can be approved.

Residents residing in a private or semi-private room do not qualify for a rate reduction.

What the Bignucolo Residence and SSCHS will provide for you

The following is a list of services, goods and provisions that the Bignucolo Residence will provide the Resident as part of the basic accommodation fee in accordance with the LTCHA, 2007:

- Nursing and personal care on a 24 hour basis including care given by Registered Practical Nurses and personal support workers with a Registered Nurse providing care services as needed, the administration of medication and assistance with activities of daily living;
- Your physician completes rounds once per month and if you have a change in health status there is a physician on call 24 hours a day, seven days a week to provide medical services as needed.
- Services of Allied Health Professionals are provided on a consultation basis when deemed necessary by the health care team (i.e. physiotherapy, speech language pathology, etc). A Registered Dietitian and Occupational Therapist meets with all residents admitted to the facility;

- Equipment for the general use of the resident may be available for short term use. If resident needs equipment, canes, walkers, wheelchairs, or aids for activities of daily living on an ongoing basis, the health care team will help the resident or substitute decision maker obtain their own personal equipment. Keep in mind that there is the possibility of additional costs not covered by your medical insurance company;
- Meal service which consists of three meals a day, snacks between meals and at bedtime. There are special and therapeutic diets available as well as dietary supplements and devices enabling the resident to feed himself/herself;
- Recreation programs, social activities and exercise programs are available. Supplies and equipment are also available if needed to participate in the program;
- Laundry service is available for personal clothing. Washing machines and dryers are also available on the LTC unit for the residents to choose to wash their own clothing;
- Cleaning and upkeep of rooms and common space;
- Suitable accommodation and seating for meetings of the Residents/Family Councils;
- Security of personal funds entrusted to SSCHS by the finance department. (See Trust Accounts)
- Access to weekly church services held in the facility's large activity room.
- The following is a list of goods, equipment, supplies and services provided by the Bignucolo Residence in accordance with the LTCHA, 2007:

<p>Medical and nursing supplies & equipment:</p>	<ul style="list-style-type: none"> ● Supplies and equipment to support aerosolized treatments ● Intra venous or intra muscular medication supplies including IV pumps and poles and pain pumps ● Oral, rectal and topical medication supplies ● Tongue depressors ● Thermometers ● Diagnostic agents and kits for blood and urine collection and testing including collection devices, agents and supplies ● Suction catheters and related supplies ● Ear syringes ● Ear irrigation supplies ● Emergency resuscitation supplies including emergency airways ● Height/weight measurement devices
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	<ul style="list-style-type: none"> • SpO2 monitors • Ophthalmoscopes • Vaginal speculums • Otoscope and related items • Equipment to monitor residents' vital signs including equipment to monitor blood pressure
Continence management supplies	<ul style="list-style-type: none"> • A range of continence care products in accordance with section 51 of the Regulation under the LTCHA • Urinary catheters • Drainage bags and tubing • Indwelling catheters • Enema supplies • Colostomy, ileostomy and other ostomy devices, supplies, if required, over and above that provided by other government programs
Equipment to support elimination and toileting	<ul style="list-style-type: none"> • Commode chairs • Bedpans • Raised toilet seats • Urinals • Shower chairs
Skin and wound care supplies and equipment	<ul style="list-style-type: none"> • Bandages • Band-aids • Gauze • Pads • Adhesives • Clean dressings, sterile dressings and trays, dressing scissors • Steri-strips • Gloves • Irrigation and wound cleaning supplies • Equipment to measure and monitor wounds • Supplies and equipment to maintain skin integrity and relieve pressure including surfaces and supplies to minimize skin breakdown and promote skin care and comfort
Personal hygiene and grooming supplies and equipment (all unscented)	<ul style="list-style-type: none"> • Feminine hygiene products • Oral care cleaning supplies • Denture supplies including cleaning tables and sealants • Mouthwash

	<ul style="list-style-type: none"> • Grooming supplies including combs and brushes • Oral swabs • Deodorant and antiperspirants • Shaving supplies and equipment • Tissues • Shampoos, conditioners, hair dryers • Nail and foot care products and equipment required to provide basic foot care • Supplies and equipment for bathing and washing
Nutrition and hydration supplies and equipment:	<ul style="list-style-type: none"> • Parenteral and enteral tube feeding, bags, pumps • Catheters and other accessories
Infection prevention and control supplies and equipment	<ul style="list-style-type: none"> • Personal protective equipment and supplies • Disposable container for sharps • Disinfectants and hand sanitizers
Resident Furnishings	<ul style="list-style-type: none"> • Beds (electric and high-low beds) • Bedside tables • Comfortable side chairs with arms • Over-bed tables • Mattresses • Wall mount for flat screen televisions (36 inches maximum) • Built in clothes closets • Dining and lounge furniture • Exterior and interior home furnishings
Supplies and equipment to support resident programming	<ul style="list-style-type: none"> • Therapy supplies • Arts and crafts supplies
General cleaning and sanitation agents, materials, products and supplies to support the provision of a clean and safe home	
Laundry and Linen Service	<ul style="list-style-type: none"> • Bath towels, hand towels, facecloths, towel bars • Bedding including pillows, pillow cases, pillow plastic protectors and blankets • Mattress pads • Laundry supplies • Linen including bed spreads, table clothes/covers, napkins

<p>Other supplies and equipment including but not limited to</p>	<ul style="list-style-type: none"> • Wandering control and security systems i.e. bracelets required to activate the wandering system • Lift systems, lift scales and transfer supplies and equipment to ensure safe lifting and transferring of residents • Equipment and supplies to ensure resident safety • Equipment and supplies to prevent resident falls
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Uninsured Services

For anything other than accommodations, a resident shall be charged only if it was provided under an agreement and shall not be charged more than the amount provided for in the *Long-Term Care Homes Act, 2007*. If the amount is not provided for under the act, the cost must be a reasonable amount.

