



LABDARA RESIDENT HANDBOOK

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1 Welcome!

On behalf of our staff and volunteers, it is my pleasure to welcome you to *Labdara* Lithuanian Nursing Home. If you are reading this, you or your loved one has just moved in or is contemplating moving into *Labdara* Lithuanian Nursing Home.

We know that you have asked many questions about long-term care over the past few months, and we are certain that you will have many more questions to ask in the near future. If your questions are not answered in this handbook, please do not hesitate to ask questions of any of your care team. Our dedicated staff is here to help in any way possible and we encourage you to speak to them if you have any questions, concerns or just need some additional information. Because there is staff on duty twenty-four hours a day, there is always someone here with whom you may speak.

We are looking forward to getting to know you and your loved ones as we work together to develop a plan of care that will maximize our resident's abilities and ensure the care you receive is based upon your preferences and customary routines. To facilitate this, we encourage you to become as involved in your care as possible. We recognize that family members play an important role in the health, well-being and care of their loved ones. It can take up to 3 months for new residents to feel safe and at home at *Labdara*. We value and appreciate your involvement with the care of the residents living here.

The trust that you have placed in us to provide you with care and support is something that we take seriously; hence our commitment to you that we will continuously strive to meet your needs in a professional, compassionate, and respectful manner.

Sincerely,

Eric Harela
Administrator

2 Mielieji,

Mūsų personalo ir savanorių vardu maloniai sveikinu visus atvykusius į lietuvių *Labdaros* slaugos namus. Skaitote šį leidinį greičiausia todėl, kad Jūs arba Jūsų artimieji apsigyveno arba planuoja apsigyventi *Labdaros* slaugos namuose.

Puikiai suprantame, kad pastaruoju metu turėjote nemažai klausimų dėl ilgalaikės slaugos reikalavimų. Neabejojame, kad ateityje klausimų gali iškilti dar daugiau. Jeigu šiame leidinyje neradote atsakymų, prašome klausti aptarnaujančio personalo. Mūsų darbuotojai visada pasiruošę Jums padėti visais įmanomais būdais, ir mes norime, kad Jūs kreiptumėtės į juos su betkokiais rūpimais klausimais. Kadangi darbuotojai būna *Labdaroje* visą parą, visuomet rasite su kuo pasikalbėti.

Mes norime geriau pažinti Jus ir Jūsų artimuosius. Norime bendradarbiauti su Jumis ruošiant slaugos planą, kuris maksimaliai panaudotų mūsų gyventojų pajėgumus ir užtikrintų, kad, suteikiant priežiūrą, būtų atsižvelgta į gyventojų bei šeimos norus ir įpročius. Kviečiame Jus prisidėti prie slaugos tiek, kiek įmanoma. Šeimos nariai turi didelę įtaką savo mylimų artimųjų sveikatai ir gerovei. Atkreipiu dėmesį į tai, kad gali užtrukti apie 3 mėnesius, kol naujieji gyventojai apsipras *Labdaroje* ir pasijus saugūs kaip namuose. Mes nepaprastai vertiname Jūsų indėlį ir bendradarbiavimą užtikrinant augščiausios kokybės mūsų gyventojų priežiūrą.

Nuoširdžiai dėkojame Jums už pasitikėjimą *Labdaros* darbuotojais. Tas pasitikėjimas suteikia mums didžulę atsakomybę kuria mes priimam su pasiryžimu Jūsų neapvilti. Pasižadame Jums – sieksime teikti kuo geresnę priežiūrą mūsų gyventojams - profesionaliai, su jautrumu jų poreikiams ir su pagarba jiems.

Pagarbiai

Eric Harela
Administratorius

3 OUR MISSION, VISION and VALUES

3.1 MISSION STATEMENT:

Labdara Lithuanian Nursing Home is committed to:

- Providing the highest quality care that encompasses dignity, respect and rights of those in residence.
- Planning and providing care and services cooperatively with staff, residents, family members and governing bodies.
- Fostering a living environment in which Lithuanian customs, traditions and language are preserved and encouraged.
- Striving to provide a nurturing setting that meets the physical, mental, social and spiritual needs of its residents.
- Providing a program of 24-hour nursing and personal care that includes:

Resident-Centered Care

Restorative and Rehabilitative Services

Recreation and Leisure Services

Nutritional Care Services

Environmental Services

- We value the input of residents, their families and the community.
- Working together to continually improve the care and services provided in the home.

3.2 VISION

Labdara Lithuanian Nursing Home strives to be a leader in long-term care and is recognized for high quality care, services and commitment to working in partnership with residents and their families. *Labdara* designs and provides programming that meets the growing and increasingly complex needs of its residents and the community it serves. It provides a rewarding and empowering work environment for its staff.

Labdara provides high quality care and services through a Resident-Centered approach, and strives to create an environment that supports each resident's right to dignity, self-esteem and independence.

3.3 Values

Labdara Lithuanian Nursing Home is committed to providing care and services in a manner that respects and supports residents, families, staff, volunteers and community stakeholders. The overreaching goal is to enrich the lives of the people for whom it provides care.

Labdara is guided by the following values:

Accountability - *Labdara* believes that accountability is a crucial component of care and service delivery. Individuals and groups are fully accountable for the tasks delegated to them.

Compassion - *Labdara* respects individual feelings, needs and wishes, and thereby provides compassionate care to residents and their families.

Resident and Family Focus - *Labdara* focuses on resident and family satisfaction and directs resources in the best manner possible to respond to their needs and expectations.

Ethical Decision-making - *Labdara* supports and acts in the best interest of its residents to ensure that decisions related to the provision of care and services are sensitive to moral and cultural issues.

Excellence - *Labdara* strives to provide the highest quality care and services measured against provincial benchmark indicators.

Innovation - *Labdara* embraces innovative ideas and talents. Through innovation, *Labdara* achieves the most effective and efficient use of resources.

Safety - *Labdara* maintains a culture of safety, comfort and well-being to provide a safe environment for all.

Teamwork - *Labdara* values collaboration and believes that greater knowledge is gained by learning from one another; that skills are complementary; that functions are interdependent. All staff work together for a common purpose - excellence in all aspects of the provision of care and services for its residents and their families.

4 OWNERSHIP OF LABDARA LITHUANIAN NURSING HOME

Labdara Lithuanian Nursing Home was founded and built in 2002 by the Lithuanian community in Toronto, Ontario with some financial assistance from the Ontario Government. It is owned and operated by *Labdara* Foundation. As such, it is a charitable not for profit organization with stakeholders and no shareholders. It is dependent on community donations to supplement residents' fees and the financial support from the Ministry of Health and Long Term Care to maintain a high level of care and well-being for its residents. It is located in the Etobicoke area of the City of Toronto but funded by the Mississauga Halton Local Health Integration Network (LHIN). Applications to *Labdara* Lithuanian Nursing Home are administered by the Mississauga Halton Community Care Access Centre (CCAC) (905-855-9090).

5 GOVERNANCE

The governing body of *Labdara* Lithuanian Nursing Home is the Board of Directors. This Board has a President, a Vice-President, Secretary and Treasurer and seven directors - eleven members in all. An Annual General Membership meeting of the *Labdara* Foundation is held each Spring.

The Board of Directors is responsible for governing and supporting *Labdara* Lithuanian Nursing Home's entire operation. Governance responsibilities include, but are not limited to:

- Determining *Labdara* Lithuanian Nursing Home's values, mission and strategic directions
- Selecting an Administrator and ensuring performance is monitored.
- Ensuring effective organizational planning
- Evaluating the effectiveness of *Labdara* Lithuanian Nursing Home 's programs and services
- Protecting and enhancing the organization's public image
- Ensuring adequate resources and effective use of resources

- Signing contractual agreements with Government Funding bodies.

6 SERVICES PROVIDED AT LABDARA NURSING HOME

The services listed below are available to all *Labdara* Lithuanian Nursing Home residents and are included in the cost of accommodations.

- Basic accommodation, 2 single beds in a room, separated by a partial wall, approx. 140 sq ft living area + shared washroom
- Private accommodation at additional monthly charge, 1 single bed, approx. 170 sq ft living area + private washroom
- Internal transfers between rooms as needed for various reasons
- Resident-centred nursing and personal care 24 hours per day
- Nurse Call system in every resident room
- Medical care and supervision available within the facility
- Pharmacy services
- Administration of medications using multi-dosing packets
- Medical supplies and nursing equipment necessary for resident care involving skin disorders, infection control, and sterile procedures
- Basic foot care - see section 39
- Medical devices such as catheters, colostomy and ileostomy devices
- Continence care products which are environmentally responsible
- Assistance with activities of daily living
- Supplies and equipment for personal hygiene (skin care lotions, shampoo, soap, deodorant, toothpaste, toothbrushes, denture cup, denture cleanser, toilet tissue, facial tissue, comb, razor, shaving cream and feminine hygiene products)
- Therapeutic programs -e.g. Physiotherapy, Music, Art Therapy
- Mobility Aids are available through Assistive Devices Program (ADP) see section "Wheelchairs".
- Restorative care program
- Conference Room access for meeting with care professionals
- Jacks for Bell telephone and Rogers Cable TV are provided in alternate locations in each resident room
- Resident recreational and social activities and special events including related supplies and equipment
- Outdoor gardens and walkways, landscaped grounds and patios
- Pastoral activities and services
- Nutritional services, 3 meals and 3 snacks daily
- Dietician assessment and therapeutic diets, dietary supplements
- Devices enabling residents to feed themselves

- Bedroom furnishings including a bed (electric or manual) with a firm, comfortable mattress, adjustable bed rail/s, chair, night table, overhead light, wardrobe and privacy curtain – **personal refrigerators are not allowed in the rooms due to regulatory and safety requirements.**
- Housekeeping services
- Linen - sheets, blankets, bed spread, towels, face cloths, pillows & cases
- Industrial type machine washing and drying of personal laundry
- Labelling of resident clothing
- Maintenance of the building and the home's equipment
- Facilitation of meetings and business of Resident and Family Councils
- Volunteer services
- Library services including daily newspapers in resident lounges
- Security systems and patrols
- Personal funds maintained/entrusted in *Labdara* Lithuanian Nursing Home
- Reception, mail delivery service
- General administrative services
- Computer and Internet access on request
- Local telephone service on request
- Satisfaction Surveys and Quality Improvement program
- Parking, designated Senior and Disabled Parking spots near Main door
- Fire Safety Program, Disaster Response Plan

By legislation of the Ministry of Health and Long-Term Care, it is not permissible to charge for the following:

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

6.1 OPTIONAL SERVICES

Optional services are available to residents at *Labdara* Lithuanian Nursing Home for which there is an additional cost. These include:

- Cable TV connection and monthly charges for resident's personal use.*
- Specialized foot care services – ie. Chiropody, available on site See Sec 39
- Alternative Therapies – may be available on site on arrangement *
- Continence care products not part of Labdara Lithuanian Nursing Home's continence care system *
- Dental and denturist services – are available on site *
- Scribing of dentures for identification (No charge when done by *Labdara* Lithuanian Nursing Home or provider service)
- Eyeglasses, hearing aids and hearing aid batteries *
- Hairdressing and barber services (Price list is posted)
- Newspaper subscription delivered to the resident's room *
- Non-prescription drugs, medication and treatment products not available through the Ontario government pharmaceutical and medical supplies*
- Preferred accommodation (Private = \$18+/day over basic rate)
- Private care-giver or companion services
- Private physiotherapy services
- Rental or purchase of walkers, wheelchairs and geriatric chairs for exclusive resident use *
- Telephone connection and monthly charges for resident's personal use *
- Transportation services (Taxi, Transfer Service, etc.)*
- In-house clothing and shoe sales from mobile vendors *

Rates for optional services denoted with * are set by outside service providers

The Resident or Power of Attorney for Property must authorize in writing purchase of, or arrangement for, any of the above list of optional services.

Please be advised that the Ministry of Health and Long Term Care has been gradually cutting back the number of services that are covered by OHIP and that services offered at this time may not be covered at a later date. It is advisable for residents of any nursing home to have access to additional funds so they are available to cover the cost of needed de-listed services in the future. The current 2017-2018 Provincial Budget Expense for Health Care is \$53.8B, for Education \$26.5B and Interest Expense on the Provincial Debt is \$11.6B.

7 Resident Home Areas and Basement

Labdara is a three story building with a fully accessible basement area. Each Resident Home Area contain 30 beds as well as a common dining room, sitting areas, and a TV lounge for resident use.

The Basement area contains a large Community Room that is used by the residents for many functions including daily morning exercise, Resident Council meetings, Bingo, Monthly Birthday Parties, Happy Hour, etc. It is also used by the *Labdara* Board of Directors for their monthly meetings.

The Activities Department office is located in the basement. The Activities Manager's office is located on the third floor.

The east end of the basement has the Laundry, Main Kitchen, the Dietary Manager's office and the Environmental Services Supervisor's office.

The basement also has the Residents' Kitchen that is used by the residents for activities such as cooking and baking for special occasions like Easter and Christmas and special Lithuanian Holidays.

Beside the Resident's Kitchen is the Snoezelen Room which is used to provide a relaxing, therapeutic, sensory environment for *Labdara* residents who have various stages of dementia. The room is available, with staff supervision, on weekdays only.

Across from the Activities Office is the Hair Salon. It provides hair care services for residents one day per week.

Next to the Hair Salon is the Chapel where Catholic Mass is held on every Wednesday at 10 am. Residents may also attend Mass at the Resurrection Church (across the street) on Sundays if they are mobile enough.

The Administrator's Office is located on the first floor and the Director of Care's office is located on the second floor.

The basement also has a Volunteers' Room as well as Male and Female Washrooms located across the hall.

