

# RESIDENT/FAMILY HANDBOOK



**County of Renfrew**  
**Miramichi Lodge**  
Long-Term Care Home

**Vision:**

*Leading excellence in service delivery*

**Mission:**

*With a person-centred approach, Miramichi Lodge is a safe and caring community to live and work*



**INNOVATION IN QUALITY IMPROVEMENT**

Growing programs and services in a creative manner based on the needs of the community.

**SAFE & HEALTHY WORKPLACE**

Positive work-life balance promotes an environment conducive to high satisfaction, quality and productivity.

**COLLABORATION**

Working with partners to ensure a wide spectrum of services and supports are available to residents, both current and future.

Honesty and Integrity

Professionalism

Client Services Orientation

Focus on Results

Revised: September 23, 2019

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Miramichi Lodge  
Long-Term Care Home



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[www.countyofrenfrew.on.ca](http://www.countyofrenfrew.on.ca)

## WELCOME

On behalf of the County of Renfrew, Residents, Staff and Volunteers, I welcome you to Miramichi Lodge.

Miramichi Lodge is a municipal, 166 bed long-term care home. It is owned and operated by the County of Renfrew and City of Pembroke and has provided quality care to the elderly since 1969.

The most recent data on the profile of residents in Miramichi Lodge concludes that the average resident is 83 years old, with multi-health challenges, including some degree of cognitive impairment, who requires nursing care which may include intravenous, complex wound care, palliative care, 24-hour supervision and considerable assistance with personal care activities such as eating, dressing, bathing, using the bathroom and ambulating. While the majority of residents are elderly, there are a number of younger residents who present unique challenges.

In January 2005, residents and staff moved to our brand new, state-of-the-art home located at 725 Pembroke Street West. What makes Miramichi Lodge particularly unique is the natural setting along the Ottawa River overlooking the Kiwanis Walkway and beside Riverside Park featuring walkways that link to these areas.

Miramichi Lodge operates under the direction of the Administrator and is subject to the Long Term Care Homes Act and Regulations. The Lodge has an annual budget in excess of \$14.7M and employs over 225 staff. The Home provides 24 hour nursing and personal care, nutritious meals and snacks, activation and recreation, rehabilitation, palliative and pastoral care, housekeeping, laundry and administrative support.

*Our Mission is "With a person-centered approach, our Home strives for excellence"*

Residents and families are considered an integral part of the care team and therefore are encouraged to become actively involved in the process of care. Your questions and comments are often a good source of information about potential risks, errors, or safety issues. If you have any concerns at any time, please do not hesitate to contact a manager or the RN in charge.

We recognize how stressful the move to a long-term care home is and the overwhelming amount of information provided. It is our intent that this Handbook will help ease the transition to living in the Lodge. Ongoing information is posted on the Resident/Family Bulletin Board located in the elevator lobby on the first floor.

On behalf of the Miramichi Lodge Resident and Family Councils, we hope you find this information helpful. I can be contacted as per the information below.

Sincerely,

*Shelley Sheedy*

Shelley Sheedy RN BScN MHS  
Director of Long-Term Care  
Miramichi Lodge and Bonnechere Manor  
470 Albert St.,  
Renfrew, ON K7V 4L5  
PHONE: (613) 432-4873 Ext. 1247  
FAX: (613) 4327138  
[ssheedy@countyofrenfrew.on.ca](mailto:ssheedy@countyofrenfrew.on.ca)

## RESIDENT RIGHTS

The Residents' Bill of Rights is a reminder to everyone: residents, staff, friends, family and neighbours, that residents are valued members of our community. A copy of this Bill is posted on the Residents' Bulletin Board located in the elevator lobby on the first floor.

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:
  - i. participate fully in the development, implementation, review and revision of his or her plan of care,
  - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
  - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
  - iv. have his or her personal health information within 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 herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal whether directed at the resident or anyone else,
  - i. the Resident Council,
  - ii. the Family Council,
  - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
  - iv. staff members,
  - v. government officials,
  - vi. any other person inside or outside the long-term care home.
18. **EVERY RESIDENT** has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. **EVERY RESIDENT** has the right to have his or her lifestyle and choices respected.
20. **EVERY RESIDENT** has the right to participate in the Residents' Council.
21. **EVERY RESIDENT** has the right to meet privately with this or her spouse or another person in a room that assures privacy.
22. **EVERY RESIDENT** has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. **EVERY RESIDENT** has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. **EVERY RESIDENT** has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
25. **EVERY RESIDENT** has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. **EVERY RESIDENT** has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. **EVERY RESIDENT** has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home, 2007, c.8, s.3(1).

