



St. Peter's Residence
at Chedoke
Thrive Group

Resident Handbook



**125 Redfern Avenue
Hamilton, Ontario L9C 7W9
Phone: (905) 383-0448
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www.stpeterscc.ca



St. Peter's Residence
at Chedoke
Thrive Group

Dear Resident and Family Member

Welcome to St. Peter's Residence at Chedoke, Thrive Group!

Our Mission:

Thrive Group provides a spectrum of integrated services to support and care for individuals to live as independently as possible. By bringing together like-minded organizations we will:

- Develop and deliver quality services that are responsive and innovative
- Enhance collaborative approaches to service provision
- Inform government directives and influence health care system transformation
- Create efficiencies and reduce duplication

Our Vision:

Building a community of quality and responsive services in a highly integrated and transformed health care system.

Our Values:

Teamwork, Honesty, Respect, Innovation, Versatility and Excellence (THRIVE)

St. Peter's Residence is committed to excellence in care provision. We understand that each resident has unique and individual needs, and we emphasize the individuality of care. We believe in nurturing your physical, psychological, social, spiritual and cultural needs. St Peter's Residence is your home where you may live with dignity, security/safety and comfort.

Our staff is dedicated to high quality resident care, which is knowledgeable, skillful, and compassionate. Teamwork, honesty, respect, innovation, versatility, and excellence are the values we live by.

This handbook is part of your introduction to St. Peter's Residence at Chedoke. If you have any questions or would like to discuss any issue, please talk with myself or any other staff member.

In our comfortable surroundings, we will strive to meet all your needs by focusing on the right to privacy, choice, dignity, safety, independence and a meaningful social life. It is an honour to provide service to you.

Sincerely,

Jennifer Lavigne
Administrator

Resident's Council Welcome

Dear Resident,

You are about to become one in a community of some 221 residents. You, and/or your family, have decided that you should be cared for by one of the leading long term care facilities in Ontario.

You will be introduced to the Residents' Council elsewhere in your handbook. For now, we just want to let you know of some things we have been involved with:

- A quarterly newsletter
- Community activities such as a walk-a-thon
- Helping to secure bus service at our door
- Helping establish a food service committee
- Arranging for our local M.P.P. to speak to us
- Recommending laundry service improvements

These are just a few examples of our accomplishments. We have had all management staff come and share with us their areas of responsibility. Virtually every week we are involved with one thing or another.

Most of all, we enjoy our privilege to contribute. One of your Residents' Council members will be stopping by to visit you soon to welcome you and try to assist you in any way that we can.

Sincerely,

Your Residents' Council

**ORGANIZATIONAL RESPONSIBILITIES
and IMPORTANT PHONE NUMBERS**

**St. Peter's Residence at Chedoke
(905) 383-0448**

Jennifer Lavigne	Administrator	Extension 650
Tammy Weir	Director of Resident Care	Extension 612
Augustin James	Associate Director of Care	Extension 626
Arvin Ragoonath	Manager of Facilities	Extension 670
Joanne de Gooyer	Resident Care Supervisor	Extension 679
Melissa Kelter	Resident Care Supervisor	Extension 648
Shawna Booker	Resident Care Supervisor	Extension 654
Krishna Mopera-Prado	Resident Care Supervisor/Infection Control	Extension 630
Samantha Joseph	Resident Care Supervisor	Extension 606
Ashly Chavez Vasquez	Manager of Resident Services	Extension 656
Heather La Vecchia	Financial Analyst (Resident Accounts)	Extension 585
Lisette Gonzalez	Manager of Recreation and Volunteer Services	Extension 658
Cheri Hodgson	Food Service Manager	Extension 657
Shelly-Ann Salmon	Food Service Assistant Manager	Extension 685

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Fact's About St Peter's Residence

History

St. Peter's Residence is a 221 bed Long-Term Care residence located on the West Mountain in Hamilton. St. Peter's Residence opened in April 2004. St. Peter's Residence is a not-for-profit charitable long term care home.

In June 2013 St. Peter's Residence became part of Thrive Group. Thrive Group works to support the home's efforts to provide exemplary care and service. For more information on Thrive Group please visit www.thrivegroup.ca.

Accommodations

- Seven Terrace neighbourhoods with 31 or 32 residents in each area. Each neighbourhood has a dining room, recreation room and living room.
- There are 11 Interim Beds for those residents waiting for their first choice of Long-Term Care Home.
- Five of our seven neighbourhoods offer large, exclusive, private rooms each with its own ensuite, in order to maximize the resident's personal space.
- Two neighbourhoods offer basic accommodation rooms which share a bathroom.
- All rooms are designed to allow each resident their personal view to the outside and space for privacy.
- Each neighbourhood has direct access to secure outdoor courtyards or balconies and an abundance of natural light.
- Each resident room is furnished with an electric bed, armoire, chest of drawers, window coverings, bedside chair and bedside table. The private rooms also include a desk.
- Design also includes large common spaces for resident use including Worship Centre, Family Dining Room, Wellness Centre, Fireside Lounge and Recreation Rooms.

Terrace Locations

There is easy access to all Terraces by following the signage at the front entrance.

Aspen Terrace	Level 1 Accessed past Arabella's Café and the elevator
Birch Terrace/Cedar Terrace	Level 2 Accessed by elevator past Arabella's Café
Dogwood Terrace/Elm Terrace	Level 2 R Accessed by elevator at Front Entrance
Fir Terrace/Garland Terrace	Level 3 Accessed by elevator at Front Entrance

Visiting Hours

There are no restrictions on visiting hours (visiting normally occurs between the hours of 8:00 am - 8:00 pm). At the main entrance, there is a keypad for the hours between 6:00 am – 08:00 pm. For security reasons, access after 8:00 pm or before 6:00 am, please use the intercom at the main entrance. Our visiting policy can also be located on our website.