We also provide an Overnight Stay Guest Room. This room is set up as a bedroom for family members of residents who are palliative or close to death and need a quiet place to spend the night. It allows the family members to be close to the resident and still be away from the floor and have some level of convenience and privacy. It has a pull-out double bed, dresser, table and

other accessory items. It is also close to the Residents' Kitchen with access to refrigerator and eating utensils and washroom facilities down the hall.

8 CONTACT INFORMATION

The Reception Desk is not staffed at all times and there is reception only on Sunday on weekends. Generally speaking, the switchboard or Nursing Station phones will be answered from 9 am to 8 pm with the exception of meal times: 8-9 am, Noon- 1pm and 5 – 6 pm. Quite often, staff are busy assisting residents and are unable to answer the phone. In the case of an Emergency and if no one answers the phone, please call 647-624-3068 to reach the First Floor Charge Nurse Cell Phone. If still no answer, please call 416-356-8619 to reach on-call Manager Cell Phone.

Please note that the voice mail system at *Labdara* Lithuanian Nursing Home is confidential. Office hours for managers are generally from 8:30 a.m. until 4:30 p.m. **Do not leave important or urgent voicemail messages on any phones.** Instead please speak directly with a Manager, Charge Nurse or staff member for best service and results. Please refer to chart below for correct numbers.

Title	Name	Phone extension	Email
Administrator	Eric Harela	401	administrator@labdara.ca
Director of Care	Beata Malizia	603	directorofcare@labdara.ca
Office Manager	Rita Byra	402	finance@labdara.ca
Life Enrichment Coordinator	Ljiljana Gavrilovic	403	lifeenrichment@labdara.ca
Dietary Manager	Tamara Szczepanska	404	dietary@labdara.ca
Registered Dietitian	Julia		dietary@labdara.ca
Environmental Services Supervisor	Vladas Sinila	407	environmental@labdara.ca
Ward Clerk	Mirjana	604	wardclerk@labdara.ca
First Floor	Charge Nurse	601	Cell # 647-624-3068
Second Floor	Charge Nurse	201	Cell # 647-624-5015
Third Floor	Charge Nurse	301	Cell # 647-624-4194

If you wish to speak to the Charge Nurse, please do not call at meal times, ie. between 8am-9am, Noon – 1 pm or 5 pm – 6 pm as the Charge Nurse and other staff will be busy with resident care and meals. Calls will usually be transferred to voice mail during these times. Alternatively please call the Director of Care at ext 603 or MDS Nurse at ext 405. After hours or in the case of an urgent matter, please call the cell phone number listed above for the appropriate Charge Nurse and floor. Between 11 pm and 7 am, call the First Floor Cell Phone number only.

9 ABUSE AND NEGLECT

Any abuse or neglect that is alleged, suspected or **eye-witnessed must be reported immediately to the Charge Nurse, any Manager, the Director of Care or the Administrator** at the earliest opportunity. *Labdara* has a zero tolerance for any type of abuse or neglect of anyone and we strongly urge people to report it even if they are not sure or are somewhat uncomfortable doing so in order to investigate properly. See Complaints and Concerns section.

10 ADMISSION AGREEMENT

Labdara Lithuanian Nursing Home has a two-part Admission Agreement, which is completed as soon as possible following admission with the resident and/or his or her legal representative/s. A copy of this document is provided for the resident and the agreement can be reviewed upon request. In assuming responsibility for a considerable portion of the care of the resident, *Labdara* Lithuanian Nursing Home very much assumes an advocate role. Residents are always encouraged to participate fully in making decisions concerning their care.

The resident/designate will be asked to identify the person/s who *Labdara* Lithuanian Nursing Home should notify **in case of an emergency**. The resident or his/her next-of-kin will also be asked if the resident has given anyone Power of Attorney and to bring a copy for our records. Having a **Power of Attorney for Property** allows the designated person to act on the resident's behalf in a situation when the resident cannot act for his/herself in relation to property and finances. Power of Attorney for Property can handle the resident's finances and can sign on their behalf with respect to his/her assets.

A **Power of Attorney for Personal Care** can make personal care decisions, for example, treatments, medical procedures. Powers of Attorney can be held by a family member, friend, a lawyer or by another authorized person.

If the resident has named more than one person as Power of Attorney for Care, we will ask the resident and all those named as Power of Attorney to provide us with **one primary contact name**. In the event of an emergency or change in resident's condition, staff will notify the primary contact. Valuable staff time is much better spent caring for the residents rather than trying to contact multiple Powers of Attorney to notify them on any change in condition.

Please be advised that the Power of Attorney takes effect only when a resident is not capable of making an informed decision. It may also depend on the topic. A resident may be capable of making a decision with respect to their care but not their finances or vice versa. It may also be dependent on the day and their mental state at the time.

Also The Power of Attorney “dies” with the resident. At that moment, it is the role of the Executor/Executrix/Estate Trustee to take over and make decisions and all arrangements regarding the deceased resident.

Please provide the name and contact information on admission for the named Estate Trustee as indicated on the resident Last Will and Testament. We do not need a copy of the Will, only the name of trustee.

A publication called “Planning for Long Term Care” is available from the the MH LHIN (1-877-336-9090) or from Labdara (416-232-2112). An “Advance Care Planning Guide” is also available from Labdara on request.

11 AIR CONDITIONING

Labdara is computer/climate controlled and the building has central air. When the air conditioning is in operation, please keep the exterior doors and windows closed. Please see section on “Temperature Control in Resident Rooms”.

12 ALCOHOL

Although permitted, alcohol should be used cautiously due to possible adverse reactions with the resident's medication (thus presenting a health risk). A Happy Hour is set up by Activity Staff regularly for the enjoyment of residents. At the Happy Hour, both alcoholic and non-alcoholic beverages are made available. Alcoholic beverages are only served to residents. Snacks are also available. Alcoholic beverages may be offered to residents who attend *Labdara* Special functions such as the New Year's Eve celebration and monthly birthday parties. See RESIDENT PRIVATE FUNCTIONS for more information.

13 ANTIVIRAL MEDICATIONS

Influenza (the flu) is a serious, contagious, viral illness that most often occurs during the winter months. In healthy individuals, influenza causes fever, cough, headaches, muscle aches, a stuffy nose and a sore throat. However, in the elderly and people with chronic lung or heart disease or compromised immune systems, influenza may cause serious illness, and may be complicated by life-threatening bacterial pneumonia and death. Vaccination against influenza greatly reduces the risk of illness and death in people who live in long-term care facilities. However, the vaccine is not 100% effective and, in spite of vaccination, influenza outbreaks can still occur.

Antiviral medications are available to prevent and treat influenza. Side Effects of antiviral medications are minimal. In the event of an influenza outbreak at *Labdara* Lithuanian Nursing Home, the Medical Director may recommend the use of an antiviral agent. It is important that the medication be given to all residents as soon as possible and prompt action taken to control an outbreak.

14 ARTWORK (Personal)

Residents are encouraged to bring artwork to hang in their rooms in order to promote a more home-like environment. They may also bring art to hang in the corridors if suitable. It should be identified with the resident's name and instructions what to do when the resident is no longer at *Labdara*. A form will be provided by the Administrator upon request in order to identify what is to be done with any artwork after the Resident is no longer at *Labdara*.

15 BED HOLD FEES

These are no longer applicable in Long Term Care. However a resident or family may pay an amount to hold a bed in the case of an extraordinary or unexpected event.

16 BED BUG POLICY

We work closely with Public Health to prevent any problems with bedbugs and other infestations and to do so we have a prevention policy. New resident belongings may be placed in clear plastic bag at the time of admission and items will be quarantined in the cooler for one week. This procedure is at the discretion of the Environmental Services Supervisor, Administrator and/or Director of Care. **Do not bring anything into *Labdara* prior to first**

consulting with one of the above staff members. After the quarantine period, the items are examined by the Pest Control technician for any signs of infestation. If the inspection is unremarkable, the items are returned to the resident. Brand new store bought items do not need to be quarantined. Our prevention policy has been very successful in preventing any bed bug infestation to date at *Labdara*.

17 BUILDING SAFETY

Safety rounds are conducted on a regular basis to identify risks and ensure follow up with any recommendations from reported safety hazards or incident investigations. If you notice anything that may constitute a safety hazard or cause some level of concern or risk please speak with any *Labdara* Nursing Home employee.

Our facility has its own unique monitoring system. A call bell near your bed, in your bathroom and in all common area of the center will alert the care staff that they are needed to assist you. We also have an on-call schedule to ensure a physician is available to assist the care team as required.

We are committed to providing you with a safe, respectful environment. Because of this, exits are alarmed or secured in our centre. Please check with staff for the access codes of secure doors. Outside doors are locked at night at 8 pm with access to the home obtained by ringing a doorbell at the home's main entrance or by calling the nursing home directly. Regular Visiting Hours are from 9 am to 8 pm except in special circumstances. Surveillance video cameras are in use.

18 CAMERAS - See the Administrator

18 CARE ASSESSMENT AND PLANNING

Once admitted, staff of various disciplines will assess the resident. Each resident is assigned to a primary nurse who does a nursing care assessment. The Life Enrichment Coordinator assesses the resident's interest in participating in *Labdara* Nursing Home's recreational programs and activities. The Dietician does a nutritional assessment. The Physiotherapist (under the direction of the physician) and the consulting Chaplain may become involved as needs indicate. A coordinated resident care plan is developed. This is completed in the first few weeks following admission.

Residents, families and other next-of-kin are very much involved in the assessment and planning of care. At any time, concerns should be brought to

the attention of the nursing staff or the staff of other departments. If the issue is of a nature that it affects a number of persons, a care conference may be called to address the issue.

Each resident has his/her care and service needs reassessed quarterly or when there is a change in the resident's health status, needs or abilities.

An “Advance Care Planning Guide” is available from Labdara on request.

19 CARE CONFERENCE (Ministry Policy)

A Care Conference is an interdisciplinary meeting held within 6 weeks of admission and annually thereafter to review the resident's care plan. Staff will contact the resident, family and physician to arrange a date and time for the care conference. A care conference may be required more frequently depending upon resident needs and health status. It may be requested by the resident and/or POA at any time. A Care Conference may also be conducted by teleconference or SKYPE for convenience of attendees.

20 CLOTHING

Residents provide garments and footwear that suit their size, style, and colour preference. *Labdara* Lithuanian Nursing Home recommends certain fabrics when garments are to be included in the Home's laundry service. (See: Laundry) Off-season clothing cannot be stored at *Labdara* as space is limited. Residents should have 3 – 4 days of daily clothing plus one piece of seasonal outerwear.

In the event that a resident requires the use of a mechanical lift for transfer, it may be necessary for the resident to wear adaptive clothing. These garments open at the back and allow for safer transferring and toileting for both resident and staff. New clothing may be purchased or garments in use can be modified by a seamstress. This is to be arranged by the Resident or their Power of Attorney. There is no seamstress on site at *Labdara* to repair clothing. (See: Clothing Sales)

Important: Do not leave empty clothes hangers on the corridor handrails outside resident rooms. That is a violation of regulations and can pose a safety hazard if used as a weapon. Leave the hangers in the room to be picked up by staff.

20.1 CLOTHING LABELS

All clothing needs to be labelled and this is done on admission, at *Labdara* Lithuanian Nursing Home's expense, even if the clothing is to be laundered off-site. The clothing must be clean and in good condition. The label indicates the resident name and is heat-sealed to the inside of the collar or waistband. Additions to a resident's wardrobe (from shopping, gifts or off-season storage) need to be labelled so that they may be promptly returned to the resident. Please leave garments needing labels with the Nurse Manager or Unit Clerk in a clear plastic bag and clearly marked with the name to be placed on the label.

Please take into consideration that institutional washers and dryers use much higher temperature than conventional washers and dryers used at home. If labels are not properly heat-sealed to the resident's personal garment they may fall off in the laundering process. It is recommended that *Labdara* Nursing Home heat press your family member's labels onto the items of clothing.

20.2 CLOTHING SALES

In-house clothing sales are held periodically in the Activity room. Catalogues are available for the purchase of specialized clothing to suit resident needs. The activity department organizes this service and events are listed in the monthly activity calendar posted on our website: www.labdara.ca. Purchases are at the resident's expense and arrangements are made for labels before they are delivered to the resident's room.

21 COMMUNICATING WITH RESIDENTS

Labdara residents may exhibit some degree of impairment in their vision, hearing and cognitive abilities. As a result, the communication process can, at times, be more difficult. To interact more effectively with other residents you should:

1. Approach the person face-to-face, at his/her level and establish eye contact.
2. Tell the person who you are and why you are approaching him/her.
3. Speak slowly and in lower tones. It may help to speak in a slightly louder voice but shouting is not helpful. If the person is wearing a hearing aid, do not assume it is turned on.
4. Use gestures and/or physical cues to help the person understand the ideas you are trying to share.
5. Use short sentences with the most important words at the end of the sentence.

6. If the person does not understand your message, try again using different words and on-verbal cues.
7. Be patient! Give the person extra time to respond to your communication. It is not unusual for an elderly person's response time to be delayed or for him/her to use a similar but incorrect word.

Listening is a very important part of communication. It may be one of the most important things that you can do for the person. Taking the time to listen conveys a feeling that he/she is important and that you care.

22 COMPLAINTS AND CONCERNS

Residents and/or their family or friends who may wish to raise a concern, lodge a complaint, obtain information about or recommend change involving *Labdara* Lithuanian Nursing Home, can do so by reporting the issue or concern (depending on its nature) initially with:

- Any *Labdara* Nursing Home staff member, Dept. Manager or the Administrator/Director of Care; if a resolution is not found, then
- *Labdara* Lithuanian Nursing Home Resident Council
- *Labdara* Lithuanian Nursing Home Food Committee
- Members of the *Labdara* Board of Directors
- Ministry of Health and Long Term Care, Director of the Performance Improvement and Compliance Branch
- Minister of Health and Long-Term Care: INFO line 1-866-434-0144.