Below is a list of goods and services that the resident may obtain over and above those goods and services included in the accommodation fee and provided under the *Long-Term Care Homes Act, 2007*.

The services **provided by** and paid directly to **Bignucolo Residence** are as follows:

<p>Meals, Transportation and Related Costs for Recreational Outings</p>	<p>The Resident or substitute decision maker (SDM) will be informed of the cost of meals, transportation and related expenses for recreational outings in advance of planned outings. The Resident/SDM will be required to give their verbal consent prior to attending the outing and pay any costs to the Activation Department in advance.</p>
<p>Incontinence Systems Other Than the Facility System</p>	<p>Bignucolo Residence is required to provide a basic incontinence product for resident use. At the request of the Resident/ SDM, an alternate incontinence system can be procured. If the hospital orders the supplies, the Resident/SDM will be informed of the cost in advance and will be charged by the facility as per the invoice provided from the company.</p>

Below are services **provided by external agents** and available for an additional cost to the resident. The cost of the services can be determined in advance of the person



agreeing to the service or making the appointment and the funds are paid directly to the agent versus Bignucolo Residence.

<p>Audiology Services</p>	<p>The provision of audiology services are not covered by the Ontario Health Insurance Plan (OHIP). Quotes for the assessment and ongoing treatment costs can be requested in advance of making an appointment for the service. The cost of the service or any hearing aids is payable directly to the Audiology Clinic.</p>
<p>Chiropody & Podiatry Foot Care Services</p>	<p>The provision of professional advanced foot care service is not covered by OHIP. The cost of a basic assessment and treatment can be determined in advance of making an appointment. Footwear can be purchased from the chiropodist and quotes for the cost of footwear can be requested in advance of placing the order.</p>
<p>Dental Services</p>	<p>Dental services are not covered by OHIP but may be covered under personal health benefit plans. Quotes for the cost of the service can be requested from the dentist in advance of making an appointment. If you have personal health benefits, the dentist can also be contacted in advance to determine if the dental service required is covered by your benefits. Payment for all dental service is made directly to the service provider.</p>
<p>Optometrist and Vision Care</p>	<p>There are no optometrists or vision care services available in the community with the exception of the CNIB Van that comes to town annually in the fall. Arrangements for CNIB services can be made by contacting the Medical Centre. Costs for services of an optometrist examination and the purchase or repair of glasses and other ocular devices will have to be determined at the time the appointment is arranged and fees paid directly to the provider.</p>
<p>Drug Copayment and Drugs Not Covered by the Ontario Drug Benefit Plan</p>	<p>The pharmacists filling prescriptions for medications charges a dispensing fee for prescription(s) and the maximum rate that can be charged is determined by the Ministry of Health. Dispensing fees for medications are paid directly to MediSystem and residents are required to sign a separate agreement with</p>

	<p>them related to the costs. If the physician orders a drug that is not covered under the Ontario Drug Benefit Plan, the cost of the drug will vary depending on the price for the medication. Concerns about payment for drugs not covered by the Ontario Drug Benefit Plan can be discussed with the physician to determine if alternatives are possible.</p>
Cable TV Service	<p>Cable TV service is provided by Vianet. The Resident/SDM may contact Vianet directly to make arrangements for cable TV service. The cost will be determined by Vianet.</p>
Resident Equipment Repair	<p>Any costs incurred for maintaining maximum safety and security of equipment owned by the resident (e.g. wheelchairs, scooters, walkers). Quotes for the repair costs will be given to the resident/SDM prior to any repairs being done. Payment for the cost of repairs is made directly to the assistive devices vendor.</p>
Transportation	<p>The provision for payment of taxi or other transportation fares required by the resident to attend appointments, clinics, etc. are to be made by the resident/SDM in advance or at the time if the SDM is going to accompany the resident.</p>
Telephone &/or Internet Services	<p>Telephone &/or Internet service is provided by Bell Canada. The resident/SDM may contact Bell Canada directly to make arrangements for telephone services. The cost will be determined by Bell Canada.</p>

Note: The majority of services listed above are not provided by Bignucolo Residence, however, arrangements have been made with external agents to provide the services residents may need. Residents are not required to purchase care, services, programs or goods from the Bignucolo Residence or their service providers. Residents may purchase services from other providers, subject to safety restrictions by the Bignucolo Residence. For example, medications cannot be purchased from pharmacies other than MediSystem because it creates medication administration safety hazards for the nurse if all products are not labelled and packaged in a consistent manner. Please speak to the LTC Charge Nurse if you have any questions about uninsured services.

What to Bring With You

We invite you to personalize your room and make it your “home” by bringing in small items such as pictures, radios, washable comforters, quilts, etc. Any items that are electrical are to be inspected by our maintenance department to ensure that they meet CSA safety standards. If you are sharing a room with another resident, T.V. headphones are required so that the sound will not disturb the other resident. You can arrange to have a telephone line, local cable and internet set-up from a service provider of your choice at your expense. Please speak to the LTC Charge Nurse prior to setting up the appointment.

There are small “showcase boxes” outside each resident’s room. You can place small keepsakes or items to help identify your room. These boxes are kept locked so that items cannot be removed without the resident’s permission.

Acceptable Furniture Items

Furniture will be provided by the facility (see page 16 for a complete list of what furniture is provided) for your use, however; you have the option of bringing in your own furniture as per the following list:

NOTE: All furniture and appliances must be submitted to the maintenance department to be checked prior to being used. Maintenance will deliver the items to the residents’ room after they pass inspection. All electrical appliances must be CSA approved and Energy Star Rated.