Infection Control

Families and visitors are encouraged to visit whenever possible. However, all visitors who come to St. Peter's Residence at Chedoke are asked **not to visit if sick** (cold, fever, vomiting or diarrhea). The elderly is very vulnerable, and a simple cold could turn into a potentially fatal secondary infection such as pneumonia. St. Peter's Residence strongly recommends that visitors consider seasonal influenza immunization as well as Covid19 vaccinations,

Hand washing is one of the best ways to prevent the spread of infections. Hand hygiene is the responsibility of all individuals involved in health care, including residents and visitors. It includes removing or killing germs on hands as well as maintaining skin health. There are two methods to do this: washing with soap and running water OR using an alcohol-based hand rub.

Alcohol-based hand rub is the preferred method for decontaminating hands when they are not visibly soiled. It removes germs more effectively, requires less time and irritates skin less often than hand washing with soap and water.

At St Peter's Residence, you will notice alcohol-based rub at the main entrance, by every elevator, in every resident room and throughout the Terraces.

Resident Screening

All new residents are tested for tuberculosis (TB). If the test indicates you have been exposed to TB, your doctor will follow up with further tests. Anyone suspected of having acute tuberculosis will be transferred to an acute care facility and your doctor will order a consultation with a specialist.

Swabs are taken on all residents upon admission to check for carriage of antibiotic resistant organisms. Hand washing is very important.

Residents showing new signs of cough or shortness of breath with or without a temperature and those with new signs of diarrhea will be assessed and placed in precaution to control the spread of illness.

Parking & Transportation

There is a large lot at the front of the Residence which provides free parking for visitors.

For visitors traveling by public transportation, the Hamilton Street Railway provides regular bus service. There is also bus service several times per day to Redfern Ave near the front parking lot.

Volunteering

There are many different roles for volunteers at St. Peter's Residence. Whether you would like to volunteer on a regular basis or just occasionally, we will endeavor to find a meaningful role that is of interest to you.

Please call our Coordinator of Volunteers at (905) 383-0448 extension 658 for more information.

Charitable Donations

Together we can make a difference!

Thrive Group and its member organizations are dedicated non-profit, charitable entities. While we appreciate the government funding we receive, additional financial support is crucial for our specialized programs, services, capital needs and vital equipment.

The generosity of others makes it possible for our organization to thrive, ensuring our homes are exceptional places to live. Annually, we provide integrated services and support to empower hundreds of adults to live as independently as possible. Our diverse fundraising activities, including the Moving to Make it Happen event, online donations, legacy gifts, holiday campaigns, third-party events, community bingo, sport team 50/50 activities, and naming opportunities play a pivotal role.

Our Thrive Group Programs such as Heart of Thrive, In Memoriam, and Employee Giving contribute to support our clients and residents. Funds raised directly impact our programs, significantly enhancing the quality of life in our homes. Achievements include establishing cafes, procuring outdoor and indoor furniture, multi-position tables, televisions for clients and resident living areas, blanket warmers, ceiling lifts, wellness areas, resurfaced outdoor spaces, and facilitating community activities.

To discover more about our fundraising activities, make meaningful connections, support events, or share your stories or to opt out of receiving fundraising information contact:

Shari-Lee Srigley, Executive Director of Fundraising and Development
ssrigley@thrivegroup.ca
289.309.8477 ext.572

Resident Rights

RIGHT TO BE TREATED WITH RESPECT

- 1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.*
- 2. Every resident has the right to have their lifestyle and choices respected.*
- 3. Every resident has the right to have their participation in decision-making*

respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

- 4. Every resident has the right to freedom from abuse.*
- 5. Every resident has the right to freedom from neglect by the licensee and staff.*

RIGHT TO AN OPTIMAL QUALITY OF LIFE

- 6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.*
- 7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.*
- 8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.*
- 9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.*
- 10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.*
- 11. Every resident has the right to live in a safe and clean environment.*
- 12. 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.*
- 13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.*
- 14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.*
- 15. Every resident has the right to exercise the rights of a citizen.*

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

- 16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.*

17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.

18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.

19. Every resident has the right to,

i. participate fully in the development, implementation, review and revision of their plan of care,

ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,

iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and

iv. have their 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 their records of personal health information, including their plan of care, in accordance with that Act.

20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

22. 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.

23. 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.

24. 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.

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out “restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))

25. Every resident has the right to be provided with care and services based on a palliative care philosophy.

26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. 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.

28. Every resident has the right to participate in the Residents’ Council.

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:

i. the Residents’ Council.

ii. the Family Council.

iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. staff members.

v. government officials.

vi. any other person inside or outside the long-term care home.

Resident and Family Responsibilities

Residents and families also have responsibilities to fellow residents and to the staff of St. Peter’s Residence at Chedoke.

To observe the rules and regulations in effect at the time of admission and as altered from time to time.

1. To treat fellow residents and staff with courtesy and consideration and to always bear in mind their rights.
2. To be supportive and respectful of other's opinions, differences, and recommendations.
3. To always observe, the non-smoking regulations for the protection of all the residents and staff.
4. To participate always and with promptness in fire and disaster drills.
5. To use with care all supplies, linens and furnishings just as if they were your own.
6. To consider that other residents may require more assistance, and more urgently, than you. Not all residents can be served first.
7. To report promptly anything, one feels needs attention i.e. safety hazards, security, or anything you do not feel is right.
8. To have fun and enjoy your stay.

Commitment to Privacy

Collection and Protection of Your Personal Health Information (PHI)

Ontario's Personal Health Information Protection Act (PHIPA) standardizes and places limits on the collection, use, disclosure and disposal of personal health information. The goal of this legislation is to protect the privacy of individuals and the confidentiality and security of personal health information in way that facilitates the effective provision of health care. PHIPA based on the idea that those involved in a resident's 'circle of care' should have access only to as much information as they need to provide the best healthcare possible.