A current contact list is posted and available on our website www.labdara.com and copies are provided at Reception. *Labdara* encourages residents and families to express their concerns to facility staff prior to contacting ministry staff. It is anticipated that most issues will be dealt with by the *Labdara* Nursing Home to the satisfaction of all concerned.

Serious issues must be put in writing as soon as possible to help with any investigation. The Administrator will respond within ten days to a resident's (or his/her family/friend) requests, suggestions and complaints, indicating possible plans of action to address the concern.

In accordance with legislated requirement, *Labdara* Lithuanian Nursing Home's annual audited statement findings of the annual Ministry of Health review and the Residents' Bill of Rights are available for public review on the main floor.

An annual Resident Satisfaction Survey is sent out in December.

23 CONFIDENTIALITY OF RESIDENT INFORMATION

All records, reports and information concerning the residents of *Labdara* Lithuanian Nursing Home are treated with the utmost of confidentiality. Many of the residents at *Labdara* feel very much "at home" and confide in the staff. Facts intimate to residents will not be disclosed or discussed with other employees, residents or any other persons, except during professional meetings when the information may have a direct effect on the resident's health and the provision of care. Staff are aware that discussions of any *Labdara* Nursing Home information pertaining to residents and their respective care is not to occur in public places or areas where others present are able to overhear the conversation. We value open and honest communication. If an error occurs, we will let you know as soon as possible. We take errors very seriously. We will investigate so that you are aware of what happened and will develop an action plan so we can prevent similar situations from occurring in the future.

24 CONTINENCE AND BOWEL MANAGEMENT

We are committed to promoting continence thereby relieving bladder distention, constipation, preventing skin breakdown and restoring self-confidence. The goals of the bladder and bowel management program are to:

- 1) address the resident's individual needs with respect to continence of bladder and bowel through an assessment process
- 2) initiate appropriate strategies and interventions
- 3) provide learning opportunities
- 4) monitor and evaluate resident outcomes

All questions should be directed to the Charge Nurse.

25 DEATH OF A RESIDENT

Whenever possible, registered staff will notify the family that a resident is palliative. Family members are encouraged and supported by *Labdara* to be with residents at this time and will be provided with the option of a private room in the basement area to rest as required. Residents will remain in their own room unless specific direction has been given for transfer to a hospital. (See Palliative Care).

Generally speaking we do not advise transfer of Residents to hospital for Palliative Care as we do not feel it is in the best interests of the Resident. Please speak to the Director of Care regarding any decision to transfer the Resident for End-of-Life Care.

Following a resident's death, the Charge Nurse may pronounce the death under certain provisions, but certification of the death, including the determination of

the cause of death, as well as the signing of the Medical Certificate of Death, is a legal requirement that is usually performed by the attending physician for the resident or a Nurse Practitioner. *Labdara* Lithuanian Nursing Home nursing staff may contact a funeral home if this instruction has been provided for them in writing.

Families are asked to immediately notify the staff as to the identity and address of the deceased resident's Executor/Executrix/Estate Trustee if this information was not provided on admission. **The nursing home staff can legally only deal with the Estate Trustee at this time.**

The deceased resident's belongings must be collected by the Executor/Executrix/Estate Trustee no later than the day following death, unless otherwise arranged. If this is not possible, staff may be asked to pack and store the deceased resident's belongings for collection at a later date. Then a final statement is prepared and mailed to the Estate Trustee. A refund cheque for resident's fees, if applicable, will follow in a few weeks, payable to the Estate of the Resident and mailed to the Estate Trustee. It cannot be made payable to a family member. The resident's health card will be destroyed following submission of a report to the Ministry of Health.

Each year, a Memorial Service is held to honour the memory of deceased *Labdara* Lithuanian Nursing Home residents and their names are recorded in a special book of memory kept at *Labdara*. Families are sent invitations to attend this service.

26 DELIVERIES

Residents and families are asked to contact the Environmental Services Supervisor (for large items ie furniture) and Reception (for flowers, drug store deliveries, pizza deliveries) if they are expecting a delivery so that an appropriate response may be given on arrival. During Outbreak, items may be left at Reception for delivery to resident rooms. Items are usually delivered by Reception, once in the morning and once in the afternoon. Please do not leave perishables or any valuables at the Reception.

27 DENTAL ASSESSMENTS

New residents receive an oral assessment as part of the admission medical and nursing assessments. When residents require dental treatment or other services not provided by *Labdara* Lithuanian Nursing Home, assistance will be provided to arrange a referral to a dentist or other dental personnel of the resident's choice. This can only be done when the resident or his/her Power of

Attorney has authorized payment and have made plans for transportation. A mobile dental service “Direct Dentistry” is available to *Labdara* residents in the treatment room by appointment. *Labdara* Lithuanian Nursing Home is working with this company to ensure that dental services are available to residents who cannot access a local dental office.

28 DENTURES

Dentures must be marked for easy identification. This is done soon upon arrival. Dentures are then checked for labels at regular dental clinics. Arrangements will be made to provide emergency dental services for residents as required, when the resident or his/her Power of Attorney for Personal Care authorizes payment to the service provider.

29 DIETARY DEPARTMENT INFORMATION

Dining is one of greatest pleasures of living in *Labdara* and we strive to provide “a pleasurable dining experience” for our residents. Our culinary/dietary staff combine creativity, high quality ingredients and great service to create delicious and healthy meals in our own kitchens. Our menus are developed with great consideration for Traditional Lithuanian recipes but also with the Canada’s Food Guide recommendations in mind for healthy eating. Those recipes are checked and approved by a Registered Dietitian in consultation with our residents. This careful planning results in the preparation of tasty offerings that suit individual preferences and cultural needs. Along with the variety of food choices, we offer special themed menus for holidays as well as favourite seasonal fare.

The Main kitchen in the basement prepares three meals a day that are sent to the dining room serveries on each floor and then served to the residents by staff. Residents are encouraged to join the dining rooms located on their floor for meals. In-room tray service and assistance is provided for those who are not feeling well, are bedridden, or simply do not wish to dine with others on that day.

We offer therapeutic diets and texture modified meals as required, according to individual dietary needs and to prevent choking. In addition, snacks and drinks are provided 3 times daily for each resident. Special supplements and labeled nourishments are provided to residents with greater nutritional needs to suit individual circumstances.

Our meals are cooked with a focus on Traditional Lithuanian cooking. We serve kugelis, cepelinai, and entrees made from fresh cabbage, sauerkraut, potatoes,

herring, etc. Traditional foods are prepared to celebrate Christmas, Easter and other special events.

Residents are encouraged to provide feedback and comments about the food and the meal service. A Residents' Food Committee meets every 3 months after the Residents' Council meetings to discuss likes and dislikes and to approve all changes and make recommendations for each new menu. Menus are changed seasonally to reflect the fresh food available at those times.

Breakfast is served at 8:00am on first floor; 8:30am on second and third floors. Lunch is served at Noon and Dinner at 5:00 pm. There are two choices of entrees provided at lunch and dinner with corresponding vegetables and a choice of desserts.

Nourishments and snacks are delivered to residents in their rooms at 10:00 am, 2:00 pm and 7:00 pm.

Residents are encouraged to drink at least 1.5 litres of fluids per day to prevent dehydration and resulting problems like confusion and infections. This may be difficult or impossible to achieve with certain residents.

Please note that in many cases, medication as well as the onset of dementia and other medical conditions may alter the sense of taste. Our menu is considered "No Added Salt" in order to promote heart healthy living, avoid interactions with different medications and to address problems associated with the levels of sodium in the diet. That is why there are no salt-shakers on the dining room tables.

Nursing Staff record food and fluid intake daily for each resident. The residents are weighed regularly to check that their dietary needs are being met by the Dietary Dept. Any concerns are addressed promptly. Research has shown that 34% of seniors living alone in Canada are at nutritional risk. It is quite common that the health of new residents dramatically improves once they arrive at *Labdara* as a result of monitored medication administration, regular activities, contact with others and nutritious well balanced meals and fluids provided by the *Labdara* Dietary Dept. However, it must be kept in mind that not all weight gain or loss can be attributed only to dietary intake. Many medical conditions such as thyroid problems, diabetes and dementia and certain medications can have a profound effect on a resident's appetite, blood sugar levels and weight gain or loss.

It is also important to balance a resident's right to eat what and what quantity they wish to eat against the consequences or risk of that decision on the well-being of the resident. Modified medical diets are provided on an individual basis.

If you have any specific questions or concerns with respect to nutrition or resident weight or bringing in food or drinks for the resident, please contact the Dietary Manager.

30 DISCHARGE FOLLOWING TRANSFER TO HOSPITAL **(Ministry Policy)**

A resident's condition and/or circumstances may change sufficiently to consider discharge to another community living arrangement, home or facility. *Labdara* Lithuanian Nursing Home staff will make every effort to assist the resident and his/her Power of Attorney in discharge planning.

If you are thinking about the possibility of discharge, please discuss this matter with the registered staff or the Resident and Family Services Coordinator. The Mississauga Halton Community Care Access Centre is available to assist residents with discharge planning to alternate care facilities.

Upon transfer to an acute care hospital for medical or surgical care, a resident is entitled to **30 days** of medical leave from the home. Upon transfer to a hospital for psychiatric care, a resident is entitled to **60 days** of psychiatric leave. During these leaves of absence, the resident or financial POA continue to be responsible for payment for the Long Term Care bed. Upon discharge of a resident, staff will pack and store resident belongings for a family to pick up at a later date, prearranged by family and facility.

Labdara Lithuanian Nursing Home is unable to hold a bed beyond the 30 or 60 days of hospitalization. *Labdara* must discharge a resident if the hospital indicates that the resident cannot return to *Labdara* Lithuanian Nursing Home within the available medical leave period due to changes in the resident's condition or care needs.

31 EMERGENCY RESPONSE

Situations involving fire are covered by *Labdara* Lithuanian Nursing Home's Emergency Response - Code Red. Other situations involving the physical integrity of the building or the supply chain are also covered by *Labdara's* Emergency Codes, such as Code Yellow for a missing person, Code Brown for a hazardous material spill or Code Purple for a power outage.

The emergency response to an individual life threatening health crisis of a resident, Code Blue, varies according to the resident's or their representative's

written direction to *Labdara* Lithuanian Nursing Home. There is no resuscitation equipment at *Labdara* Lithuanian Nursing Home. Registered staff are trained to provide CPR and we rely upon the “911” emergency response available within the community. Using the “Advanced Directives” form, residents/their representatives are asked to identify the level of response desired in emergency life-threatening situations. In the absence of such direction, everything possible must be done.

In an Emergency situation where you need to contact staff at *Labdara*, please see Contact Information as to the procedure to follow in that case.

32 END OF LIFE CARE

“End-of-life care” is the term used to describe the support and medical care given during the time approaching death. Such care does not happen just in the moments before breathing finally stops. An older person with one or more chronic illnesses is often living, and in a process of dying, and needs a lot of care for days, weeks, months or even years. End of Life Care is care that helps or soothes a person who is in the process of dying. The goal is to prevent or relieve suffering as much as possible, while respecting the dying person’s wishes.

Generally speaking, people who are dying need care in three areas—ensuring physical comfort, meeting mental and emotional needs, and dealing with spiritual issues. We have developed a booklet that includes information on ways you can be of help to someone who is dying. Our Interdisciplinary Team is available to answer your questions and provide support at any time.

Following a Resident's death, nursing staff contacts a funeral home if direction has been provided for them to do so. The deceased resident's belongings need to be collected by family no later than the day following death unless otherwise arranged. If this is not possible staff are asked to pack and store belongings for collection at a later date. Families are asked to notify the staff as to the identity and address of the deceased resident’s Executor/Executrix if this information was not provided on admission. A final statement is prepared by *Labdara* and mailed to this individual.

33 FALLS

Our goal is to balance personal safety with resident independence and mobility. We try our best to minimize the risk of falling by providing handrails, adequate lighting, reduced glare finish on smooth-surface flooring, and by keeping hallways and care areas clear of clutter or other tripping hazards. We also utilize fall mats, motion-activated night-lights and other devices as appropriate.

Our Falls and Restraints Committee reviews all the falls that happen at *Labdara* and the medications of the resident. They will implement a variety of interventions to maintain the resident's safety and ensure mobility with a goal of preventing further falls. **However, in spite of all of the above measures, falls do occur in all nursing homes as it is impossible to monitor every resident 24 hours per day.** Many falls occur during the night when the doors are closed and a resident who may already be unsteady on their feet will get up and attempt to go the washroom by themselves without ringing the call bell. After a fall, residents are assessed by the Charge Nurse to look for any visible or possible injuries. At that point, the Charge Nurse may elect to keep the resident at *Labdara*, contact the Attending Physician or a Nurse Practitioner to complete another assessment or simply transfer the resident to the local hospital for assessment.

34 FAMILIES, VISITORS, PRIVATE EVENTS

Families of residents and significant others are encouraged to maintain an active relationship with *Labdara's* residents. Creating a friendly and open atmosphere is important for establishing this good relationship. Positive involvement and interaction between staff and the resident's family often means the difference between success and failure in the resident's adjustment to the Nursing Home. This, in some cases, may take up to three months. Families are encouraged to participate with the resident in care planning and review and in most of *Labdara's* activities. There is no restriction in visiting hours but when the resident is living in a shared room, visitors are asked to be sensitive to the roommate's personal space and needs.

34.1 Some guidelines for visitors:

1. Please come to visit often. Normal visiting hours are from 9 am – 8 pm. Many residents retire early so please visit on request quietly after 8:00 p.m. Please sign in and out as per Fire Code regulations. Arrangements can be made to stay after 8 pm under special circumstances. Please contact the Charge Nurse, Director of Care or the Administrator for additional information.
2. When young children come with you to visit, please do not let them run around in the halls. It is fun for them but dangerous for us. Please be aware of wheelchairs and other hazards to children. Please bring toys for them to play with while they are here.
3. If there are more than two visitors for a resident who is sharing a room, it would be appreciated if you could visit in the lounge, Sitting Room, Dining Room or the Activity Room.