- one (1) side chair (non-cloth material)
- two (2) wall hangings, non-flammable and without glass
- one (1) small flat screen television (no more than 36 inches)
- one (1) small portable radio or stereo
- one (1) small personal refrigerator no more than 1.7 cubic foot capacity or 20 inches on a side (responsibility of the resident and/or family to keep unit clean, inside and out and for emptying out any outdated food items)
- clock
- one (1) LED lamp or reading light
- residents in **private** rooms can bring one (1) small 3 drawer dresser made out of materials that is easy to clean. Private furniture must be light enough for housekeeping staff to move for cleaning. Any casters must be lockable.

Please keep in mind that safety is of highest priority for all residents and staff and that any excess clutter or items that pose a safety risk must be avoided (i.e. excessive furniture, scatter mats, electrical cords and keepsakes). To reduce the risk of infections, it is also important that items of furniture be made of materials that are easy to clean (i.e.

chairs made of fabric are not acceptable). SSCHS will not accept any responsibility for damage to personal items caused by necessary and routine cleaning. We reserve the right to remove any items that do not meet our standards or that have been brought in without the maintenance inspection.

Food Storage

- Non-perishable food items should be stored in a tightly sealed container and labelled with the name of the food item and the date. Improperly stored food can create odour, health and pest problems. Improperly stored food will be thrown out.
- Resident's may keep small refrigeration units in their room. (refer to section on acceptable items that can be brought in) A regular check for outdated food products is required and is the responsibility of the resident and/or family members.
- Please do not feed the birds or animals around the immediate outside of the facility, including the Courtyard. This creates an undue amount of bird waste outside the entrances. Also, these bird droppings have been found to be dangerous to those individuals suffering from respiratory problems. Residents may place a bird feeder outside their room windows for their viewing pleasure during winter months.

Personal clothing

We recommend clothing that is comfortable for sitting and other activities. It should be easy to care for, easy to put on and take off, machine washable and dryer safe.

We also recommend you bring in appropriate outdoor clothing to make sure that you are able to participate in all outings and activities (i.e. hats for summer and boots for winter). It is recommended that your family/friends replace the outdoor clothing as the seasons change to make sure clothes and dressers are not overcrowded.

The resident or SDM is responsible for purchasing clothing & footwear. If there is no family in the local area to assist with clothing and footwear purchase, staff will assist if payment arrangements can be made by the Resident/SDM.





Labelling

All clothing and personal items must be labelled, clearly identifying the resident's name (i.e. combs, shampoo, lotions, toothbrush/paste, etc). Labels will be provided by the Bignucolo Residence. Please notify your care provider when new clothing arrives so it can be properly labelled. The facility will also provide a supply of labels for personal care items which are stored in the resident's medicine cabinet and used when a new item is added.

All hearing aids and dentures should be labelled prior to admission. The local dentist will label dentures if this is not already done.

Laundry

Washing and drying of residents clothing is done on site at SSCHS by the Support Services staff. Family members may also choose to launder resident's clothing at home, or the resident can choose to do their own laundry using the available washer and dryer. If you do your own laundry, always keep in mind that we have a strict no scents policy when choosing laundry detergent and dryer sheets.

What NOT to bring with you

For safety reasons medications **cannot** be kept at the bedside. Physicians must prescribe any medications you take whether prescription drugs, vitamins or other over the counter medications. If you bring medications to the facility, present them to the nursing staff immediately.

No guns, knives, scissors, tools, starter pistols, grenades, or any other weapons including war souvenirs of this type are permitted.

Any scented products of any kind (i.e. body lotion), flowering plants or latex products i.e. latex balloons.

Your Health Care Team

The Bignucolo Residence practices and applies a “Patient Centered Care” approach which means that each resident is at the centre of all that we do. Patient Focused Care recognizes that the resident, first and foremost, is viewed as a changing human being with unique health care needs. You and your family are encouraged to be the leaders of your care needs by being involved in the development of your care plan as well as all your health care decisions. Your choice(s) about health and quality of life are reflected in your care plan and will be respected by the members of your health care team. A description of your health care team members is provided in the section below.

Personal Care

Personal care is provided by a Registered Practical Nurse or a Personal Support Workers in a resident-centered approach. Personal support workers will assist you with all aspects of Activities of Daily Living, such as bathing, dressing and feeding, as indicated in your care plan.

Nursing Care

Nursing care is provided by Registered Practical Nurses in a caring, safe, and respectful manner. Staff are committed to your health care and general well-being. Your decisions about your health care and quality of life will always be respected by the nursing team regardless of their own views. If you have any concerns about health care issues or services within the facility do not hesitate to discuss with your nurse. As your Primary Care Provider, your nurse is responsible for communicating all issues relating to your health care to you, or your POA, and with other providers in your circle of care to ensure that continuity of care is maintained and your care plan goals are achieved.

Physician

Physician services are provided by your family physician or assigned family physician. We will endeavour to have residents maintain their local family physician when they are admitted to LTC. Urgent medical needs, or after hours care needs will be addressed by the physician on-call for the hospital.

At the time of your admission, the physician in attendance at the facility will review your medical history and conduct a physical exam. They will work with your Health Care Team in continuing to meet your health care needs and providing you with the best possible



medical care. The admitting physician will order medications, diagnostic tests or treatments as required, and if necessary facilitate referrals to medical specialists.

Your family physician will do monthly rounds and will discuss your needs with members of your health care team on a continuing basis as needed. Your physician will visit you a minimum of once a month and as needed. Physical exams are completed annually.

Pharmacy Services

Medications are ordered by the attending physician, dispensed from MediSystem and delivered to the Bignucolo Residence. They are then stored in the drug room and dispensed by a Registered Practical Nurse. A clinical pharmacist is available from MediSystem if you need information about your medications. Written information is available and arrangements can be made to speak with the pharmacist over the phone or virtually as needed. Please speak with your nurse if you want further information about your medications.

Dietitian/Nutritional Services

Good nutrition is vital to improved health, optimum recovery and enhanced quality of life.