Your personal health information is essential for the provision of quality resident care. We will ask you, or the person acting on your behalf, for information about your health and your family's health. The personal health information that we may collect includes your name, date of birth, address, health history, records of your visits to hospitals and physicians and the care you received during those visits.

We use and disclose your personal health information to:

- Treat and care for you
- Get payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Conduct research
- Compile statistics
- Conduct resident satisfaction surveys

- Teach
- Fundraise to improve our healthcare services and programs
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Other information that may be disclosed includes:

- Your religious affiliation
- Specific information as required by other health care providers such as pharmacies, laboratories, ambulance, hospitals, Home and Community Support Services and the Ministry of Health

If you have any questions related to privacy, please contact the Director of Care.

We Want to Hear From You

Residents' Council

Resident Council is an integral part of St. Peter's. Resident Council represents all the residents living at St. Peter's Residence at Chedoke. The Council serves as a vehicle through which residents can share in the planning of events in the Residence. Council members also play an important role in maintaining and improving the quality of life for the residents of St. Peter's.

Residents are elected annually by their peers and meet at least quarterly (usually monthly) with a St. Peter's staff designate to discuss common issues.

Residents' Council may, at any time, request their suggestions and issues be taken to the Administrator. The Administrator will respond in writing to the Council within 10 days. St. Peter's values the role of the Residents' Council and appreciates its dedication to making our Residence a better place.

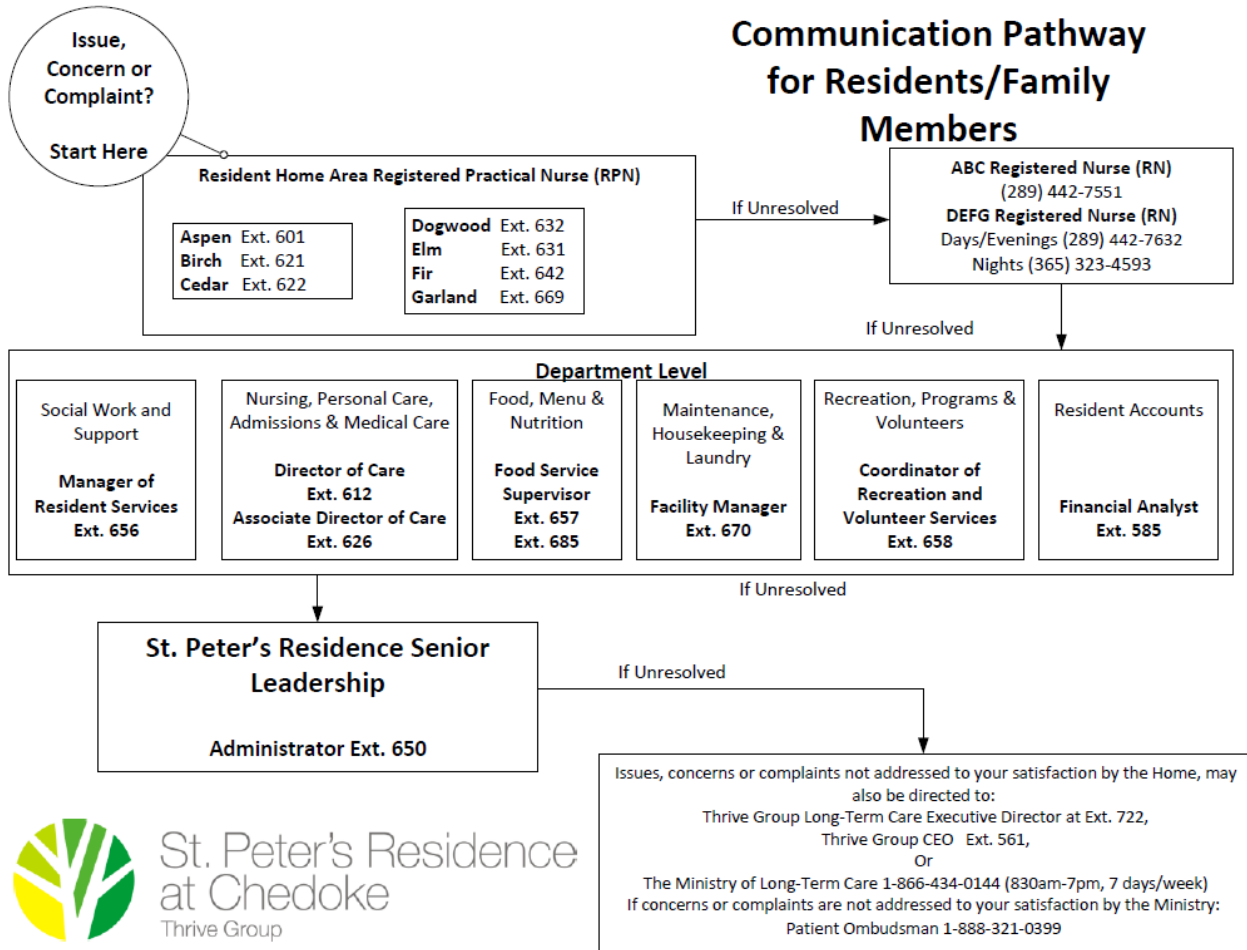
Residents' Council membership, meeting minutes and upcoming events are posted on the Residents' Council bulletin board on the main floor.

Family Council

The purpose of Family Council is to create opportunities for interested family members to learn more about St. Peter's and long-term care, serve in an advisory capacity to the Administrator, and create ways to welcome and support other families. Family council minutes are posted on the Family Council board. If you are interested in playing an active role in the family council group, please contact the Manager of Resident Services at extension 656 for more information.