4. This is the residents' home. We would appreciate it if you show respect for the furnishings and equipment while you are here.

In the interest of resident health, visitors who are not feeling well are asked to reschedule their visit or call for a chat on the telephone instead. Signs will be posted at the front entrance and on our website: labdara.ca in the event of a resident outbreak. Visitors are asked to thoroughly wash their hands or use sanitizing hand gel provided in the home before and after visiting to prevent the spread of germs. Visitors wishing to bring an animal with them on a visit are asked to see the "PET" section.

Labdara Lithuanian Nursing Home is supportive of private events involving residents held at the Home, however, regularly scheduled resident activities are given first priority in terms of booking the rooms. Those wishing to organize an event are asked to contact the Reception to reserve space for their events.

35 FAMILY COUNCIL

An initial Family Council meeting is scheduled to be held on Sunday March 25 at 1 pm at *Labdara*. *Labdara* promotes and supports the function of the Family Council and encourages families, POA's, SDM's and significant other individuals of *Labdara* resident to become members of the Family Council. If you would like additional information, please contact the Administrator, Eric Harela, or visit www.labdara.ca for the latest information.

36 FAX

Labdara Lithuanian Nursing Home's fax number is 416-232-0511. There will be a charge for long distance faxing.

Fax messages addressed to residents will be forwarded via the in-house mail system.

37 FIRE SAFETY

Every resident is shown the fire safety plan as it affects him/her and participates in regular drills. Residents are regularly instructed in the procedures that they are to follow. *Labdara* has fire detection devices located throughout the building. There are fire pull stations at all exits of *Labdara* Lithuanian Nursing Home. In case of fire, residents are to follow the direction of the staff. Those who are capable of turning in the fire alarm at the pull station must do so. As well, they are to ensure that staff is aware of the problem. Until the Fire Department arrives, Charge Nurses, Managers and staff

are responsible to guard the safety of residents and to instruct them in what to do. The Fire Captain assumes control of the situation once he/she arrives.

Labdara has a monthly fire drill for each shift. During the drill, staff, volunteers, visitors and residents practise clearly defined procedures as if there were a real fire. Fire Department supervised evacuation drills are conducted annually at *Labdara* each Fall.

Because of fire regulations, residents may not have electrical appliances such as kettles or refrigerators in their rooms and may not use boxes for storage under the beds. As well, open flame such as a lighted candles are not allowed anywhere in the home. **Smoking is NOT permitted anywhere in the building** as it has resulted in many fatal fires in nursing homes, retirement homes and seniors' residences in the past.

38 FIRE EXITS

Labdara Lithuanian Nursing Home is a three-story building. Fire exits and Pull Stations are located at the end of each resident's hall as well as the service/staff entrances. Observe the green signs for directions to exit.

39 FOOT CARE

New residents will have a nursing assessment of their feet upon admission. Each resident's basic foot care needs are assessed and cared for by the registered staff as part of routine nursing care. Basic foot care will include the following non-invasive measures: assessment, identification of infection, injury and other problems, and basic care of the normal skin and normal nails.

Advanced foot care will be provided only by chiropodists, podiatrists or qualified registered nursing personnel. This care will be done on a fee-for-service basis, on the authorization of the resident or his/her Power of Attorney. *Labdara* Lithuanian Nursing Home has a preferred vendor agreement with a local podiatrist. They are not employees of *Labdara*.

40 FRAGRANCE SENSITIVE POLICY

Labdara Lithuanian Nursing Home is a fragrant free facility - i.e. perfume and flowers with strong fragrances i.e. lilies, hyacinths are not permitted in the home.

41 FUNDING – MINISTRY OF HEALTH

Labdara receives funding from the Mississauga Halton Local Health Integration Network (LHIN) for Nursing and Personal Care, Food, Programs and Support Services and other Building Operations-related Costs. There is also funding for some special programs and initiatives from time to time. Effective July 1, 2017 the Ministry allocation per resident per day for Nursing is \$96.90, Raw Food \$9.00, Programs & Support Services \$9.60 and Other/Accommodation \$55.28 for a total \$170.78 per resident per day. Residents pay a fee depending on level of Income/CRA Record of Assessment and whether they have a Basic (Shared W/C) or Private Room. Rate Reduction is available only on a basic/shared W/C room. There are 54 private rooms and 18 shared rooms at *Labdara*.

42 GIFTS (Labdara Lithuanian Nursing Home Policy)

Staff are not to solicit and/or accept monetary gifts or significant gifts-in-kind from residents, families or significant others. Questionable and unusual circumstances concerning gifts to staff, or gifts of an excessive value, must be referred for consideration to the Administrator.

43 GOALS OF RESIDENTS

Our staff strives to provide each resident with opportunity, assistance, support and encouragement to meet his/her individual goals. It is understood that some residents may not choose or be able to use all of the available support, programs and services. Effort is made to promote as much decision-making and autonomy as possible by the resident. For those residents who have diminished cognitive capacity, *Labdara* staff will work with a Power of Attorney or a designated next-of-kin to assist the resident in expressing his or her wishes and in meeting his or her goals.

44 GOVERNMENT FINANCIAL ASSISTANCE PROGRAMS

Government financial assistance programs are available to residents aged 60 years and over who do not have income sources sufficient to pay the nursing home basic accommodation rate as set by the Ontario government.

These programs include:

- Ontario Disability
- Canada Pension Disability
- Reduced Canada Pension
- Spouse's Allowance
- Guaranteed Income Supplement

- Involuntary Separation Applications
- Exceptional Circumstances Rate Reduction

45 HAIRSTYLIST

A hairstylist is available for shampoos, sets, cuts and permanents. Standing appointments can be made upon admission or as required. The salon is open on Thursdays or as posted. A list of fees for these services is posted on the hairdressing window.

46 HEALTH INSURANCE CARDS (OHIP)

A resident's Ontario Health Insurance card is required upon admission and is added to the resident's *Labdara* Lithuanian Nursing Home's file and is kept in the home. It can be signed out by the resident or POA when going to the doctor's office, for medical testing, on discharge, or for vacation leave.

The Unit Clerk orders replacement cards if required due to loss, damage, or expiry, on behalf of the resident. New cards are automatically issued when a resident who has a green health card is admitted to reflect the new address. Upon death, the Ministry of Health and Long-Term Care is notified and the card is destroyed as required by law. *Labdara* Lithuanian Nursing Home automatically notifies service providers of health card changes.

47 HEALTH QUALITY ONTARIO

Long-Term Care Homes (Nursing Homes) have made a commitment to transparency and accountability by participating in Health Quality Ontario's long-term care public reporting program. You can view quality indicators for individual homes such as *Labdara* or provincial averages on the website at www.hqontario.ca. The *Labdara* Quality Improvement Plan is posted in the basement near the main elevators for your review.

48 HOSPITALIZATION

When a resident requires medical or psychiatric testing or care, which cannot be provided at *Labdara* Lithuanian Nursing Home, he/she is transferred to the hospital. Even if the resident is admitted to hospital, he/she remains a *Labdara* Lithuanian Nursing Home resident and charges accrue. When the resident is ready for discharge from the hospital, our staff will be notified by the hospital. The hospital will also contact family asking them to arrange for transportation back to *Labdara*. Due to the prevalence of common germs in hospitals, it is highly recommended that residents return to *Labdara* as soon

as is practical, to prevent the possibility of getting Hospital Acquired Infections (HAI) during their stay in the hospital.

49 IDENTIFICATION

You will be asked upon admission if your photo can be taken for identification purposes. Standards require staff to use at least two (2) identifiers before providing any service or procedure such as delivering medications.

50 IMMUNIZATION

During the flu season, which generally runs from November to March, residents are vulnerable to developing influenza. Each year, *Labdara* Lithuanian Nursing Home offers vaccinations for influenza on site to all people in our care and strongly promotes it as a means to guard against the flu. The efficacy of the flu vaccine varies from year to year with 2017-2018 being a year that there is an increased chance of Influenza A infections and flu-related illnesses. It is believed that the vaccine always provides better protection than no vaccine at all. Family members and visitors should follow infection control precautions and procedures as posted at Labdara. See section 51.

Bacteria and viruses can cause pneumonia along with potential complications. Residents who qualify for pneumococcal vaccine will be offered it upon admission.

The staff will also be obtaining information from you and your physician about status of the resident's diphtheria and tetanus shots to ensure that all immunizations are up to date and will offer immunization to those residents who need them.

Within the first two weeks of admission to *Labdara*, nursing staff will conduct a two-step Mantoux test or order a chest x-ray to determine if you have ever been exposed to tuberculosis.

You will find additional information related to Immunization in your admission package. If you have any questions related to Immunization please speak with a Nurse Manager.

51 INFECTION CONTROL

Our goal is to prevent and control infections amongst our residents and staff. Our Infection Control Practitioner provides expertise to all *Labdara* Nursing Home staff and departments on infection control issues to support staff,

volunteers and families in providing safe resident care. The service includes education, outbreak surveillance and management, consultation, resident immunization and policy development based on best practice evidence.

The Infection Control Practitioner works collaboratively with *Labdara's* Employee Health and Safety department and with the Public Health Department. **Infectious diseases do not start in Nursing Homes. They are brought into the Nursing Home by individuals such as family members or visitors who are already ill or may be contagious but have no symptoms at the time. Be aware of your health status and those nearby.**

There are some basic rules you can follow to substantially reduce the spread of germs and protect yourself and the health of all residents, staff, volunteers and visitors.

1. **Hand washing:** hand washing with soap and water is strongly recommended for you, your family, visitors and staff as the best infection prevention strategy. You will also find numerous alcohol hand sanitizer stations throughout the unit and care centre to support good hygiene practice. We strongly encourage you to wash your hands before and after meal times and washroom breaks. Please encourage anyone entering your room to remember to practice good hand hygiene as well.
2. **Respiratory etiquette:** Cover your mouth and nose when coughing or sneezing. Please sneeze into your sleeve or if you use a tissue, make sure you put the tissue in the garbage, followed by washing your hands.
3. **Responsible visiting:** Carefully read signs posted on the front doors before entry. Please do not visit if you are feeling ill or have symptoms of vomiting, diarrhea or influenza (fever, cough, sore throat, generalized aches and pains).
4. Please read and **observe** the various posters and **signs** in the building with respect to Infection Control and help us to protect our residents.
5. The expanding gates in the **Dining Rooms** are intended to maintain hygienic conditions in the Dining Room after the tables have been set for the next meal. It is important that items placed on the tables are not handled by others prior to the arrival of the residents to the Dining Room

52 INFORMED CONSENT

All Health Care Providers must obtain informed consent prior to providing any care or treatment, or any withdrawal or withholding of treatment. Informed Consent is obtained from a capable resident or, if incapable, from a Substitute

Decision Maker. A capable resident understands the information needed to make a decision and appreciates the likely results of making that decision.

The Health Care Provider, during a “goals of care” discussion, must explain the benefits, risks, side effects and alternatives to each treatment and what would happen if the Resident did not agree to a particular treatment. Any questions about a Resident’s health, care and/or proposed treatment must be answered by the Health Care Provider.

There will be a “goals of care” discussion upon admission, and whenever there is a change to your medical condition, or the plan of care. During these times you may be asked to sign or verbally consent or decline treatment. The health care staff is here to answer your questions at any time.

53 INSPECTIONS

During the course of the year, many agencies perform inspections at *Labdara*. The Ministry of Health and Long Term Care (MoH-LTC) is required to investigate incidents or complaints and to conduct a Resident Quality Inspection (RQI) on an annual basis. The most recent RQI at *Labdara* was from October 18 – October 25, 2017. The RQI results as well as investigation results for the last three years are posted in the entrance foyer. The RQI results and other investigations can also be accessed through the MoH-LTC website at any time. In addition, *Labdara* has regular Public Health inspections as well as annual inspections of all Fire Safety-related equipment.

54 INSURANCE - PROPERTY

Tenant insurance is not available at *Labdara*. As the resident room doors do not have locks, it is not possible to obtain an insurance policy to cover theft, etc

55 INTERNET

Labdara Nursing Home’s General e-mail address is finance@labdara.ca . Residents can access the internet and email with the assistance of Activation Staff. Voluntary assistance can be arranged by the Staff to assist residents with internet access, emails and computer basics. Family members with computer expertise are welcome to participate on-line with residents. WIFI access via password is available.

56 LANGUAGE

Generally speaking, the two languages to be spoken by staff in public areas or within earshot of residents at *Labdara* are English and Lithuanian. This is particularly important during meals. However there are exceptions. If a staff member knows that a resident prefers to communicate in a language other than English or Lithuanian, or if the resident initiates a conversation in another language, the staff is encouraged to respond in that language to promote clarity of communication.

At no time should Managers or staff be speaking with each other in a language other than English or Lithuanian when they are within earshot of a resident as some residents may be sensitive to this. Private conversations in non-resident or restricted areas may be conducted in any language at the discretion of the staff.

If a staff is present in a room where other staff are conversing in a language the staff does not understand, it is preferable that the conversing staff move to another location to carry on the conversation or change to English. If it is known that no offence would be taken, then the staff members may continue with their conversation. Volunteers and visitors are also encouraged to speak either English or Lithuanian when at *Labdara*.

57 LATEX FREE POLICY

Labdara Lithuanian Nursing Home is a latex free facility. All gloves worn in the facility are silicone based. For celebrations, please use mylar balloons only.