A Registered Dietitian is available at SSCHS and the Bignucolo Residence and works with the resident, family and the Health Care Team, to establish a meal plan designed to meet the individual needs of each resident. The Dietitian is skilled in assessing your nutritional requirements and designing a meal plan to meet your specific needs such as diabetic and heart healthy diets. Also taken into consideration are your likes and dislikes, cultural requirements and texture modifications if required.



Occupational Therapy

Referrals for Occupational Therapy are made by the attending physician or other health care providers. A Registered Occupational Therapist (OT) is available at Bignucolo Residence to assess a resident's performance in everyday tasks. The OT is responsible for assessing whether residents need adaptive equipment to perform activities of daily living and to assess a resident's need for mobility devices.

Mobility Devices (including walkers and wheelchairs)

It is mandatory that all residents requiring mobility devices (i.e. walker, wheelchair) purchase or rent a mobility device of their own. Trial mobility devices are only to be used for a short term at the discretion of the OT/PT until the resident is assessed, prescribed a mobility device, and this device is dispensed by the preferred vendor. If there is damage to the trial equipment, the resident/family are required to pay for the damages sustained during the trial period. All cost for maintenance of personal wheelchairs is the responsibility of the resident/family.

The Ministry of Health and Long Term Care (MOHLTC) Assistive Devices Program (ADP) pays 75% of the cost of mobility devices for eligible individuals. Mobility devices are required for residents to participate in daily activities including meals, recreation and leisure activities, etc. If residents/family refuse or are unable to pay their 25% portion, they will be responsible for paying a monthly rental fee to their vendor of choice for the prescribed mobility device.

All mobility devices used by residents at the facility must be approved by the OT/PT. Unsuitable or unsafe devices will not be approved for use (i.e. transport wheelchair for long term use, malfunctioning brakes).

Physiotherapy

Referrals for Physiotherapy are made by the attending physician or other health care providers. The physiotherapist completes an assessment upon admission for each resident to determine their level of activity and mobility. This assessment is then repeated every three months in order to monitor the resident's risk of falls and independent mobility. If there are any changes in the resident's status, the physiotherapist is notified and may perform another assessment. The physiotherapist will develop a personalized exercise program for residents who wish to participate. It is conducted by our physiotherapy assistant and offered three times per week for 15 minutes.

Audiology/Speech (swallowing and speech pathology)/Ophthalmology

Referrals for Audiology, Speech, and Ophthalmology are facilitated by the attending physician or other health care providers. The Home and Community Care Support Services for this area is responsible for providing Speech-Language services in a timely manner by a Registered Speech Pathologist.



Mental Health/Addiction and Psychiatric Services

Mental Health and Addiction Services are available from Turning Point/Point Décisif, a division of Services de santé de Chapleau Health Services. Services are offered to individuals, couples, and families in both English and French. Psychiatric assessments and consultations are done by the visiting Psychiatrist who provides direct services once a month. Referrals for Mental Health, Addiction, and or Psychiatric services can be facilitated by any member of your health care team, including self and family referrals, by contacting 705-864-1919.

These services are helpful in understanding the cognitive, behavioural, and emotional changes that occur with aging and age related illnesses and are instrumental in the well-being of each individual.

Activation and Recreational Therapy Services

The Recreation Department of the Bignucolo Residence is the hub of activity and social gatherings and is an essential part of the Bignucolo Residence. The department is staffed by trained personnel and is fundamental in the development and implementation of activities/celebrations/education. The Recreation Department support the goals of each individual in achieving the quality of life he/she aspires to. Staff identify their key quality of life issues and use the best knowledge to develop suitable recreational programs. The Recreation departments' focus is to preserve and enhance the everyday well-being and quality of life of the residents. When providing therapeutic activities, staff ensure to take into consideration the residents physical, emotional, social and cultural/ spiritual needs. They offer diversified activity programs geared to the resident needs, abilities and cognitive levels.

Staff also assists residents with recommended therapy exercises and activities as assigned by other health care team members such as the Physiotherapist, Occupational Therapist, Speech Therapist, etc.

Examples of Activities offered by the Activation Department are:

- Programs and services such as bingo, arts & crafts, baking class, gardening and games.
- Group Exercise and Physical Activities
- Weekly Religious or Spiritual services of various denominations
- Cultural Activities
- Intergenerational Program
- Friendly Visiting
- Pet Therapy Program
- Summer and Christmas Celebration

- Christmas Lights Tour
- Snack and Yak/Trivia
- Gardening
- Various Outdoor Activities
- Community Outings
- Beauty Parlour
- Holiday Raffles and Penny Sale
- Entertainment
- Worldwide Celebrations



Getting Involved

Residents, Family and Friends can get involved in a number of ways. Participating in the following councils allows you and your loved ones' voice to be heard.

Resident's Council



The Bignucolo Residence has a functioning Residents Council which all residents may become members. Staff support residents in addressing concerns and issues. Only residents of the long-term home may be members of the Residents Council. Concerns, issues and recommendations are addressed and responded to in writing within 10 days of receiving the advice. Meetings are coordinated by the Activation Department once a month featuring a variety of guest speakers. Minutes from the meetings are posted on the bulletin board located outside the Activation Department as well as in the LTC lobby. An Annual general meeting is held once per year in January to elect or re-elect a new president to the Resident Council Executive.

The purpose of the Resident's Council is to:

- Advise residents respecting their rights and obligations under this act;
- Advise residents respecting the rights and obligations of the license under this Act and under any agreement relating to the home;
- Attempt to resolve disputes between the licensee and residents;
- Sponsor and plan activities for residents;
- Collaborate with community groups and volunteers concerning activities for residents;
- Advise the licensee of any concerns or recommendations the Council has about the operation of the home;
- Provide advice and recommendations to the licensee regarding what the residents would like to see done to improve care or the quality of life in the home;
- Any concerns and recommendations will be directed and addressed to the appropriate manager/supervisor.
- Review :
 - Inspection reports and summaries received under section 149 of the LTC Homes Act.
 - The detailed allocation by the licensee, of funding under this Act and amounts paid by residents.
 - Results from Resident/Family Satisfaction Surveys
 - The financial statements relating to the home filed with the Director under the regulations and the operation of the home.
 - The operation of the home.