Serving You Bulletin Board:

Our Serving You Bulletin Board is located at the front of the lobby near the elevators. Here you will find relevant postings including Resident Bill of Rights, Ministry postings including contact for information to initiate a compliment/concern to the Ministry of Health. There is a binder near reception that holds MOHLTC Public Copies of Inspection Reports. There is also posted a suggested communication pathway to help answer your questions.



Complaints, Reporting and Whistleblowing

As in any living arrangement concerns may arise from time to time. St. Peter's Residence at Chedoke is interested in addressing your questions and concerns. To assist you in having your questions/concerns addressed promptly, the following procedure should be followed:

- Discuss the situation with the Registered Staff (Registered Nurse or Registered Practical Nurse) on your Terrace at the time of the concern. If your concern is not resolved;
- Contact the Manager for the appropriate area of concern: Nursing - Director of Care, Associate Director of Care or Resident Care Supervisor; Food – Food Services Manager; Housekeeping /Laundry/Maintenance – Facilities Manager and Recreation - Recreation Supervisor. The Resident Advisor is also available as required. If your concern remains unresolved;
- Contact the Administrator if your concern is not resolved to the resident's or family's satisfaction. Concerns are usually resolved internally however if your issue or concern is not resolved to your satisfaction by the Administrator, then please contact as below the

Ministry of Health and Long-Term Care (Posted also by both elevators).

- Contact the Ministry of Health and Long-Term Care Regional Office at (905) 546-8294 or the MOHLTC Toll Free number of 1-866-434-0144.

Everyone shares the responsibility to ensure that residents can live with dignity, safety and security. St Peter's Residence is committed to providing the best possible care for residents. All employees and volunteers will report any incidents of suspected harm or risk to a resident, immediately. Long Term Care Homes are required to report certain matters to the Director of the Ministry of Health and Long-Term Care. Items to be reported would include allegations of abuse or written complaints. Included in the report are the details of the associated investigation and the actions taken by the home. Members of the public who have concerns or complaints that they do not feel the home is able to resolve are welcome to contact the Ministry of Health at the number above to report their concern to the Director.

Duty to Report signage is posted in the home near both sets of elevators. The signage outlines the Ministry process and responsibility.

The Long-Term Care Home Act provides protection for people who report concerns to the ministry. People making reports do not have to give their name; all reports are treated as confidential.

St Peter's Residence protects employees/volunteers from retaliation or unfair treatment if a report is made to the Administrator or to the Ministry. The Fixing Long-Term Care Home Act also provides "Whistle Blowing" protection for anyone who has made a report to the Ministry.

"Whistle Blowing" Protection means no person can retaliate against another person or threaten to do so because information has been disclosed to the Ministry Director or Inspectors.

Resident Safety

Your Health Care – Be Involved

St Peter's Residence is committed to the safety of our residents, staff, volunteers and visitors.

Some of the ways that you can promote and support a culture of safety at St Peter's Residence include:

1. Be involved in your healthcare. Speak up if you have questions or concerns about your care. One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking a member of your health care team questions, so you can make informed choices.
2. Tell a member of the health care team about your past illnesses and your current health condition. You are the one who knows the most about your health. Tell the members of

your health care team everything you can, even if you think they already know and even if you think it is not important.

3. Bring a **current** up to date list of your medications from your pharmacy when you come to the Residence. Ensure the pharmacist includes all the drugs you take with a doctor's prescription and also includes the over-the-counter remedies such as vitamins and herbal remedies.
4. Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food. If you get sick, your health care team may have to act fast. Before they give you any medicine, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food.
5. Make sure you know what to do when you return from visiting a medical appointment. Share this information with your care team. You can write this information down or have a family member/friend help you to write it down.

Upon Arrival

Personalizing the Resident Room

Residents are encouraged to personalize their room by utilizing the memory box and bringing artwork to display. While furniture is standardized in all rooms, some residents have a favourite piece of furniture such as a chair or a lamp, they would like to bring with them. All standard room furniture must remain in the room. For assistance with hanging pictures or other issues, please call the Customer Service Desk at extension 600. Maintenance will supply the picture hangers and hang pictures for you at their earliest convenience.

We would ask that you bring a limited amount of furniture on the day of arrival. Instead, get a feel for how much space will be available for such items and discuss your ideas with staff and maintenance on the Terrace. Once you agree on the pieces, bring them in for a short evaluation period to ensure the safety of all involved.

As care needs of your family member change, space requirements in the room may increase to accommodate various pieces of equipment. Please be aware that the care team may approach you to take some furniture home under these circumstances. All resident equipment and furniture must be safe for use by the resident. Occasionally, a resident can no longer be cared for safely in their current room. This is most often due to changes in the residents' needs that require different equipment or alterations in the environment. In this circumstance, the home will speak with you and/or your Power of Attorney and arrange for a change in room where your needs can be better met. It is the obligation of the home to ensure that residents are placed appropriately within the care setting. We ask that residents and their Power of Attorneys comply with such requests when they are brought forward. St. Peter's Residence makes every effort to keep room moves to a minimum.

Please note: St Peter's Residence cannot be responsible for any personal items you bring with you so we would encourage you to leave valuables at home.

Personal Appliances

Some electrical equipment can be brought into the Residence such as televisions (**maximum allowed size is 42-inch flat screen**), radios, clock, electric razors and lamps. Flat screen televisions **cannot be wall mounted**.

Refrigerators of 1.7 cubic foot with NO FREEZER are allowed (family/resident responsible for cleaning etc). All electronic hook ups (e.g., computer, television, and DVD players) are completed by family after electrical clearance from maintenance. As a fire safety precaution, all items of an electrical nature must be CSA approved items and inspected/approved by Maintenance Services.

Appliances used for cooking or heating food, humidifiers, space heaters, electric blankets, dehumidifiers, air conditioners; irons, curling irons, glue guns and heating pads are not permitted.

Extension cords are not allowed: CSA approved Power bars can be used once approved by maintenance.