58 LAUNDRY

Personal laundry service is provided by *Labdara's* Environmental Services. Laundry is collected daily and residents' personals are processed and returned within 24 hours. *Labdara* is not responsible for residents' personals that are lost or damaged during processing. Concerns about missing items need to be identified as soon as possible to the home so that staff may assist in tracing the whereabouts of the item. The Environmental Services Supervisor may also be contacted about any laundry concerns. Clothing may not be returned to a resident or go missing from a resident room from time to time for various reasons. Each occurrence should be reported as soon as possible for investigation.

58.1 FABRICS SUITABLE FOR LAUNDRY

For sanitary reasons, laundry water temperature is 49 C or hotter. Please see below for the type of fabrics that are and are not recommended.

- 65% POLYESTER and 35% COTTON BLEND FABRIC easy care fabric that requires little or no ironing
- 100% POLYESTER this is perfect for Central Laundry processing
- MACHINE WASH AND TUMBLE DRY

58.2 FABRIC NOT SUITABLE FOR LAUNDRY

- Wool or wool blend fabrics
- Specialty fabrics or trims such as silk, satin, suede or fur
- Rayon, acetate or other man-made fibres
- Instructions indicate “No Bleach” or “Air Dry” or “Flat Dry” or “Dry Clean Only”
- Lace, lace edging or loose weaves

58.3 LAUNDRY REPAIRS

All laundry repairs are the responsibility of the family/POA, as is the purchase of replacement clothing that is worn out or no longer usable by the resident. There is no seamstress on staff at *Labdara* to repair clothing.

59 LEAVE OF ABSENCE FOR RESIDENTS (Ministry policy)

59.1 Casual Leave

Casual leaves of absence of up to 48 hours per week are available to residents in long-term care facilities. Casual leaves are permitted throughout the year regardless of vacation or other medical leaves taken. For calculation of the period for casual leaves, the first day of the week is considered to be Sunday. Therefore it is possible to combine two - 2 day casual leaves – Friday to Saturday and then Sunday to Monday to make a 4 day casual leave. Casual leaves are considered separate from medical and vacation leaves and can be combined with Vacation Leaves. A casual leave does not have to be a Saturday and Sunday. It can be any two days from Sunday to Saturday.

59.2 Medical Leave

A resident's condition may change requiring assessment or treatment in a hospital. If this occurs, a Medical Leave of Absence in a hospital for up to 30 days is available to the resident without loss of his/her nursing home bed. (Use of the Medical Leave does not reduce the resident's available casual or vacation leave days). Authorization by the resident's physician is required for all Medical Leaves.

If a resident is not well enough to return to *Labdara* Lithuanian Nursing Home after the thirty (30) days, the resident shall be discharged from the home.

59.3 Psychiatric Leave

A Psychiatric Leave in a hospital for up to sixty (60) days at a time is available to residents of *Labdara* for the purpose of assessment, treatment and stabilization of a resident's psychiatric status. The use of psychiatric leave days does not reduce a resident's available casual or vacation leave days. If the resident's condition or care needs require absence from *Labdara* beyond the available leave, then the resident must be discharged from *Labdara* Lithuanian Nursing Home.

59.4 Vacation Leave

A Vacation Leave of Absence of up to twenty-one (21) days per year is available to residents of long-term care facilities. For residents who enter *Labdara* during the calendar year, the available vacation days are calculated as follows:

- three days vacation leave following the first full calendar month of admission;
- one and a half days vacation leave for each of the next ten calendar months, following the first full calendar month of admission; three days vacation leave following the 12th full calendar month of admission.

The resident's physician must authorize all resident vacation leaves. Please see the registered staff well in advance of the requested leave. The resident or financial POA is responsible for payment to *Labdara* Lithuanian Nursing Home for their Long Term Care bed during all leave of absences.

60 LEGAL DOCUMENTS

If a lawyer or other business advisor is coming to *Labdara* Lithuanian Nursing Home to conduct business with a resident who does not have a private room, please contact the Administrator/Director of Care to arrange use of the Conference Room for a private consultation. Staff is not permitted to witness

legal documents, even at the request of a lawyer or other visitor. All such matters must be referred to the Administrator.

61 LEGISLATION AND SERVICE AGREEMENTS

Labdara Lithuanian Nursing Home is governed by the Long-Term Care Act, Bill 140, and regulations 79/10. The Long-Term Care (LTC) Statutes Law Amendment Act, 1993, states that a Service Agreement between *Labdara* Lithuanian Nursing Home and the Ontario government is required and is negotiated annually. This agreement outlines the expectations, rights and responsibilities of both *Labdara* Lithuanian Nursing Home and the government. Standards and criteria have been explicitly defined in the Ministry of Health's Compliance Standards. Our facility, like other LTC facilities, is expected to achieve these standards and criteria in the provision of care, programs and services to residents. Results of reviews are available in two ways:

1. Copies are placed on the "Resident and Family Information Board" in the small foyer between the main and interior entry doors.
2. The public Reporting Link on the Ministry of Health and Long Term Care website is www.health.gov.on.ca

62 LIVING WILLS

At *Labdara*, we acknowledge that the topic of Living Wills can be controversial and any end of life decisions must be made in accordance with personal and religious beliefs and considerations with respect to quality of life. However, the most important reason for anyone to have a Living Will is that nobody in this world will care as much about how you die as you do. Listed below are points to consider about Living Wills:

1. Medical doctors and other Health Care Staff do not like to be put in the position of determining if it is in a patient's best interest to keep them alive or not. A Living Will can provide the doctors and staff with information in order to make that decision. A written Living Will provides your care givers with the confidence and the peace of mind that they are truly following your wishes with respect to any end of life procedures. It will also remove the need to place family members in an uncomfortable position where they may need to make an end of life decision on your behalf and they may not be able to come to an agreement.
2. For most people, death is a slow process and requires the efforts of many caring people to ease the process and maintain the person's dignity. Consideration should be given to the possibility of broken ribs or

punctured lungs resulting from administration of CPR. Being fed through a tube may result in possible complications and infections. It is important to know whether the person in the process of dying had already determined in advance that he/she does not wish to have those procedures administered, but would rather prefer to be allowed to pass away.

3. **A Living Will is not really a “legal document” but it is part of Advanced Care Planning that informs family members and health care staff of the resident’s wishes especially if unable to speak for themselves.** Be sure that your Power of Attorney has a copy available at all times. There is now a case before the Supreme Court of British Columbia that will be dealing with the legality of Living Wills that could recognize it as a legal document.
4. A document – “Preparing for Approaching Death” – compiled by Baycrest, is available from the Administrator or the Director of Care upon request.
5. If you would like further information, please consult with your lawyer or you may contact either Beata Malizia, Labdara Director of Care or Eric Harela, Administrator for additional information.

63 MAIL

The mail is picked up from and delivered to the reception area daily. Mail is distributed to the residents Monday to Friday. Out-going resident mail can be stamped by the home’s postage meter and processed by the Office Manager.

64 MAID (MEDICAL ASSISTANCE IN DEATH)

Labdara’s policy and procedure is to follow the legislation as it exists at the time any MAID assistance is requested. This may change from time to time. There is a publication called “Medical Assistance in Dying – Information for Patients” available from *Labdara* or the Government of Ontario.

65 MAINTENANCE

All electrical, plumbing, heating and other maintenance problems, which occur within *Labdara*, should be reported to the registered staff as soon as they are noticed. The Maintenance staff will take care of the problem as soon as possible. *Labdara* Nursing Home’s staff does preventative maintenance regularly. Safety is of prime concern. When resident appliances are not working, maintenance staff may help to assess the problem and may do minor repairs. We also request that only power bars with circuit breakers and not extension cords be used in the rooms, if necessary.

66 MARIJUANA– Medical

The use of medicinal marijuana (Cannabis) that has been prescribed by the resident's physician and obtained from a government-licensed facility is allowed at *Labdara*. General use of marijuana for recreational purposes is not currently legal in Canada. *Labdara* will comply with any current legislation.

67 MEALS (FAMILY REQUESTED)

A very limited number of meals may be available for family members in our dining rooms on special occasions like Christmas, New Year's Eve, Easter, etc. Please make all arrangements for meals for family members at least one week in advance. For larger gatherings, please make your own arrangements for food, plates, glasses and cutlery. The private dining room and other areas are booked on a first come - first served basis.

68 MEDICAL EXAMINATIONS (Ministry policy)

Each resident's physician is responsible for preparing an admission medical history and performing a physical examination within 7 days of admission, for annual medical reassessments and a medical reassessment of the resident following readmission to *Labdara* Lithuanian Nursing Home from an acute care hospital. Quarterly medication and diet reviews are also government mandated for all residents.

69 MEDICAL DIRECTOR AND ATTENDING PHYSICIANS

Labdara Lithuanian Nursing Home has one Medical Director, Dr. M Valadka, and 12 Attending Physicians who monitor all medical care in *Labdara* and who deal with major medical issues. They take turns being on-call on the weekends. *Labdara* also has a Professional Advisory Committee (PAC) that advises regarding clinical matters, particularly those affecting resident care policy.

Doctors who practice at *Labdara* (Attending Physicians) must have a signed agreement with *Labdara* Lithuanian Nursing Home and be prepared to follow mandated medical protocols. This allows many residents in *Labdara* to retain their own family physicians or Nurse Practitioner to continue to provide care while a resident at our home. If their current care provider is unable to continue providing care and services while the resident is in the home, *Labdara's* Medical Director will assume that role.

Labdara Attending Physicians review and prescribe medications to the residents. The role of the nurses is to adhere to Physicians' Orders and

dispense medications and treatments as ordered. If you have any questions regarding resident medications, please be sure to speak with the Attending Physician who has primary responsibility for a *Labdara* resident with respect to any concerns or changes to medications. It is possible that an attending physician at *Labdara* may not agree with the medications prescribed by a specialist as every doctor has their own knowledge, training and experience with prescribed medications. Please consult with the attending physician for clarification.

70 NEWSPAPERS, SUBSCRIPTIONS AND LIBRARY

Labdara subscribes to a daily newspaper for use by residents which can be found in the lounge areas. Residents may arrange for personal subscriptions for newspapers or magazines. These will be delivered to the Resident's room by the receptionist upon arrival at *Labdara*.

71 NURSING STAFF

Registered Nurses, Registered Practical Nurses (Registered Staff) and certified health care aides/ personal support workers provide care in each of the resident home areas. Registered nursing staff is on duty at all times. They administer all medications and help residents with medical and health care problems. The Health Care Aides and Personal Support Workers work with the registered staff to ensure the residents are given direct assistance with their personal care needs.

Medical supplies and nursing equipment necessary for the care of residents, including the prevention and care of skin disorders, continence care, infection control and sterile procedures are available. The cost of some medications/medical supplies is not covered under Provincial regulations. When this occurs, the resident/family is informed.

Additional nursing assistance may be beneficial to a resident in certain circumstances. Arrangements need to be made by the resident's representative to contract and pay for such services. *Labdara* staff will assist with the co-ordination of care routines to facilitate meeting the resident's needs and desired outcomes.

There may be instances when it appears that there are no staff members on duty to provide assistance at that moment as they may be assisting other residents. *Labdara* has a "two person lift policy" required for transferring residents. This policy is to protect the resident and the staff. If there is a staff education session or a staff member on a break or a nurse is attending to another resident or a PSW is giving another resident

a bath, it will appear as if there is no staff on the floor. In most cases, at least one staff will be available to assist within a few minutes.

The Ministry funding for nursing care is less than 3 hours per resident per day and that time must be managed effectively to maximize resident care and safety. *Labdara* would like to hire more staff but we are required by law to maintain a balanced budget. This precludes the hiring of more staff at this time, due to funding limitations.

Please avoid contact with the Charge Nurse during Medication Administration Rounds unless it is an Emergency. It is very important that the Charge Nurse is fully focused on the residents at the time that medication is being given to the residents to prevent any errors.

72 OUTBREAK

When a communicable infection is identified at *Labdara*, control measures, as established in conjunction with the Public Health Unit, are enforced. Visiting may be restricted during an outbreak. *Labdara* Nursing Home may not be able to notify families individually when an outbreak begins. **Please observe signs posted on entrance doors re: outbreaks.**

Information is made available and updated in the following ways:

- posted at the main entrance or at the entrance to the affected resident home area/s
- at Reception in the main lobby

Thorough hand washing is recommended at all times before and after visiting with a resident and upon entering or leaving *Labdara*.

An automated telephone call system using telephone numbers that have been provided to us will be tested when and if an outbreak occurs in order to inform listed individuals of the presence of an outbreak at *Labdara*.

73 PALLIATIVE (END OF LIFE) CARE

In situations when the death of a resident seems imminent, residents often want to stay in their own room at *Labdara* rather than be sent to hospital. *Labdara* staff is able to provide palliative care for our residents in an environment familiar to them. There is no need to transfer a resident to another facility for this type of care. Families and clergy are free to visit whenever they wish.

Palliative care at *Labdara* includes pain control, frequent turning and repositioning, special mattresses, relaxing music, lots of TLC, nursing and PSW attention. Procedures such as blood work, weight charting and invasive treatments are suspended. Bed baths are substituted for showers. Activities are undertaken as tolerated by the resident. Once death has occurred, and the charge nurse makes the determination that there are no Vital Signs present, the family will be notified and an MD will be called to certify the death - usually within 4 hours. If we have the name of the funeral home, we will also call them.

An overnight guest room is available at no charge for family members who wish to stay overnight to visit with a palliative resident. A document – Preparing for Approaching Death – from Baycrest Hospital, is available from the Administrator or the Director of Care upon request. A Palliative Care brochure is also available from *Labdara*.