If you are interested in joining the Bignucolo Residence Resident's Council or would like additional information please do not hesitate to contact the Activation Department @ 705-864-3062.



Family Council

A Family Council is a group of family members and friends of residents in a long term care home that meet on a regular basis. The aim of a Family Council is to act as a liaison between the residents' family members or friends and the staff at the Bignucolo Residence.

The main purpose of Family Councils is to facilitate communication and promote partnerships in order to maintain or improve a positive quality of life for all residents. It gives families a voice in decisions that affect them and their loved ones in the home.

A Family Council meets to discuss issues directly related to Resident Life in Long-Term Care. Their main objective is to improve the quality of life for the residents. Minutes from each meeting are posted on the bulletin board located outside the Activation Department.

A Family Council must be solely comprised of family members and friends of the Bignucolo Residence. Staff members are not allowed to be members of a Family Council.

If you are interested in Family Council or would like additional information please do not hesitate to contact the Activation Department @ 705-864-3062.

Volunteering

We are always looking for family members interested in volunteering their time and talents to the many activities at the Bignucolo Residence. These services make a great difference in the quality of life of our resident in need and enable them to maintain their independence.

Please contact Shannon Duhaime, Volunteer Coordinator at 705-864-3061 for further information or to apply as a volunteer.



Policies, Practices & Safety Guidelines

The purpose of policies, procedures and guidelines are to ensure the consistent and safe applications of standard practices throughout the facility in order to maintain a safe and healthy environment for residents, family, visitors, and staff. The following are some of the key guidelines that are important for you and your family to understand. The full version of each policy is available upon request from the Ward Clerk or Nursing Administrative Assistant.

Policies

Alcohol

It is SSCHS policy that alcohol shall not be stored in a resident's room, in the Bignucolo Residence, except at the discretion of, and with the written approval of, the Resident's Attending Physician.

If approved by the physician, alcoholic beverages are purchased by the resident or their family and stored in a locked cupboard or fridge in his/her room or in the medication room. If alcohol is abused and/or the person becomes intoxicated, the privilege to keep alcohol in the room may be suspended.

Education and Research

SSCHS and the Bignucolo Residence support the employment and placement of students in the health care field among our staff. This is an important learning opportunity for upcoming health care providers, including nurses, physicians, therapy services and diagnostic services.

Students work directly under the guidance and supervision of an appointed staff member and may assist with providing your care. If you have any questions or concerns in this regard please let our staff know.

Research is sometimes conducted by various health care providers with SSCHS and the Bignucolo Residence and may involve the participation of the Residents. All research projects that take place here are first reviewed and approved to ensure that they meet ethical standards. Your participation in such studies is a valuable source of information and is potentially beneficial to yourself and others. You will be informed in advance of any study taking place within the facility.

Your participation is completely voluntary and you can withdraw from a study at any time. (see policy ADM-00-18003 Research Policy)

Gifts and Gratuities Policy

SSCHS and the Bignucolo Residence **does not permit staff to accept money or other gifts.**

Please speak to your caregiver(s) to discuss other ways to show your appreciation for staff members (see policy ALH-01-03005 Conflicts of Interest).

Identification of Residents

Upon admission to the Bignucolo Residence, and as part of the orientation process all new residents, with their signed consent, will have a photo taken and placed on their file. Photos are updated regularly by the Activation department. All residents will also receive an identification bracelet that must be worn at all times.

Medical, Casual and Vacation Leaves of Absence

When residents return to Bignucolo Residence from medical or psychiatric treatment or casual and vacation absences the same class of accommodation, room and bed will be available upon their return. The timeframe for each leave cannot exceed the following:

- Medical leave 30 days
- Psychiatric leave 60 days
- Vacation leave 21 days during the calendar year
- Casual absences of 48 hours during the period from midnight on a Saturday to midnight the following Saturday

During an absence a resident continues to be responsible for the payment of the maximum amounts that may be charged by the licensee to the resident for the same class of accommodation that was provided to the resident immediately before the absence.

Residents are encouraged to participate in day outings; overnight stays and vacations with family and or friends. Residents wishing to go on a “pass” need to notify staff at least a few days in advance so medications can be prepared.

A “Release of Responsibility” form must be signed by yourself or a family member prior to leaving for an outing (see policy LTC-03-18005 Resident Leaves of Absence).

Non-Arm's Length Relationships Between Licensee and Other Providers Who Offer Care, Services, Programs or Goods

This policy governs the purchasing practices of SSCHS and establishes that if an employee is involved in the award of any contract that has a direct or indirect pecuniary interest in the contract, the employee shall:

- Immediately disclose the interest to his/her superior and describe the general nature of the interest;
- Not take part in the award of the contract; and
- Not attempt in any way to influence the award of the contract.

These same provisions apply when an employee or Board Member also has a conflicting duty or responsibility as a result of employment or a governance relationship with another organization.

An employee has an indirect pecuniary interest in any contract in which SSCHS is concerned if:

- a) The employee or his/her spouse, partner or relative
 - (i) Is a shareholder in, or a director or senior officer of a corporation that does not offer its securities to the public that has a pecuniary interest in the contract,
 - (ii) Has a controlling interest in or is a director or senior officer of a corporation that offers its securities to the public that has a pecuniary interest in the contract, or
 - (iii) Is a member of an incorporated association or partnership that has a pecuniary interest in the matter; or
- b) The employee or his/her spouse, partner or relative is in the employment of a person, unincorporated association or partnership that has a pecuniary interest in the contract. (see policy ADM-00-16018 Purchasing)

Restraints

In keeping with SSCHS' philosophy of high quality care, the Long-term Care Act and Bill 85, a restraint is only to be applied as a **temporary** measure after other alternatives have been exhausted and are unsuccessful.