Clothing Suggestions

- All clothing items will be discreetly labeled at the time a person moves into the Residence. Suitcases will be returned to a family member to take home on the day the resident arrives. All the resident laundry does get sent out to a commercial laundry service. The turnaround time for returning to the home can be up to 7 days.
- Any new clothing brought in by you must be labeled prior to wearing it; please put in a bag with the resident's name, terrace and take to the nurse's station on your terrace, so that it can be appropriately labeled before it enters the laundry system.
- To ensure an adequate supply of clothing is always available, we recommend bringing in the amount of clothing normally worn in a fourteen-day period. We will contact you if there are any issues with this amount of clothing.
- When considering clothing purchases for a resident ensure that the fabric is machine washable and dryer safe. Consider also the ease of dressing when making a purchase, as this may help the resident maintain independence and dignity.
- Residents are encouraged to wear their usual style of clothing. It is important to be comfortable and have a variety of clothes. **To ensure all residents are dressed daily, some residents may require clothing modifications such as splitting the back of the garment and adding velcro closures.** Any need for clothing alterations will be discussed with you. St Peter's residence does not complete the alterations; the resident or family must plan or purchase adapted clothing (Jerry's Fashions etc). Please speak with a member of the Registered Staff for more information.
- Safe comfortable footwear is very important. Non-slip soles on well-fitting shoes and slippers will help with safe mobility.

- In a residence of this size, it is possible that an article of clothing or other personal effect will go missing. If you are missing an item, please see the Registered Staff on the Terrace where the Resident resides. We will endeavor to locate any missing article.

**** Please note: St. Peter's does not take responsibility for replacement clothing, if lost or damaged ****

Valuables

You are encouraged to be selective in choosing the valuables you wish to bring with you to the Residence, as items can be easily lost or broken. We suggest that each resident should avoid keeping valuables (e.g., expensive jewelry) or **sums of money** on their person or in their room.

St. Peter's Residence cannot accept responsibility for a resident's personal belongings or valuables. You may wish to arrange for insurance coverage for specific items.

The key to the night table drawer may be signed out by the resident or family to provide a small, secured storage area.

Hearing aids, dentures/partial plates, and glasses must be labeled prior to admission.

Resident Identification

Upon admission, each resident is provided with an identification bracelet. In addition, a staff member will ask for permission to take your picture. A recent photo is important for use by staff as resident identification for safe medication administration and to provide to local authorities in the case of an emergency.

Call System

Each resident room and bathroom are equipped with a call system. When the call button is pushed, the light outside the resident's room lights and a tone sound. Upon seeing or hearing either of the signals St. Peter's staff will respond to the resident and their request for assistance. While the care teams are encouraged to respond to the call bells as quickly as possible, from time to time it may take a few minutes to get a response.

Screening & Vaccinations

The Ministry of Health and Long-Term Care requires that all residents of long-term care facilities be screened for tuberculosis (TB). You may be asked to agree to a chest x-ray and TB skin tests shortly after you arrive. If you have had this test within the previous year, please bring the documentation with you for our review.

In the fall of each year, the Influenza (Flu) vaccine is offered to all residents at no cost. Your doctor will order the vaccine if it is appropriate for you, and you will be asked to sign a consent form.

Providing information about your immunization for Covid, Tetanus and Pneumovax is an important part of your health record.

Advanced Care Guidelines

Shortly after you arrive, you will be asked to participate in an advanced care planning discussion with the care team. This is your opportunity to provide directions to your doctor and staff of the Residence about the treatment you want if your medical condition changes.

You will be given an information sheet to help you through the decision-making process. The Manager of Resident Services and Registered Nurses are available to help you.

Your wishes may be changed at any time.

Power of Attorney

You are encouraged to appoint a Power of Attorney before you move to the Residence. A Power of Attorney is someone who can make decisions for you if you are unable to do so. There are two types of Power of Attorney (POA):

- A Power of Attorney for Property appoints one or more people to look after your financial affairs.
- A Power of Attorney for Personal Care appoints one or more persons to make decisions about your personal care.

The POA will make decisions for you when you are not able to. You can cancel or change a Power of Attorney at any time. The Resident Advisor is available to provide support and information.

Please note that Residence staff is not able to witness any legal documents.

Alcoholic Beverages

Responsible use of alcoholic beverages by residents can be arranged. If alcohol use is authorized by your physician, it will be kept by the Registered Staff in the medication room. The alcohol can then be provided to you as per the physician authorization.

Alcohol has a two-drink maximum per day for all residents. Families are not permitted to consume alcohol on site.

Mail

Incoming mail for residents is delivered to your Terrace daily. Outgoing mail can be left in the reception area on the main floor. For those residents that are not capable, mail items should be addressed to the POA.

Resident Escorts

It may sometimes be necessary for you to attend appointments outside the Residence. Your family or a friend will be asked to accompany you. If this is not possible, with resident/family preapproval, St Peter's can arrange transportation and an escort. The cost of the transportation and staff escort is the responsibility of the resident/family and must be pre-approved by the resident or responsible family member.

Upon Discharge

When a resident passes away or is discharged from the home, we ask that all personal property be removed from the room **within 24 hrs.** St. Peter's Residence does not accept donations of clothing, furniture, wheelchairs etc. so please be sure to plan for removal. If you need to make special arrangements, please contact the Admission and Assessment Co-coordinator at extension 679. A \$100 fee will be charged if furniture is left in the room beyond the agreed upon timeframe.

Resident Care Programs and Services

Your Service Team

Physician: Looks after the medical care of the resident just like your family physician.

Nurse Practitioner: Looks after the medical care of the resident in collaboration with the physician.

Registered Nurse (RN): Responsible for planning and coordination of care.

Registered Practical Nurse (RPN): Working with the RN, provides ongoing care at the bedside and assists you with your personal care including delivering medications.