74 PARKING

There are two Disabled Parking spaces and two Seniors Parking spaces on either side of the Main Entrance. Signs clearly indicate the *Labdara* Nursing Home Parking areas. Under no circumstances should cars block the service delivery entrance or be parked on the main driveway or near the front entrance area in the fire routes. Vehicles parked at the front of the building greatly impede service by emergency vehicles and buses. Vehicles in violation of parking regulations will be ticketed and towed away if the owner cannot be located quickly. Be sure to observe signage and do not park in front of the 2 yellow fire hydrants on Resurrection Road. This area is patrolled regularly and you will probably receive a ticket. Regular visitors can register their car and licence plate at reception to prevent being issued a ticket for parking on private property. Please exercise caution with respect to the newly installed yellow speed bumps and the resident crossing area in the entrance to the driveway.

75 PAYMENT

Upon admission, residents or their Power of Attorney for Property are required to sign an authorization to have the monthly accommodation fee automatically withdrawn from the bank account and paid to *Labdara* Lithuanian Nursing Home (Direct Debit) on the first day of the new month. At the beginning of the month, the resident or designate will receive a statement showing how much is outstanding for the previous month.

In the same mailing, a monthly statement of personal trust spending activity is provided along with any pertinent information. Questions about either statement can be directed to the Business Office at ext 402.

Please ensure that payment is received by *Labdara* by the first day of the next month. This is easily achieved by using Direct Deposit. *Labdara* is a Not for Profit Nursing Home owned by the *Labdara* Foundation and the *Labdara* Nursing Home annual budget is based on the prompt payment of resident monthly accommodation fees by the first day of each month. **Simple Interest of 2% per month (24% per year) will be charged on the full outstanding balance at the end of each month.**

76 PERSONAL ASSISTANCE

Residents who may wish to have assistance with their correspondence, reading or accomplishing other personal tasks, should make their requests known to the staff, who in turn will contact the Activity department.

Residents are encouraged to continue to use all the personal hygiene and grooming products they have been using prior to coming into *Labdara*. *Labdara* Lithuanian Nursing Home does provide, free of charge, all of these items. Examples are skin care lotions, shampoos, soap, deodorant, toothpaste and tooth brushes, denture cups and cleaners, facial tissue, hair brushes and combs, razors/shavers and shaving cream. Please note that *Labdara* Lithuanian Nursing Home supports a Scent Free Environment due to serious allergies to scented products.

If you are having any problems with personal hygiene, for whatever reason, please discuss your concern with the nursing staff. Families are often looking for ideas at Christmas and birthdays for such gifts. The staff can usually help with practical ideas.

Please note that powder and talc are not used for resident personal hygiene at *Labdara* as they cause bacterial growth when trapped in skin folds. In addition powder is a serious slip hazard for residents and staff when found on the floor.

Some residents may require more one-on-one personal attention than *Labdara* staff is able to provide. In these cases, many families have hired someone to sit with a resident and provide attention and assistance with personal needs.

Please be advised that staff availability may be reduced at shift change times.

77 PETS

Labdara has a number of visiting pets and registered therapy dogs, who visit the home weekly. All pets must be in good health, fully vaccinated and of a good nature. Lap dogs are to remain on the lap of the owner or individual

family member only. Non lap dogs must be leashed and muzzled. No dogs are permitted in any area of Labdara Lithuanian Nursing Home in which food and/or beverages are being set out/or served.

Please keep in mind this is home to ALL of our residents. We ask that anyone who brings in a dog be courteous and aware that some residents and staff have a fear of dogs. Individuals may be approached by management if concerns are raised.

78 PHARMACY SERVICES

Labdara Lithuanian Nursing Home has an organized pharmacy service under the direction of a registered pharmacist. All the drugs and drug products are supplied by a single accredited pharmacy or pharmacy service. Only Attending Physicians may prescribe medications and only Registered Nurses and Registered Practical Nurses are allowed to administer medications. Multi-dosing packets are used for medications at *Labdara* to enhance resident safety. **Please avoid disturbing the Nurse during Medication Administration Rounds.**

On admission, *Labdara* Lithuanian Nursing Home will obtain a supply of medications as ordered by the resident's physician. The registered staff maintains a record of the medications the resident requires and receives. All reordering of drugs and ordering of new medications will be taken care of by the registered staff in consultation with the resident's physician or *Labdara* Lithuanian Nursing Home's Medical Director.

Each resident has a complete medication profile and drug administration record. All prescriptions are written and signed and each resident's physician must do a quarterly medication review. Resident self-medication must follow *Labdara* Lithuanian Nursing Home and Ministry of Health protocol. A copy will be given to resident/POA if resident self-medication is utilized.

Medications and instructions are provided for residents who will be away from *Labdara* Lithuanian Nursing Home on a casual or vacation leave. Please make arrangements with the Charge Nurse on the appropriate floor.

79 PHOTOGRAPHS

On admission, a digital photo of each resident is taken and added to their file for identification purposes. Additionally, residents may be photographed or videotaped while engaged in routine activities within *Labdara* Lithuanian Nursing Home. Consent is required if a resident is clearly identifiable and the material is to be used in the community. If, upon admission or readmission to

the facility, a resident has a condition which needs photographic documentation (i.e. open areas, wounds or bruising) photos shall be taken and placed on the resident's file for future reference.

It is forbidden for anyone to take photos with camera phones etc. of any residents without their written consent as well as to publish those photos on social media. In the case of a family member, it will be assumed that consent has been granted solely to take the photo of the family member for personal use.

80 PHOTOCOPYING

Residents may have written materials photocopied or enlarged at a nominal cost. Materials for photocopying are to be left at Reception. An attempt will be made to accommodate your request within 24 hours. A cost quotation for the work requested can be provided.

81 PHYSIOTHERAPY SERVICES

Physiotherapy Services are contracted out to a Physiotherapy services provider. Currently for 2015 *Labdara* receives \$780 per resident per year for physiotherapy services from the Ministry of Health. This does not mean that everyone will receive physiotherapy. The amount of resident funding is allocated by priority ie. post hip fracture residents would receive more physiotherapy sessions per week to assist with their healing than someone who has not suffered an injury. This prioritization of services is done by the Physiotherapist according to the Ministry of Health & Long Term Care guidelines. The physio personnel are not employees of *Labdara*.

Private Physiotherapy Services may be provided by an outside physiotherapist in addition to those services provided by the *Labdara* physiotherapist. Please consult with the Director of Care and the *Labdara* Physiotherapist prior to making arrangements for private physiotherapy services. It is not recommended that a resident receive physiotherapy services from different physiotherapists at the same time.

82 PRIVACY OF RESIDENTS

Privacy is a resident's right. *Labdara* has policies and procedures regarding personal health information, consent for access to information and participation in programs, taking of photographs, meetings with other individuals and other situations that may occur in the home. Those policies

and procedures are too numerous to list here and are subject to change with changing legislation and practices. See **Confidentiality** and **Photographs**. If you have a specific question regarding privacy, please ask any manager or the Administrator or Director of Care.

83 PRIVATE RESIDENT FUNCTIONS

If you wish to have a private (i.e. birthday) celebration for a resident, please contact Reception to make arrangements. **It is permissible to serve wine or beer when the resident family function is held in the basement Tadas Community Room. No Liquor Licence is required. However, no beer or wine may be consumed outside of the basement area.** Also at least one individual must be designated to ensure that no person consumes excess quantities of beer or wine and that no person is allowed to operate a motor vehicle if they are not capable of driving safely. Please note that reservations for the basement Tadas Community Room are accepted on a first come basis and *Labdara* may limit the number of attendees. This room is not available for rental without a Liquor Licence if the function is not connected with a resident at *Labdara*. No exceptions.

84 RATE REDUCTION APPLICATION (Ministry policy)

Residents in basic accommodation may apply annually for a reduction in the accommodation rate. In order to complete this application, a resident's Notice of Assessment for the previous year is required and the rate reduction can only be initiated for the month in which it is signed by the resident or his/her designate. The home is under obligation to charge the full basic rate until the required information is provided (CRA) Notice of Assessment from the previous year tax return. **It is the responsibility of the resident/POA to complete the Rate Reduction Form and to provide the Office Manager with the completed form and the most recent Canada Revenue Notice of Assessment.**

85 RECORD MANAGEMENT – CONTACT INFORMATION

We would ask you to inform *Labdara* Lithuanian Nursing Home of any changes to your contact information i.e. phone numbers, email, address, Power of Attorney, funeral home, Estate Trustee, etc. This information allows us to keep our records up-to-date. Please also let us know when you will be away on vacation, business trips and leave alternate contact information or phone numbers.

86 RECREATION PROGRAMS/ACTIVATION

A variety of regular recreation activities are held within *Labdara* to facilitate resident enjoyment of sports, crafts, social games, music, and intellectual pursuits. Currently activity programs take place Monday to Saturday. There may also be special programs on Sundays during the course of the year. Information about these events can be found on the activity schedules in the Activity room, in each resident's room and on the Monthly Calendar found on our website: www.Labdara.ca. Every resident is welcome at these activities as a participant or a spectator. Special events, entertainment and outings are also offered regularly. Information about special events and activities are also posted on the Labdara website: www.Labdara.ca.

87 RESIDENT APPOINTMENTS

Residents may have appointments for medical services outside of *Labdara*. These are usually referrals from *Labdara's* Attending Physicians for services not offered at *Labdara*. Most appointments are made at local hospitals, St. Joseph's Health Centre or Trillium Hospital.

If no family member or friend is available to escort the resident to the appointment, *Labdara* can arrange for an agency escort for the appointment at an approximate cost of \$100.00. If transportation is required, the Ward Clerk at *Labdara* can make arrangements depending on whether the resident requires the use of a wheelchair. The cost is \$ 60+. If the resident is registered with TTC Wheeltrans Service, this service can be used for the price of a senior's bus ticket. However pick up and drop off times are not guaranteed, with the real possibility of missing the appointment.

Toronto Ambulance Service is no longer available as transportation for regular non-emergency purposes except when a resident is on a stretcher. Those transportation requests must be made at least 24 hours in advance, but pick up time is not guaranteed as they may need to respond to an emergency situation first. If an ambulance type vehicle is required by the resident, *Labdara* can arrange for a private ambulance transfer service that provides guaranteed pickup and drop-off times to suit the resident.

88 RESIDENTS' COUNCIL

Labdara Lithuanian Nursing Home supports the activity of a Residents' Council. Residents may get involved in a variety of ways by volunteering to hold

an office function or simply by attending the monthly meetings. The Council serves in an advisory capacity to *Labdara* Lithuanian Nursing Home's Administrator.

Minutes of Council meetings are posted in the foyer. The Council reviews suggestions at the monthly meeting and initiates a tracking form for each. A recommendation for follow-up will be made to the Administrator and a response received by the next meeting.

Labdara supports the Ontario Association of Residents' Councils (OARC) and their Mission, Vision, Values and Objectives designed to support the Residents' Councils of all residents living in Long Term Care Homes in Ontario. The new OARC resource guide "Supporting Your Residents' Council" is available online at www.ontarc.com.

89 RESIDENTS' FOOD COUNCIL

This meeting follows the Residents' Council Meeting and is held every 3 months or sooner on request from the Residents' Council. The Food Council reviews and approves each seasonal menu quarterly. Only *Labdara* residents decide and approve the menus as it is their right. The Food Service Supervisor will attend quarterly and provide information about the next seasonal menu and address any food-related concerns from the Residents' Council meeting.

90 RESIDENT ROOM/VALUABLES/FURNISHINGS

A resident's room is arranged to suit the resident's and/or representative's preferences providing that the following considerations are addressed:

- Furnishings are arranged so that the staff do not have difficulty in the provision of the Resident's care
- Safety hazards are not present in the room
- *Labdara* Lithuanian Nursing Home is not expected to expend undue time, effort, or cost in restoring the room to its normal appearance when the resident leaves
- Rapid egress from the room is not impeded by furnishings.

Labdara provides basic furnishings for the use of the resident. The resident may choose to bring additional furniture for his/her use, as long as they adhere to the above considerations. Housekeeping and general repairs are made to a Resident's room as needed to maintain a safe and attractive appearance.

Residents/representatives are informed through the Admission Agreement that *Labdara* Lithuanian Nursing Home cannot assume any responsibility for loss and/or damage to any resident's personal property that is brought into *Labdara*. This includes all personal items, clothing, furnishings, glasses, hearing aids, dentures, mobility aids, watches, paintings, jewellery, etc. It is the resident's responsibility to arrange for insurance for his/her belongings if possible. **Generally speaking given that the doors have no locks, no insurance coverage is available.** *Labdara* cannot be responsible for the care and security of resident belongings and therefore we ask that you do not bring any valuables or large sums of cash to *Labdara*. However, if a staff member is clearly at fault for loss or damage to a resident's belongings, *Labdara* will provide fair and reasonable compensation or replacement for the damaged/lost item.

Residents/representatives who wish to discuss exceptions to *Labdara* Lithuanian Nursing Home resident room policy are asked to speak with the Director of Care. Representatives may in turn be contacted if changes in the resident's care needs result in a need to rearrange or remove furnishings. *Labdara* Lithuanian Nursing Home provides the following items for resident use in his/her room:

91 FURNISHING PROVIDED BY LABDARA LITHUANIAN NURSING HOME

- Bed, with mattress and side rails and/or electric controls as needed to meet the resident's care needs. All bedding for the resident is supplied by *Labdara* Lithuanian Nursing Home including a fire-retardant mattress, bed linen and a pillow.
- Wardrobe, fixed position for safety
- Bedside table and lighting over the bed
- Comfortable seating
- Waste receptacle
- Drapery

If there is adequate space and the resident's home furnishing is in good repair, it can usually be added to the resident's room. Furnishings need to be labelled in an inconspicuous location when they are brought to *Labdara*.