A restraint may only be used if in the judgment of clinical staff, there is significant risk that the resident or another person would suffer serious bodily harm if the patient/resident was not restrained.

If it is deemed necessary to apply a restraint, the clinical team is required to follow the principle of **least restraint for the shortest duration**. The method of restraining has to be reasonable in light of the patient/residents physical and mental condition and personal history.

The resident must have a comprehensive and in-depth assessment and be able to exercise his/her right to a patient focused approach to care prior to the application of a restraint. The assessment is to be done by the clinical team in collaboration with the resident/patient and/or their substitute decision-maker.

Decisions related to the use of restraints are to be done based on the assessments and discussions with the resident and/or substitute decision-maker. The physician must be consulted and an order written for the restraint.

The restraining of a resident has to be consented to by the patient/resident or if the patient/resident is incapable, substitute decision maker. Consent for restraints are to be evaluated every three months and alternatives to restraints considered. (see policy CLI-03-18001 Restraint Policy)

Scent Free Policy

SSCHS is a scent free environment (no perfumes, aftershaves, or other scented products).

The number of people with allergies and sensitivities to scents is increasing in the general population. There are over 200 cited triggers for asthma and allergies, one of which includes scented products. We have several staff at the hospital with allergies to scents. We are asking that when you come to visit that you do not wear scented products or clothing with scents on them.

Many consumer products contain fragrance including:



- Perfumes and aftershave
- Creams, lotions, powders, gels, body wash and soaps
- Shampoos, hairsprays and deodorants
- Fabric softeners

Prior to coming to the Bignucolo Residence, please consider whether you are wearing any of those products and remove them before your visit.

When purchasing products for yourself or family member please purchase scent free products. If at any time our nursing staff or support services staff come across any scented items in the resident's room we will place them in a sealed bag and store them in the clean utility room. You, the resident and/or your family member will be notified and asked to come and collect the items within 48 hours after which time the items will be disposed of.

Many flowering plants also have strong fragrances and can trigger allergic reactions. We ask that if you were considering sending a plant that it not be a flowering plant that might increase the risk of someone having an allergic reaction. Silk plants would be most suitable.

Smoking

The Bignucolo Residence was designated as a non-smoking facility effective July 1, 2006 in accordance with the Tobacco Act (Bill 119) and other relevant municipal, provincial and federal legislation regarding smoking within a health care facility. This requires that any resident, family member, visitor, and staff not smoke in any area of the facility or on SSCHS property. Residents are required to be able to leave the SSCHS property independently or with the assistance of family. Staff is not available to accompany a resident for the purpose of smoking.

Residents who are designated safe smokers are permitted to keep cigarettes or lighters/matches in their room in a locked drawer. Residents designated as unsafe smokers cannot have the items in their possession. Staff will not accept responsibility for storing and dispensing smoking materials (see policy ADM-00-19005 Smoking Policy).

Valuables

Residents are encouraged not to keep more than \$20.00 in cash or valuables (i.e. jewellery) in their room. These items may be brought in for special occasions if desired. There are NO safes available, although each room has a locked drawer to which each

resident has his/her own key to access contents. SSCHS is not responsible for money or valuables that are lost or stolen.

Upon admission all residents/SDM/POA for finance will be given a Resident's Valuables form to complete.

A trust account can be set up with the finance department in which residents can keep a maximum of \$500.00 cash. Deposits and withdrawals can be made at Reception from 8 a.m. to 8 p.m. Monday to Friday and 8 a.m. to 4 p.m. on weekends and holidays.

Funds in trust accounts are often used for personal services or purchases that the resident would like to make on their own (i.e. hair appointments, outings, etc.) It is recommended that the resident's trust account maintain a minimum balance of \$20.00 to avoid a delay in purchasing services or attending outings by having to contact the SDM to add funds. When a resident would like to access their funds, the resident can go to Reception and withdraw the funds, at which time they will sign for the amount withdrawn. Every three months the finance department will mail a statement of the trust account to the resident/SDM for finance.

The facility does not approve of anyone borrowing or lending money. If a resident chooses to loan someone money, they are responsible for monies not returned (see policy REG-00-19001 Safekeeping Patient Monies and Valuables in the Business Office)

Zero Tolerance Abuse & Whistle-blowing Protection

It is SSCHS' policy to protect the rights and dignity of our residents. In keeping with our vision, mission and values, we respect the resident's right to be free from all forms of abuse that can threaten their physical or mental well-being. Staff is required to investigate and report any alleged, suspected or witnessed abuse using the procedures outlined in the facilities policy.

The Long Term Care Homes Act (2007) **section 26 states that no person shall retaliate against another person** whether by action or threaten to do so because anything has been disclosed to an inspector or evidence has been given at proceeding. Residents will have the full support of the facility administrator when addressing suspected or actual cases of abuse in a responsible manner in accordance with section 26 of the LTCHA, 2007.

Any person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to Ministry of Health and Long Term Care (MOHLTC) Director:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident



3. Unlawful conduct that resulted in harm or a risk of harm to the resident
4. Misuse or misappropriation of a resident's money
5. Misuse or misappropriation of funding provided to the licensee under the LTC Home Act

There will be zero tolerance for abuse of residents by staff and any allegations of abuse will be treated seriously and an investigation will be conducted.

The Ministry of Health and Long Term Care (MOHLTC) Incident Reporting System is used to report abuse of a resident by a staff member, family member, visitor or other residents. Appropriate action is to be taken to respond to the incident and the results of all investigations along with action plans are to be reported to the director appointed by the MOHLTC. Failure of staff to report incidents of abuse will result in disciplinary action up to and including termination of employment.