Personal Care Worker (PCW): Assists residents in daily activities including dressing, grooming, bathing, and eating.

Director of Care, Associate Director of Care & Resident Care Supervisors: Provides support and information to residents and family members.

Recreation Programmer: Coordinates programs that are fun, therapeutic, and individualized.

Homemakers: Maintains a clean environment and ensures proper care of residents' laundry.

Food Service Assistants: Responsible for preparing and serving food.

Chaplain: Coordinates individual spiritual care and corporate worship services.

Physio and Occupational Therapy: Assists with exercises, seating and therapy services.

Care Plan & Care Conferences

Staff of the Residence will work with you and your family to develop a customized care plan to address your unique needs. Resident and Family involvement in this process is essential and encouraged.

A care conference is held within six weeks after you arrive at the Residence, and at least annually thereafter. This conference is an opportunity to let staff know your feelings about your care and life at the Residence.

Changes in Medical Status

On admission the phone numbers of the resident's contact people are recorded. In the event of a change in health status or injury, the Power of Attorney for Care (POA) will be notified first. If the (POA) is unavailable (e.g., vacation) the Substitute Decision Maker will be utilized. Please notify the Registered Staff, preferably in writing, if you are to be away and an alternate contact is designated (please include the dates for the alternate designation).

Medical Services

St Peter's Residence has a Medical Director who ensures medical coverage 24 hours a day, participates in provision of medical care for residents, and monitors/regulates policy and practice for all Attending Physicians.

A resident may choose to retain their own family physician or Nurse Practitioner (Registered Nurse in the Extended Class). However, the physician/nurse practitioner must follow the Ministry of Health and Long-Term Care standards for medical coverage for long term care. If your family physician/nurse practitioner has agreed to continue your medical coverage; please have the family doctor, contact the Director of Care.

Nursing and Personal Care

Nursing and personal care service is delivered on a 24-hour basis. The staff working on each Terrace is comprised of Registered Nurses, Registered Practical Nurses, and Personal Support Workers. Each has a specific job description and collectively forms the care team for assessing, planning, implementing, and evaluating the care each Resident receives.

The Director of Care is the senior nursing manager. They are responsible for the overall delivery of care to the Residents. To reach the Director please call extension 612.

Recreation and Socialization

St. Peter's Residence provides a variety of programs to meet your physical, cognitive, social and emotional needs. These programs encourage residents to remain active and become involved in the social milieu of the Home. Residents are encouraged to participate in the programs developed by the professional recreation staff. Families are also welcome.

Monthly program calendars, outings and special events are posted near the recreation room on each Terrace and the monthly calendars are provided to each resident in their rooms. Family members can request the calendar be e-mailed, mailed or pick up a copy at the nursing communication center at each Terrace. Event calendars are also available on our website www.stpeterscc.ca. Daily programs as well as evening and weekend events are provided.

We welcome your suggestions for new programs.

Social Work

Social Work services are available at St Peter's Residence. The Manager of Resident Services will guide new residents and their families through the adjustment process as you adapt to the new environment. In this role support, advocacy and counseling is provided to residents and their families.

Spiritual Care

Spiritual Care is available to all residents. Worship services are listed on the monthly activity calendar and are available on closed-circuit television for residents unable to attend the Worship Centre. Please notify the staff on your home area if you would like to meet with the pastoral care staff member. Messages can also be left for the pastoral care person at extension 645 for non-urgent requests.

Physiotherapy Services

Physiotherapy services are provided on a regular basis to residents following a physician referral and assessment. St. Peter's has a Wellness Centre equipped with parallel bars, pulleys, exercise equipment and hot packs, which are used for certain types of therapy. Each resident will receive a physiotherapy assessment within the first seven days of admission.

Occupational Therapy

Occupational Therapy services are provided to residents who require a professional wheelchair or seating assessment.

Respiratory Therapy

All respiratory services are provided for residents requiring oxygen supplies.

Laboratory and Radiological Services

Many laboratories and Radiology (x-ray and ultrasound) services are provided in the Residence. All tests must be ordered by a physician or nurse practitioner and are done in the Residence on a regular scheduled basis or as required. Certain tests may require the resident to travel to hospital.

Mobility Aids: Wheelchairs and Walkers

Residents are encouraged to bring mobility aids currently being used. Please clearly label these items with the resident's name. All residents intending to use a power chair will first be assessed to ensure the safety of themselves, other residents, staff and visitors.

Residents who require the use of a mobility aid and do not have their own will be assessed for their needs following admission. The Residence has a limited supply of these items for temporary use while you are being assessed the appropriate mobility device is ordered. Canes are not permitted at the residence as they can easily become a risk to others if used as a weapon. Residents who need to purchase their own mobility aids may qualify for financial assistance from the Ministry of Health and Long-Term Care Assistive Devices Program. The Occupational Therapist or Physiotherapist can assist you with this process.

Each resident room can only accommodate one wheelchair.

Wheelchair/ walker repairs are not done by St Peter's maintenance staff but are available via qualified wheelchair vendors at the resident's expense.

Restraint Use

In compliance with the Fixing Long-Term Care Homes Act, 2021, St. Peter's Residence at Chedoke minimizes the use of restraints with our residents.

Resident's rights, dignity, and physical and psychological well-being will be protected. Restraints are only used after all alternatives have been considered, trialed and/or exhausted.

An approved physical restraint is used only for the purpose of preventing a resident from causing bodily harm to him or herself or to others, once:

- An interdisciplinary assessment of the resident has been completed
- The resident and/or Substitute Decision Maker (SDM) has provided informed consent
- A physician or RN(EC) order has been obtained

From time to time, residents may benefit from the use of a Personal Assistive Service Device (PASD). This may include a tilted wheelchair, an assist rail, a tabletop tray etc. Nursing staff will consult with you on the need for either a Restraint or PASD. Copies of this policy are available. Please speak with a nursing representative if you are interested in learning more. We strongly discourage the use of bedrails- these rails pose a significant risk for injury to the residents we serve.