Some guidelines for additional furnishings:

- One of the following - a dresser, chest or desk
- An additional chair. If the fabric is not soil resistant and the resident becomes incontinent, families may be asked to remove the chair.
- A television and VCR or DVD player ** See television**

Labdara Lithuanian Nursing Home is not able to store resident furniture items. Safety hazards are defined as those items that pose a risk to the resident, staff who work in the room, or other residents in the area. Items that are prohibited include the following:

- area rugs
- small refrigerators or microwave ovens
- small electrical appliances which heat up e.g. kettles, coffee makers, irons, toasters, hair dryer, curling irons
- anything which creates or invites an open flame e.g. candle, oil lamp, matches or lighters
- polyurethane mattress or chair pad (egg-crate appearance) and mattress pads which are not fire retardant and waterproof
- electric blanket or heating pad
- portable humidifier or space heaters
- lava lamps
- electrical equipment, extension cords or outlet adapters which are not in good repair and/or not “CSA Approved” or “UL”.

Labdara Lithuanian Nursing Home touches up wall paint prior to admission and thereafter as required. Wallpaper and decorative borders, paper or painted ones, are not permitted. Painting the resident’s room a different colour is not permitted.

Maintenance staff provide picture hooks and hang items as desired by the resident. *Labdara* Lithuanian Nursing Home cautions against including heirloom items or porcelain figurines in a resident’s room due to security and cleaning issues. If the resident decides to bring these items to *Labdara*, an appropriate display area is to be supplied by the resident/family and a cleaning routine needs to be established by the family.

Any assistive device, which requires attachment to the wall, floor or ceiling, must first be approved by management and, once approved for use, be installed by *Labdara* Lithuanian Nursing Home maintenance staff.

92 RESIDENT SAFE HANDLING

As a resident’s physical condition changes, an assessment is done by registered staff to determine the safest method of assisting the resident relating to lifts, transfers, and repositioning. The resident may be assessed as requiring a mechanical lift that sometimes necessitates the use of adaptive clothing. We encourage residents/families to be aware that these changes are being made for the sole purpose of keeping both residents and staff safe.

93 RESTRAINTS

We believe that our residents have the right to be free from restraints. We also believe that our residents have the right to take risks. We believe in using restraints only as a last resort. When we do have to use a restraint, we use the least restrictive type of restraint. This is in accordance with Ministry of Health and Longer Term Care Policy. We promote the values of respect and support residents and their families to achieve the highest quality of life. Residents have the right to be treated with dignity, respect, and to have freedom of movement

However, we understand that this philosophy may expose the resident to the possibility of falls and other unfortunate incidents that can occur inside and outside of *Labdara*. While staff do their best to care for residents, it is not possible to monitor every resident every minute of the day, as funding is not sufficient to provide this level of supervision. Unforeseen circumstances and situations may arise from time to time which may result in an unfortunate injury to the resident. *Labdara* is the resident's home. We cannot sacrifice a Resident's dignity and freedom in order to restrain them in order to prevent the possibility of any injury. Every injury is investigated and improvements made when indicated. However the findings will not change the basic philosophy of preserving a resident's freedom, dignity and mobility.

You will find additional information regarding restraints attached to this package. Should you like to review our entire restraint policy please contact *Labdara's* Administrator who will be happy to provide you a copy.

Labdara Lithuanian Nursing Home has a Least Restraint Policy that is available for your review; please speak with the Director of Care if you would like a copy.

94 RISK MANAGEMENT

Risk management is an important component of *Labdara* Lithuanian Nursing Home's Total Quality Services program. Risk management activities include all those strategies designed to reduce and control actual or potential risks to the safety, security, welfare and health of residents, staff, volunteers and visitors or to the safety and security of the facility.

Labdara Lithuanian Nursing Home, as an employer, has a legal obligation to provide a safe working environment for staff. The employer provides equipment and training to staff to enable them to work safely. This in turn results in a safer living environment for our residents.

95 ROOM CHANGE POLICY

Residents may be moved to another room within *Labdara* Lithuanian Nursing Home. The priorities used to determine room changes are:

1. safety considerations
2. resident care needs
3. ability to pay for preferred accommodation
4. resident preference

Requests for room changes are recorded by the Director of Care and can be made at any time following admission. Residents are prioritized on the Internal Wait List according to the date that they requested their name be added to the Internal Wait List.

Labdara Lithuanian Nursing Home must notify the Community Care Access Centre (CCAC) of each available bed within 24 hours, so internal transfer decisions must be made quickly, as admissions to basic rooms are alternated between internal residents and those awaiting admission to the home (Ministry policy).

Residents who would like to know where their names fall on the Internal Wait List should speak with the Director of Care to obtain this information.

Residents may be moved by *Labdara* Nursing Home if there is an issue of resident safety and security without the permission of the POA or the family member. Costs such as telephone and cable TV relocation will be paid by *Labdara* in those cases.

96 SAFETY

Labdara promotes continuous learning, quality improvement and customer service to support residents' quality of life. We recognize safety as a foundation upon which quality of care and services are built.

Labdara Lithuanian Nursing Home believes that safety is a key part of every job, at every level of the organization, and strives to create a supportive environment in which safety hazards or incidents are mitigated to the greatest extent possible and readily reported when they occur.

We inform and educate residents and families about their role in safety, recognizing choice and independence must be balanced with potential risk to safety. *Labdara* Lithuanian Nursing Home encourages residents and families to help staff identify and report safety issues.

Labdara Lithuanian Nursing Home focuses on preventive approaches and making the necessary system changes along the way in order to better safeguard residents from harm. However, it is important to recognize that it is not possible to protect each resident from every possibility every minute of the day and no matter how much is done, unfortunate incidents such as falls, may still occur from time to time despite our best efforts. These incidents are always fully investigated, documented and reported by *Labdara* if required and may also be investigated by the Ministry of Health and Long Term Care at their discretion at a later date.

Important: Do not leave empty clothing hangers on corridor handrails for pickup by staff. This action violates regulations meant to protect residents. Leave the hangers in the room for pickup by staff.

97 CREATING A SAFE AND RESPECTFUL ENVIRONMENT

Labdara Lithuanian Nursing Home is committed to:

- Fostering a healthy, safe and caring environment for residents, staff, volunteers and all visitors.
- Creating an atmosphere of trust, respect and dignity in all our relationships.
- Protecting against disrespectful behaviour, abuse, violence, discrimination and harassment.
- Ensuring everyone follows the relevant policies and legislation.

Disrespectful Behaviour

Disrespectful behaviour includes but is not limited to:

- Written or verbal comments and behaviours that are rude, degrading or offensive.
- Jokes that are demeaning and result in embarrassment or insult.
- Bullying or shouting, this demeans an individual.
- Attempts to discredit an individual by spreading false information about him or her.

Zero Tolerance Abuse Policy

We support a zero tolerance policy towards abuse and neglect and will not tolerate abuse or neglect towards any resident, family member, visitor or staff member. A copy of our abuse policy is attached to this package for your review.

The Administrator has a legal obligation under Occupational Health and Safety legislation to provide a safe resident and staff working environment and is legally required to take the appropriate action if there is a situation to the contrary such as a complaint regarding

Resident/Workplace Harassment or Abuse. If you have any questions, please consult with the Administrator at your earliest convenience.

We expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. Behaviour and/or situations that go against these expectations will not be tolerated and must be addressed by the Administrator. If you have a concern with the way you or a resident is being treated by anyone at *Labdara*, we strongly encourage you to bring your concern forward to a Manager, the Charge Nurse, the Director of Care or the Administrator. Similarly, family members and Powers of Attorney must behave in a respectful and non-abusive manner towards residents, staff members, volunteers and any other person present at *Labdara* at any time. *Labdara* Lithuanian Nursing Home is a Private Residence.

If a Manager or Charge Nurse has requested that an individual leave the building and has notified that individual that they are trespassing, the Police will be called and the individual is subject to arrest by the Police for trespassing if the individual chooses not to leave *Labdara* immediately on request. This also applies to family members and Powers of Attorney/SDM's without exception. *Labdara* Lithuanian Nursing Home is private property and those rules will be enforced at *Labdara*.

98 SECURITY

The outer front entrance doors are locked at 8 pm every night. A "night" buzzer is located on the right side outside the front entrance. Magnetic locks are located on all resident hall doors. Magnetic locks are present on internal doors leading to the stairwells for the safety of residents. Door codes are generally the same throughout the building but may be changed from time to time. Nightly security checks are done by the Charge Nurse.

Each resident is asked to sign out, in a book at the Nurse's station, when he/she leaves *Labdara* Lithuanian Nursing Home and to sign in, when he/she returns. All residents are strongly discouraged from keeping large sums of money in pockets, wallets or purses or unlocked in their rooms. **It is recommended that jewellery and valuable papers are stored off-site. *Labdara* Lithuanian Nursing Home is not responsible for loss of resident personal items with only rare exceptions such as staff mishandling of a resident personal item.**

99 SMOKING (Labdara Lithuanian Nursing Home Policy)

Labdara Lithuanian Nursing Home does not have a controlled smoking area. As a result, any resident who wishes to smoke must do so out-of-doors at least nine meters from any entrance or window. *Labdara* does not have resources sufficient to provide assistance to residents who wish to smoke. Families may provide assistance or make alternate arrangements for the resident who requires assistance. Smoking supplies must be left at the Nurse's Station when not in use. Residents who smoke are assessed for safety and the results of the assessment will be shared with the resident and his/her representative. In order to smoke while at *Labdara* Lithuanian Nursing Home, a resident, when awake and alert, must be oriented to time, place and person, and must be able to ambulate independently or self-propel safely in a wheelchair.

Should a resident decide to stop smoking, *Labdara* Lithuanian Nursing Home will provide assistance in developing a cessation program to support the resident.

100 SOCIAL SERVICES

Labdara does not have an in-house Social Worker. Most social services-related needs are addressed by our Pastoral Care Coordinator. In the event that a Social Service professional is required, *Labdara* will make a request from the CCAC for a Social Worker or Social Service Worker to address a specific problem or concern of a resident or Family Worker.

101 SPIRITUAL CARE

The spiritual needs of residents and caregivers are recognized and nurtured at *Labdara* Lithuanian Nursing Home under the direction of our Pastoral Care Coordinator. Caregivers and members of local faith communities work closely to ensure ongoing spiritual support. Residents and families are encouraged to seek help for residents as required.

Information about spiritual activities is available on the activity schedule. Services are held regularly in the Chapel and residents are invited to attend at any time regardless of denomination. Other spiritual activities take place regularly in various locations throughout *Labdara*. All residents and their caregivers are welcome to take part in pastoral care programs and services.

102 STAFF IDENTIFICATION

Labdara Lithuanian Nursing Home Care staff must wear visible nametags at all times when they are on duty. If you notice someone who is carrying out a staff role but not wearing a nametag, please notify a member of your care team.

103 STUDENTS

Labdara Lithuanian Nursing Home provides co-operative, job experience placements for local high school students, as well as students from community colleges, local university and other community and government agencies. Please help make all students feel that they are part of the team. If there is a concern with respect to any student, please inform the Charge Nurse or the Director of Care immediately in order that we have the opportunity to make the concern/complaint a learning opportunity for the student.

104 SUBSTITUTE DECISION MAKER - DECIDE WHO WILL SPEAK ON YOUR BEHALF

Ontario legislation provides a ranked list (hierarchy of Substitute Decision Maker SDM) that allows for an automatic SDM for all. If a resident does not feel that the automatic SDM is the right individual to act on his/her behalf if they become mentally incapable they could decide to name a specific person in a Power of Attorney for Personal Care (POAPC) document.

To be a SDM, the person(s) must be:

- a) Willing to act as your Substitute Decision Maker
- b) Mentally capable of making health decisions for you
- c) Available, in person or via telephone or by some other means when a decision needs to be made
- d) Not prohibited by a court order from acting as your SDM, and
- e) At least 16 years of age

If the person in your life that ranks the highest in the list of SDM's in the Health Care Consent Act does not meet these requirements, then the Health Care Provider will move down the hierarchy to the next person on the list.

104.1 The Ranked List (Hierarchy) of Substitute Decision Makers in the Health Care Consent Act includes:

- a. Guardian: A “guardian” is someone appointed by the court to be the Substitute Decision Maker.
- b. A Power of Attorney (POA): the person chosen by the Resident (when mentally capable) to be SDM if they are mentally incapable to make care decisions.
- c. A Representative appointed by the Ontario Consent and Capacity Board.
- d. A spouse or partner
 - i. Two persons are “spouses” if they are: married to each other or living in a marriage-like relationship AND have lived together for at least one year OR are the parents of a child together OR have signed a Cohabitation Agreement under the Family Law Act.
 - ii. Two persons are NOT “spouses” if they are living separate and apart as a result of a breakdown of their relationship.
 - iii. Two persons are “partners” if they have lived together for at least one year and have a close personal relationship that is of primary importance in both people’s lives. “Partners” can include friends who have lived together for at least one year in a non-sexual relationship and have a special personal family-like relationship.
- e. A child or parent or Children’s Aid Society or other person lawfully entitled to give or refuse consent to treatment.
 - i. “Parent” does not include a parent who only has a right of access. If a Children’s Aid Society or other person is entitled to give or refuse consent in place of your parent, you’re your parent would not be appointed your Substitute Decision Maker.
- f. A parent who only has a right of access
- g. A sibling
- h. Any other relative
 - i. “Relatives” are people related by blood, marriage or adoption.
- i. The Public Guardian and Trustee
 - i. If no person meets the requirement to be a Substitute Decision Maker(s), then the Public Guardian and Trustee will become the Substitute Decision Maker.

104.2 Role of the Substitute Decision Maker (SDM)

When a Resident is deemed mentally incapable, it is up to the SDM to consider the wishes, values, beliefs of the Resident and apply it to the treatment decision to be made after being informed of the Resident's present health condition and treatment options. The SDM is required to interpret those wishes, values, beliefs and what the Resident meant by them. The obligation is placed on the SDM to make the decisions about what treatments to consent to.