See policies:

- CLI-03-05002 Elder Abuse and Neglect
- HUR-00-05006 Elder Abuse and Neglect by Staff Policy
- LTC-02-12003 LTC Critical Incident Discovering & Reporting

Safety Guidelines

Safety Commitment

The Bignucolo Residence is committed to delivering the highest quality of patient care. A very important component of this responsibility is our commitment to patient safety. Patients who are more involved with their care tend to do better and stay safer. You are the center of the health care team and we want you to be an active participant in your care. By working together with physicians, nurses and other hospital staff, you can help lower your risk and make your stay here as safe as possible

Calling for Assistance

All residents are instructed on the location and use of call-bells in the event of needing immediate assistance. Call-bells are placed within reach near the bedside of each resident and located in all bathrooms.

Electrical Equipment

All electrical equipment/items must be inspected by the maintenance department and meet required safety standards before they can be installed and used. (See policy ADM-00-05007 Electrical Appliances - CSA Approval). When bringing items to the facility

please leave them at the nursing station and maintenance will return the item to the residents' room once inspection is completed.

Falls Risk Prevention

The Resident's First Quality Committee has developed a falls risk prevention program to help you (the residents) identify your risks of falling and prevent falls from occurring. The prevention program aims to reduce injuries and help you maintain your independence. You can reduce your risk of falling with the help of your health care team by orienting yourself to your room, consistently using any assistive equipment provided to you by your health care team, learning the proper mechanics to raising and lowering yourself in and out of your bed and chair, ensure you have adequate lighting, and by staying as active as you can. If at any time you require assistance getting up, do not hesitate to call your nurse by ringing your call bell.

Fire

Fire drills are held regularly to ensure staff and residents are well prepared for real-life emergency situations. If you hear the fire alarm or "Code Red" being announced over the public address system, remain in your room and wait for instructions from staff. If you are in a common area, remain calm and wait for direction from staff. The staff are trained in how to manage emergency situations and will instruct you on how to respond.

Fire pull stations are located at all exits/entrances throughout the hospital and Bignucolo Residence. Residents are instructed as to the nearest exit and exit locations are posted in all resident rooms as well as other locations throughout the facility (see policy ADM-00-05002 Emergency Response Plans).

Food Allergy Risk

We have a number of residents who have severe reactions to specific types of foods (e.g. nuts, strawberries). When you come to visit, please do not offer food items to any of the other residents.

Food Poisoning Risk

We have a process in place to clean fridges on a regular basis but we all need to work together to remove food items from the fridges that can increase the risk of food poisoning for residents. When you visit, please check your relative's fridge and remove any food items that are outdated. When bringing food items to the hospital please put them in covered containers and date it so we know when the item was put in the fridge.



Identify Yourself

Wear your identification bracelet at all times. If your bracelet comes off, ask the nurse to get you a new one. Make sure the spelling of your name is correct. Health team members must check ID bands, date of birth or resident ID number before administering medications, drawing your blood or doing an x-ray, test or treatment.

Infection Control

SSCHS is committed to providing the safest possible care to you. One of the ways we ensure this is through a special monitoring program to detect antibiotic-resistant organisms and other infectious agents. Detection of any infectious agents may require you or your loved one to be cared for under isolation precautions. If you have questions ask your health care provider.

Hand washing is one of the most important procedures you can follow to help minimize the risk of infection. Be sure to wash your hands when you enter the building, before entering the dining room and frequently during the day following activities. Your assistance encouraging your visitors to do the same is appreciated. Visitors should not use patient sinks to wash their hands and are encouraged to use the waterless hand sanitizer which are installed outside of every resident room and along the corridors and high traffic areas. However if hands are visibly soiled or have come into contact with bodily fluids they must be washed using soap and water in one of the public washrooms.

During outbreaks or pandemics the infection control requirements may change depending on the most recent ministry directives. Surveillance swabbing may be required at the frequency indicated in the directives. Special Infection Control education sessions for visitors may also be required at a pre-determined frequency.

Please DO NOT visit the residents if you have any infectious symptoms including but not limited to: fever and cough, shortness of breath, muscle aches, sore throat, fatigue, nausea/vomiting/diarrhea, pink eye, chicken pox, a non-allergy runny/stuffy nose, etc. Please continue to practice good hand hygiene and wash your hands upon entering/leaving the hospital and resident rooms.

Medications

All medications required by a Resident are to be prescribed by a physician and dispensed to you by the nursing staff supplied by our MediSystems pharmacy.

Some medications when combined with each other in your body can produce bad reactions. To protect yourself from medication reactions, it is important that you tell your health team about every drug that you are taking. This includes the drugs you take with

a doctor's prescription and medications that you can buy without a prescription such as:

- Vitamins
- Herbal remedies
- Food supplements
- Non-prescription drugs or “over the counter” medication (e.g. gravol, cold medications, pain medications)

When you come to the Bignucolo Residence, bring all your medications with you. Always keep your medications in the bottle they come in. If you cannot bring the medications with you, it is recommended that you make a list of all the medications you are taking. Your pharmacist can help you make the list. It is also important that you tell your health team about any allergies that you have and if you are getting prescription medications from more than one physician.

Any prescription, vitamins or over-the-counter medication that you bring to the facility must be given to the nursing staff immediately upon arrival.

Medications are not to be kept at bedside. They are properly stored by the nursing staff in a safe location until the team reviews them and then we encourage you to send them home with your family.

Safety – Video Surveillance

In an effort to maintain a high level of security within the facility, video surveillance cameras have been installed throughout the Bignucolo Residence. Cameras are set up in specific locations to promote safety but to ensure your privacy is maintained. Cameras are located at the nursing station, the lounge, dining room, activation department, large activity room, resident corridors, entrances, exits, courtyard and in the parking lot. Video surveillance is monitored by upper management and resident's privacy is respected at all time.

Power Mobility Devices

All power mobility devices (i.e. scooters, electric wheelchairs, etc) must be approved for use and meet safety standards before being used in the facility. Please speak with the occupational therapist before purchasing a device to ensure resident is safe to operate the device and that the device is prescribed to meet the needs of the resident.