Supplies and Equipment

Supplies, equipment and devices necessary for the provision of medical, nursing and personal care and activities of daily living are provided for the benefit of the resident. All personal hygiene and grooming supplies are provided. Personal preference items are not covered.

Medications are supplied by a contracted pharmacy. No over-the-counter medications are allowed due to the risks of poly pharmacy.

All prescription preparations listed and covered from the Ontario Drug Benefit are supplied and government pharmacy supplied non-prescription drugs, medications and treatment products and supplies are included.

Support Operations

Nutrition Services

Nutrition Services provide a full range of food services and specialized nutritional services. Three nutritious meals are provided daily. The menus are planned following Canada's Food Guide with two entrée selections at lunch and dinner. Specific dietary requirements are considered in the meal preparation.

A Registered Dietician is on staff to address the individual nutritional needs of residents. On admission a dietary consultation will be arranged to discuss food preferences and dietary concerns. Resident's diets are monitored regularly to ensure nutritional needs are being met.

Mealtimes and menus are posted in the dining room of each Terrace. Snacks and beverages are available between meals.

The Food Committee provides a forum for resident input into the menu and to plan special theme meals and family dinners.

For special occasions, the Family Dining Room can be booked for use by the resident and their family. We would also be pleased to help you arrange a catered meal on a fee for service basis. The Family Dining Room costs \$50 for up to 3 hours of use after review and signing of the room use agreement. Please call the reception staff at (905) 383-0448 extension 600 for more information on using family dining room.

Housekeeping Services

Regular housekeeping services are provided throughout the building to maintain a high standard of cleanliness and resident rooms are cleaned regularly.

Maintaining a tidy and uncluttered room requires the assistance of the resident and their family. We will work with you to remove clutter from rooms regularly as needed. Unused items should be removed from rooms promptly as clutter can result in an unsafe environment for both residents and staff.

Laundry

All bed linen, wash cloths and towels are provided.

Laundry service is provided for the resident's personal clothing. It is important that clothing be washable and dryer safe, thus avoiding shrinkage or damage to clothing due to high heat. The resident is responsible for any dry-cleaning costs.

The Resident's laundry is collected and sent for laundering daily. Laundered items will be returned to the resident's room when completed (within 5-7 days depending on the day it was sent out).

There is a washer and dryer located at each Terrace for residents or families wishing to personally care for certain items. Detergent is supplied by the home.

Please note: St Peter's Residence does not take responsibility for lost or damaged clothing.

Business and Financial Information

Admission Agreement

The resident or their representative will be asked to sign an Admission Agreement. You will be provided with a copy of the agreement and will have the opportunity to review it annually or at your request.

Accommodation Charges

Accommodation rates are set by the Ministry of Health and Long-Term Care annually. A copy of the Accommodation rates has been included in your Admission package.

It is the responsibility of the resident and/or the assigned representative (Power of Attorney/Substitute Decision Maker) to pay for the basic accommodation charge. This also includes approved leave of absences from the home (i.e., during medical, psychiatric, vacation and casual absences).

- Private Room – Large room and private bathroom – no rate reduction is available.
- Basic/Standard Room – shared room and shared bathroom. The standard room “co-payment” may be subsidized depending on a person's income. The Ministry of Health (MOH) provides funding for long-term care home services. Residents pay a “co-payment” which is the amount paid for their long-term care home accommodation. The Ministry of Health and Long-Term Care sets co-payment rates for accommodation. We will work with you to determine if you are eligible for a reduction. You will be asked to provide your most recent income tax assessment. If you are paying a reduced rate, there is a specific amount of money allocated by the Government of Ontario from your total income for your personal use.

Monthly Invoice

Residents or their representatives receive an invoice at the beginning of each month for monthly room fees provided that month. You will be asked to sign a Pre-Authorized Payment form to cover these charges, if possible. Staff in the finance office will assist you in making these arrangements and in addressing any matters concerning the payment of services.

Resident Trust Accounts

It is suggested that you set up a small trust account with the financial team. This account will be used to pay for any optional services you choose to purchase. You can also withdraw some spending money for your own use. The trust account is accessed at reception Monday to Friday from 9:00 am to 1:00 pm and from 2:00 pm to 4:30 pm. The “bank” is closed on weekends and holidays. If you would like further information related to billing and trust accounts, contact extension 525.

Optional Services

St. Peter’s Residence at Chedoke offers a range of optional services intended to meet the individual needs of its residents. These additional services are not covered by the monthly co-payment and are available for an added fee. Payment for these services is through the resident’s trust account.

At the time of admission, further information about these services will be provided to you and you will have an opportunity to choose which services you wish to receive. You will not be charged for any optional service without your consent. You will also be provided with at least 30 days’ notice in the event of any price changes.

**Services Available at the Residence - Call the Receptionist to arrange or enquire.
(905) 383-0448 ext. 600**

- Hairdressing and barber services
- Foot care
- Dental Care

Other services can be arranged directly by the resident by calling the provider of their choice. These included services such as:

- Telephone connections and monthly fees
- Cable Television connections and monthly fees
- Internet access
- Newspaper Subscriptions
- Dry Cleaning & Mending
- Repairs to personal furniture and equipment

There may also be additional charges for recreational events, particularly those outside the building or specialized dining experiences.

Safety Procedures

Fire Alarm

St. Peter’s Residence has written policies in case of fire or other emergencies. Fire drills are conducted monthly. It is important for residents and their families to also be aware of the fire procedure. During an emergency drill, elevators and telephones must not be used except with specific instructions from the Emergency Chief.