105 SUGGESTIONS.

A Suggestion Box is located near the main entrance. Residents and family are encouraged to submit ideas, questions and/or suggestions. A signature is optional. The box is checked regularly for submissions. They are copied and forwarded to the appropriate Committee, manager, or to the Board of Directors. The Administrator gets a copy of each submission. A written response is provided for each individual who makes a signed submission.

106 TAX MATTERS

106.1 Property Energy Tax Credits

A "Summary of Accommodation Charges" Letter is prepared annually for each resident by the end of February. Generally speaking the Canada Revenue Agency (CRA) may allow up to 75% of accommodation costs to be claimed as a Property and Energy Tax Credit for Income Tax purposes. Please consult the Ontario Ministry of Finance website (Ontario Energy and Property Tax Credit) and with your Professional Tax Preparation Expert with respect to any claim for Tax Credits. **This credit will not be available for the 2016 tax year due to new legislation that has been enacted as Labdara no longer pays Property Tax to the City of Toronto.**

106.2 Charitable Tax Receipts

Labdara Lithuanian Nursing Home cannot issue Charitable Tax Receipts. *Labdara* Foundation which owns *Labdara* Lithuanian Nursing Home and is a registered not-for-profit charity, issues Charitable Tax Receipts for monetary donations to *Labdara*.

Donations can be made at anytime online through our website www.Labdara.ca by clicking on the DONATE NOW button. A charitable tax

receipt will be issued within minutes on Labdara's behalf by Canada Helps.

Donations by cheque to Labdara Lithuanian Nursing Home should be made out to "Labdara Foundation" with an additional notation in the Memo section "Nursing Home". That way the money donated to the *Labdara* Foundation will come to the *Labdara* Nursing Home.

Money donated in this way may also be specified as to how it should be used. For instance, it may be specified for Resident Activities such as Bus trips or outings or for the purchase of musical instruments, Special Lithuanian Food for those festive occasions, equipment or supplies/Christmas gifts for residents

Tax receipts cannot be issued for any donated used items or equipment, as the required certified appraisal costs would most likely be more than the value of the donation.

In the case that a family member or Power of Attorney wishes to purchase an electric bed or piece of equipment for a resident that would not be needed once the resident passes away with the item being then donated to Labdara, the following procedure must be followed:

First determine the cost of the item including taxes and shipping, then write a cheque **payable to Labdara Foundation** for the approximate cost of the item rounded up to the nearest \$100 round figure, specifying on the memo section of the cheque ie. "purchase of equipment or bed for nursing home". That way you will receive the Charitable Tax Receipt for the full amount of the cheque and *Labdara* Nursing Home will purchase the equipment for the resident with those funds from the donation cheque.

If you do not require a Charitable Tax Receipt, you may write the cheque directly payable to *Labdara* Lithuanian Nursing Home. Please indicate in the Memo section if you wish the donation to be used for some specific purpose at *Labdara*.

106.3 Taxes Home Care Agency Services – HST

Please be advised that there is no HST payable on private nursing services when an individual is also receiving home care from the CCAC. If you have paid HST on agency services while receiving services from the CCAC, you may apply for a rebate from the Canada Revenue Agency going back up to 2 years.

107 TELEVISION

There are a number of large screen televisions, many with companion VCR/DVD units, for use by the residents at *Labdara*. Residents who wish to have Rogers Cable for a television in their room may do so at their expense. Satellite TV is not available except in certain common areas. Arrangements for cable or telephone services must be made directly with the service supplier. The television must be CSA approved and in good condition, both in appearance and in operation. **Wall mounted TVs up to 32 inches are preferred as they cannot be knocked over accidentally and will be installed by *Labdara* Maintenance at no charge.** Please speak to the Environmental Services Supervisor if you have any questions. *Labdara* does have a few loaner TVs available if needed by a resident.

108 TEMPERATURE / HUMIDITY CONTROL IN RESIDENT ROOMS

Each room has a thermostat mounted on the wall beside the entrance to the room to provide control for both heating and air-conditioning in the room. The temperature setting should be kept from 72 – 78 F. Humidity is controlled by a central system with an ideal range of 30 – 50 % Relative Humidity.

109 THERAPY SERVICES

When ordered by the resident's physician, physical and/or occupational therapy is available at *Labdara* Lithuanian Nursing Home. A licensed physiotherapist provides service at *Labdara*.

110 TRANSFERS TO OTHER LONG TERM CARE PROVIDERS

A resident who desires transfer to another long-term care facility must contact the Community Care Access Centre (CCAC) to request a place on the waiting list for that facility. Residents who are on "interim admission" status at *Labdara* Lithuanian Nursing Home are awaiting transfer to their first choice facility. Either situation does not affect care or services provided by *Labdara* Lithuanian Nursing Home.

Informing your physician, your home area staff, and the Resident and Family Services Co-ordinator of your desire to transfer will help facilitate the move. A discharge plan must be put in place before a resident can leave *Labdara* Lithuanian Nursing Home.

111 TRANSPORTATION

If a resident goes into the community for a medical appointment such as an eye examination or to a dentist, it is the resident's responsibility to cover the cost of transportation. *Labdara* Lithuanian Nursing Home will make arrangements for transportation by taxi or patient transfer service if this cost has been authorized.

When a resident is sent for medical services, the service provider often requires that the resident be accompanied. An example of this would be the cast clinic. *Labdara* Lithuanian Nursing Home staff is not available to accompany residents on medical appointments. When family are not able to accompany a resident and an outside attendant is required, the resident is responsible for this added expense.

If a resident is sent from *Labdara* Lithuanian Nursing Home to the hospital for emergency services, the ambulance provides transportation. On discharge from the hospital, if the ambulance is not required, the resident is responsible for the cost of the transfer service back to *Labdara*. During the day, if family is not able to bring the resident back to *Labdara* and the resident is unable to come by taxi, a transfer service is required and the hospital will expect the family to make these arrangements at the resident's expense. When family is not present at the hospital with the resident, *Labdara* Lithuanian Nursing Home staff are required to call and get an authorization for the expense of hiring someone to accompany the resident.

112 TRUST ACCOUNTS

Labdara Lithuanian Nursing Home maintains a financial management system that provides residents with the opportunity of retaining money at *Labdara* Lithuanian Nursing Home in specifically designated Personal Trust accounts. The Personal Trust account is used for the management of each resident's personal funds. These funds are accrued through deposits by the resident or his/her representative.

Residents are strongly urged not to retain any significant amount of money in their rooms or on their person. *Labdara* is not responsible for resident belongings including any monies withdrawn from the Trust Account.

Trust Accounts may not have more than \$5000 at one time as per regulations. Please speak to our business manager for set up and withdrawal information. Residents / Power of Attorney will be provided by *Labdara* with quarterly trust account statements.

113 TUBERCULIN TESTING

All residents of *Labdara* Lithuanian Nursing Home must have a 2-step tuberculin skin test as a condition of admission within 14 days. All residents upon admission must have a chest x-ray.

114 VALUABLES

***Labdara* Lithuanian Nursing Home cannot be responsible for any lost or missing items.** Residents and family members are cautioned not to bring items of value to *Labdara*. There are no locks on the doors and some residents do wander from room to room. There are also many other persons coming in and out of *Labdara* at any given time including other family members, visitors, volunteers, maintenance staff, service providers, etc.

There is no insurance policy coverage available for resident rooms in a nursing home. In the case of a missing or lost item, *Labdara* will undertake to perform an investigation based on any available evidence that may or may not yield any positive results. **Do not keep valuables at *Labdara* is the best policy. *Labdara* is not responsible for lost hearing aids, dentures and eye glasses.**

115 VISITING DOG PROGRAM

Labdara has a visiting dog program. Two trained visiting dogs are brought in by volunteers to visit residents who enjoy the company of dogs. The dogs have current vaccination certificates and copies of those certificates are kept on file at *Labdara*. If you or someone you know at *Labdara* would benefit from this program, please speak to any Activation staff member at your convenience.

116 VOLUNTEERS

Labdara Lithuanian Nursing Home has a dedicated group of registered volunteers who help in many areas in the Nursing Home. Volunteers make a significant contribution to *Labdara* and help enhance the quality of life of the residents. Volunteers may be identified by their name tags. All volunteers are selected, trained and supervised under the direction of the Volunteer Coordinator.

Family members and friends are welcome and encouraged to volunteer at *Labdara*. A wide variety of interesting opportunities exist for persons of all ages. Time commitment can be as little as one hour per week. A special Appreciation Party is hosted for the volunteers by *Labdara* Nursing Home.

Volunteering at *Labdara* can be a rewarding and fun experience. Any volunteering costs are reimbursed to volunteers by submitting receipts to the Office Manager. For more information please contact the Volunteer Coordinator: 416-232-2112 ext 413.

117 WEBSITE

Our site is www.labdara.ca It is updated regularly with information, notices and events and features a DONATE NOW button that enables donations to *Labdara* to be made from the comfort of your home online.

Please also visit www.ancelaw.ca for information for seniors and www.ccac.ca for information about Community Care Access Centres.

118 WHEELCHAIRS AND WALKERS

Labdara Lithuanian Nursing Home has a limited number of wheelchairs, walkers and geriatric chairs on site. Because of differing sizes and options available in walkers and chairs, a specifically prescribed assistive device is best for the resident who requires it for daily use.

The Ontario Assistive Devices Program is currently available to help those who qualify with the purchase of equipment. In order to utilize this program, an assessment performed by an Occupational Therapist and/or Physiotherapist is required to apply. This service is now provided by APKA Health and the cost of the assessment is the responsibility of the resident. When an application is approved, the resident pays for one-third of the cost of the equipment.

Labdara Lithuanian Nursing Home's walkers, wheelchairs and geriatric chairs are loaned to residents, under the following circumstances:

- As a tester so the resident has a chance to try the equipment prior to purchase
- As a loaner, to be used when the resident's own equipment is being repaired
- As a trainer, when the equipment has been identified as being needed for only a short period of time

Please be advised that *Labdara* is not able to store surplus wheelchairs or resident equipment due to a lack of storage space. If a resident has two wheelchairs, one of the chairs must be removed to another location.

119 WORKPLACE VIOLENCE AND HARASSMENT

Labdara has a zero tolerance for any type of violence and harassment by any person(s) within the building at any time. Bill 168 will be strictly enforced by the Administrator at all times and applies to staff, managers, visitors, family members as well as any other person. Violence includes arguments, pushing, pranks, property damage, robbery, rumours, blatant lying, swearing, sexual assault, theft and verbal abuse. **Harassment means engaging in a course of vexatious comment or conduct against another person in a workplace that is known or ought reasonably to be known to be unwelcome. Vexatious means causing stress, annoyance or being troublesome.** Any incidents must be reported immediately to any manager for investigation which may result in removal of the person and exclusion from Labdara in the future. Any incidents of violence or harassment between residents, staff to resident or resident to staff must be reported and will also be investigated and documented.

120 RESIDENT RIGHTS AND RESPONSIBILITIES

Please be sure to read the section below. Staff have been instructed to adhere to residents' rights and resident wishes whenever possible and prudent to do so without knowingly causing harm to the resident.

Please be advised that capable residents have the right to make bad decisions and/or decisions that may not be in keeping with the wishes or opinions of family members or even Labdara staff. This is no different than the rights residents had prior to their entry into Labdara. Please review the next section and if you have any questions, do not hesitate to speak to the Director or Care or the Administrator.

A. RESIDENT'S RIGHTS

- 1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.*
- 2. Every resident has the right to be protected from abuse.*
- 3. Every resident has the right not to be neglected by the licensee or staff.*
- 4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.*

5. *Every resident has the right to live in a safe and clean environment.*
6. *Every resident has the right to exercise the rights of a citizen.*
7. *Every resident has the right to be told who is responsible for and who is providing the resident's direct care.*
8. *Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.*
9. *Every resident has the right to have his or her participation in decision-making respected.*
10. *Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.*
11. *Every resident has the right to,*
 - a. *participate fully in the development, implementation, review, and revision of his or her plan of care,*
 - b. *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,*
 - c. *participate fully in making any decisions 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*
 - d. *have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.*
12. *Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.*
13. *Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.*
14. *Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.*
15. *Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.*
16. *Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.*
17. *Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or 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,

- a. the Resident's Council,*
 - b. the Family Council,*
 - c. 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,*
 - d. staff members,*
 - e. government officials,*
 - f. 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 life-style and choices respected.*
- 20. Every resident has the right to participate in the Resident's 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.*

B. RESIDENT RESPONSIBILITIES

Labdara Lithuanian Nursing Home expects the following:

- 1. The resident has the responsibility to observe Labdara Lithuanian Nursing Home's policies and procedures to the level of his or her capacity.*
- 2. The resident has the responsibility to promptly report safety and security hazards.*
- 3. The resident has the responsibility to treat with care anything that is owned or supplied by Labdara Lithuanian Nursing Home or others.*
- 4. The resident has the responsibility to treat fellow residents and caregivers in a civil manner at all times.*
- 5. The resident has the responsibility to express his or her needs, and/or complaints, directly to staff or volunteers in order that these issues may receive attention.*
- 6. The resident has the responsibility to recognize the validity of other residents' needs and understand that staff may not always be able to respond.*
- 7. If capable, the resident has the responsibility on admission to appoint Powers of Attorney to provide guidance and direction to staff and other caregivers as required, at some future time. These Powers of Attorney would apply in situations of decision-making concerning the management of his or her personal and health care and his or her property, should he or she be deemed as no longer capable of making the decision or decisions.*

There are occasions where two resident rights are competing against each other. As an example: in a shared room situation, one resident may have the radio or TV on loud which disturbs the other resident in the room. Another example is a situation where a resident is on a balcony and another resident comes to smoke on the balcony, which causes offense to the original resident and/or family member. There is no easy solution to these situations. Labdara expects the everyone tries to treat all others with respect and dignity at all times.

February 1, 2018