Scooters and electric wheelchairs must be properly stored in the resident's room or assigned storage area. Residents using power devices must comply with the facilities policy on their use, demonstrate safe use of their device, and comply with periodic assessments by the OT (see policy LTC-02-16003 Power Mobility Device Policy).

Wandering/Cognitively Impaired Residents



For the safety of residents who are known to wander or exit seek, a door alarm system has been installed at the main door entering the nursing unit as well as the door leading out to the courtyard. A **WanderGuard** device (alarm mechanism) is placed on the resident either on a bracelet they wear or it may be placed on their assistive device if they use one i.e. walker or wheelchair. When the resident is close to either door, a red light on the wall mechanism will begin to flash and the door will LOCK immediately not allowing anyone in or out of the unit. Once the residence is removed from the censored area by staff, within 10 seconds the red light will change to yellow and the door can be unlocked.

How to Report an Incident

As safety is our top priority at the Bignucolo Residence we ask that if you or a loved one witnesses any type of incident (ie: a fall, unsafe behaviour, a potential hazard) we ask that you report this to a nurse or staff member immediately. It is the policy of SSCHS to review and investigate all reported incidents. This will assist staff in identifying trends and patterns that affect the overall safety of the organization.

Concerns/Complaints Procedure

Who Can Report a Concern or Complaint?

Anyone who is concerned about a resident's situation can report a concern or complaint, including:

- a resident
- a family member
- someone employed by the home
- anyone providing services to the residents
- any member of the public

How do I Report?

The best way to express any concern is to speak with your Primary Care Provider. The goal is that together you will be able to resolve the problem to satisfaction.

If you are unable to resolve the problem through your Primary Care Provider (e.g. physician, nurse, etc), the next step is to contact the Long-Term Care Charge Nurse or Chief Nursing Executive. They will work with you to address your concern in a timely manner. Concerns/complaints can be made by telephone, in person or in writing. Complaints in person can be made by making an appointment with the Long-Term Care Charge Nurse or Chief Nursing Executive. Written complaints can be submitted by letter, e-mail or by completing the "Concern/Complaints" Form available at the nursing station.

Contact Information:

Name	Phone	Email
Jamie Fiaschetti, Chief Nursing Executive	705-864-3073	jfiaschetti@sschs.ca
Brenda Bernier LTC Charge Nurse	705-864-3052	bbernier@sschs.ca

Mailing address:

Services de santé de Chapleau Health Services
PO Box 757
6 Broomhead Rd
Chapleau ON P0M 1K0
ATTN: insert name of recipient



If the facility does not resolve your concern to your satisfaction, you also have the right to contact the Ministry of Health and Long Term Care ACTION Line @ 1-866-434-0144 7 days a week, 8:30am to 7:00pm.

Or send a letter to:

Director
Performance Improvement and Compliance Branch
The Ministry of Health and Long-Term Care
1075 Bay Street 11th floor
Toronto ON M5S 2B1

What information should I give the Ministry of Health when I report a concern or complaint?

The more details you provide, the easier it will be for the ministry inspectors to look into the problem.

At a minimum, your complaint should include:

- name of the long-term care home
- address of the long-term care home
- a description of your concern

Please provide the following information if it is available:

- who was involved
- what happened
- when it happened
- where in the home or outside of the home the incident happened
- your name, address and telephone number (optional).

If they have your contact information, the inspector can call you for more information and notify you when the inspection is done. However, you do NOT have to provide your name, address or phone number. You can make your complaint anonymously.

What will the Ministry of Health do?

An inspector will conduct an inquiry and visit the long-term care home immediately if the complaint indicates that any of the following may have occurred:

- Improper or incompetent care or treatment, abuse, neglect or unlawful conduct that resulted in serious harm or a risk of serious harm to a resident.

- Retaliation against a resident or any other person for reporting information to the ministry or testifying in a proceeding.

In all other cases, an inspector will contact you to talk about the problem and how to resolve it.

When looking into the problem, the inspector may talk to the residents, families, staff or other people. He or she may also review documents and watch the way the home operates. It is the inspector's role to ensure the home is complying with the Long-Term Care Homes Act, 2007(the Act).

If the inspector finds the home is NOT complying with the Act, he or she will describe the problem in an inspection report. The home will be expected to fix the problem and comply with any orders from the inspector or the responsible Director at the Ministry of Health and Long-Term Care.

Once the inspection is complete, the ministry will contact you and tell you about the findings and actions taken. They are careful to respect the privacy of residents when reporting on the inspections. When telling you what has been done to resolve your complaint, the inspector will only provide information permitted by the Personal Health Information Protection Act, 2004.

What about privacy & protection when making a complaint?

People making complaints to the ministry do not have to give their name or any contact information. If you do provide your name, the ministry is committed to protecting people's privacy and all complaints are treated as confidential. Information about complaints is only disclosed if a law requires or allows the ministry to disclose it.

Long-term care homes are not told who has complained; however, the home may be able to identify the person based on the nature of the complaint.

To encourage people to report any concerns, the Long-Term Care Homes Act, 2007 provides protection for residents as well as anyone else who makes a complaint from any retaliation. If you feel you or anyone else is being treated unfairly because you complained, contact the ministry right away.

Members of the public can request information about inspection reports for a long-term care home. In the future, the ministry also plans to post information about inspections on a website. In these cases, the ministry will only disclose the information permitted or required by law.

Notes:

What to expect in the event of an outbreak or pandemic?

The Bignucolo Residence's primary focus is to provide a safe environment for you. In the event of an outbreak or pandemic there could be significant changes to policies, processes and services within the home. All changes made, whether by the the Bignucolo Residence, the Ontario Ministry of Health, the Ministry of Long-Term Care or Public Health will be communicated to the residents and their families/friends in a timely manner. We thank you for your understanding.