When the Fire Alarm sounds:

- Fire Doors close. Please assist any resident in close proximity of one of these doors.
- Staff will be closing all doors and windows for protection and to prevent smoke from spreading.
- Residents and family members should remain where they are located at the time the alarm sounds until directed by staff to move to a different location. Staff will direct the movement of residents and visitors according to the requirements of the emergency.
- On the second stage of a fire alarm, be aware that magnetic door locks are deactivated. Our security systems for protecting residents from wandering and from entering stairwells will not be operational. Please watch for residents that are exit seeking.
- Do not use the elevators.

Identification Badges

Staff and volunteers:

To ensure safety of our residents, staff and volunteers, St Peter's Staff and volunteers are required to always wear an ID badge while at the Residence.

Residents:

Residents will be provided with an identification bracelet on admission to ensure the safety of residents. It is important that you wear the bracelet while you are a resident of St Peter's Residence. A photo will be taken of all residents upon admission and from time to time during your stay with us. A binder with photos of wandering residents will be kept at the reception desk.

Internal Transfer and Discharge Process

Residents may be transferred within the home based on the following conditions:

- The personal care needs of the resident have changed. Needs are assessed by the inter-disciplinary team. The resident and/or Substitute Decision Maker (SDM) is also included in the dialogue involving internal transfers, which may include a family meeting with the inter-disciplinary team.
- The need for a ceiling lift, related to the residents' change in transfer status.
- Relational issues between co-residents in shared basic rooms and/or within the communal living environment.
- The need for a secure terrace due to safety related concerns/needs or the move off a secure terrace as determined appropriate.

Discharge Process

The inter-disciplinary team will discuss and review the care needs and the home's ability to effectively provide the required care and manage the resident safety within the home based on current risks to the resident, co-residents and/or staff. Please note that the health care needs

and requirements within the Regulations of the Fixing Long Term-Care Homes Act, 2021 are considered. Discharges will be considered when a resident may require further assessment and/or treatment from another program within the health sector i.e. Palliative Care, Behavioural Specialty Unit, alternate long term care home and/or return to community living.

Facility Smoking Regulations

St. Peter's Residence at Chedoke is a non-smoking residence. All residents admitted to our home must be non-smokers and maintain their non-smoking status throughout their stay at St Peter's Residence. Any resident who decides to start smoking after admission will be assisted to quit immediately or to find the first available accommodation in a Long-Term Care Residence that accommodates residents who smoke.

Leaves of Absences from the Residence

The Ministry of Health and Long-Term Care determines the leaves of absences protocol. During all types of leaves explained below, the resident or their representative will continue to be responsible for all charges.

PLEASE NOTE: All residents leaving the Residence for a short time or longer time must sign out at the nursing station and discuss with the Registered Staff care needs or medications while out of the Residence. If the staff is unable to verify the location of the resident, a missing resident procedure may be initiated.

Vacation Leave

Total annual vacation leave consists of 21 days based on the calendar year and is not cumulative. Casual leaves, as explained above, may be combined with vacation leave to extend the length of the leave. The maximum leave allowed, if all vacation leave was used at one time and combined with casual leave would be approximately 31 days per year.

During a vacation or casual leave, the resident or legal representative must acknowledge, in writing, an understanding of the care requirements, accept responsibility to provide appropriate care, notify the Residence if the resident is admitted to hospital during the leave and ensure that adequate health insurance has been obtained.

Medical Leave

For hospitalization, a maximum of 30 days at a time is available. This type of leave requires the authorization of the resident's attending physician. Medical leaves do not impact vacation or casual leaves and cannot be extended by combining vacation or casual leaves. If a hospital stay exceeds 30 days, the resident is discharged from the Residence and would apply for readmission. The resident is provided priority status for readmission.

Psychiatric Leave

The same rules apply as with Medical Leave; however, the period allowed is 60 days.

Policies:

St. Peter's Residence has policies for Non-Abuse of Residents, Minimizing Restraints, Use of Personal Assistive Safety Devices, Duty to Report "Whistle Blowing" Protection, Prevention of Workplace Violence, Workplace Respect - Prevention of Harassment and Accessible Customer Service. These policies are in a binder near the **Serving You Board**. If you would like a copy of these policies, please request the copy from the reception desk.

Community Resources

Additional resources and assistance are available through staff at St. Peter's at Chedoke. Feel free to contact the Manager of Resident Services at extension 656.

Hamilton Niagara Haldimand Brant Home and Community Care Support Services

211 Pritchard Road
Hamilton, ON, L8J 0G5
Phone: 905-523-8600

Alzheimer Society of Hamilton

1685 Main St. West Suite 206
Hamilton, ON, L8S 1G5

Phone: 905-529-7030 or 1-888-343-1017

Rogers

999 Upper Wentworth St
Hamilton, ON, L9A 4X5
For Contact Sales and Accounts Phone: 905-570-2300
For Cable, Phone, and Internet

D.A.R.T.S. (Disabled & Aged Regional Transportation System)

P.O. Box 10
2200 Highway # 6 South
Mt. Hope, ON, L0R 1W0
Reservations: 905-529-1212

***Please note: One must be eligible and register for DARTS services prior to booking transportation. To register for DARTS, please see the nursing staff on your unit to assist you in completing the necessary forms.**

Service Canada

**Information re: O.A.S. (Old Age Security),
C.P.P. (Canada Pension Plan), and G.I.S. (Guaranteed Income Supplement)**

For service in English, please call: 1-800-277-9914
For service in French, please call: 1-800-277-9915.
Or 1-800-O-CANADA 1-800-622-6232

Veterans Affairs Canada

For Service in English 1-866-522-2122 - For Service in French 1-866-522-2022

SCENT REDUCED ENVIRONMENT

**Help us keep the air we
share healthy and
fragrance-free**

The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other medical conditions.

DO NOT wear perfume,
cologne, aftershave and other
fragrance

We encourage you to **USE**
unscented personal care
products



Thrive Group