**If you feel that you have had any of the above rights violated, you may refer to the "Complaints Process" section of this handbook.**

**NOTE: A copy of the Resident Bill of Rights in French is posted on the Resident/Family Bulletin Board and will be provided upon admission if required.**

# Miramichi Lodge Long-Term Care Home



## **Continuous Quality Improvement (CQI) Initiatives**

### ➤ **Resident Satisfaction Surveys**

Residents or their Substitute Decision Makers (SDM) are requested to participate in an annual Resident Satisfaction Survey to provide feedback on the programs and services projects provided. The results of the surveys are posted on the Resident/Family Bulletin Board and copied to the Resident and Family Councils. An action plan is then developed by the management team to ensure recommendations or concerns are reviewed and where possible implemented.

### ➤ **CQI Plan**

The Miramichi Lodge CQI plan is developed and posted on the CQI Board, Resident/Family Bulletin Board and copied to the Resident and Family Councils. The plan outlines the Home's goals for the year to enhance/improve programs and services for residents and staff, consistent with the Strategic initiatives. An interdisciplinary team meet quarterly to review our statistics and make changes as required.

### ➤ **Strategic Plan**

The management team, in conjunction with representative stakeholders (Residents, Families, Staff, Volunteers and Board), develops a long range plan (five-year) for the Home to ensure its Mission, Vision and Values are implemented. The management team reviews this document and develops an annual plan.

## ACCOMMODATION

Miramichi Lodge is comprised of six, Resident Home Areas (RHA's). Assignment to an RHA is based on the assessed care needs of each resident. The rooms are large enough to accommodate additional furnishings, however, it is important when considering what to bring into the Home, to allow for the residents to safely transfer and easily move about the room and ensure adequate space for staff to provide care for residents, including required equipment.

Each RHA is a small unit of 27-28 residents and features:

- Centrally located dining room
- Spacious lounge area
- Large activity room
- Spa containing a therapeutic tub, shower and ensuite washroom
- Sunroom with a fabulous view of the Ottawa River, Riverside Park and the community
- Access to outdoor terrace
- Tastefully appointed resident rooms with large windows

Residents may choose a private or basic (shared) room. A private room at Miramichi Lodge is 180 square feet of private sleeping and sitting area, as compared to the Ministry of Health and Long-Term Care (MOHLTC) minimum requirement of 130 square feet. The private room has a private ensuite washroom and generous space, which allows for the resident to bring in additional furniture, as approved by the Home (refer to "Electrical Appliances" and "Furniture").

A basic room, accommodating two residents, measures 150 square feet per resident as compared to the MOHLTC minimum requirement of 115 square feet. Privacy is provided by a wall or, in some cases, a privacy curtain, separating the two sleeping areas. Both sides of the basic room have a large window. The basic room includes an ensuite washroom, shared between the two residents.

Accommodation rates are established by the MOHLTC and are subject to change annually. Current rates effective July 1, 2018 are:

	<b>DAILY</b>	<b>MONTHLY</b>
<b>Basic</b>	\$62.18	\$1,891.31
<b>Private</b>	\$86.82	\$2,701.61
<b>Respite</b>	\$40.24	
<b>FBA</b>	33.43	\$1,017.00

Residents are obligated to pay the accommodation charge, including during approved leave of absences from the home (e.g. during a medical, psychiatric, vacation and casual absences).

Current rates are also posted on the Resident/Family Bulletin Board or you may contact the Home at ext. 115.

In order to apply for a reduction in the charge for basic accommodation, contact the Administrative Assistant-Finance at ext. 115.

## BASIC CARE, PROGRAMS AND SERVICES

The services listed below are available to all Miramichi Lodge residents. Costs for these services are funded by the MoHLTC and/or included in the accommodation rates as noted in the section above.

➤ Nursing and personal care on a 24-hour basis, including care given by or under the supervision of a registered nurse or a registered practical nurse, the administration of medication and assistance with activities of daily living, including Nurse practitioner services

➤ Medical care

**Note:** Residents may continue to have their personal physician/RN (EC) provide care to them in the home. These physicians are required to meet the standards and criteria for attending physicians. (Refer to Medical Director and Attending Physicians)

➤ Medical supplies and nursing equipment necessary for the care of residents, including the prevention or care of skin disorders, continence care, infection control, and sterile procedures

➤ Medical devices, such as catheters and colostomy and ileostomy devices

➤ Supplies and equipment for personal hygiene and grooming, including skin care lotion and powder, shampoo, soap, deodorant, toothpaste, toothbrush, denture cup and cleanser, toilet tissue, hair brush, comb, razor, shaving cream, and feminine hygiene products

➤ Basic equipment for the temporary use of residents, including wheelchairs, geriatric chairs, canes, walkers, toilet aids and other self-help aids for the activities of daily living

➤ Meal service and meals, including three meals daily, snacks between meals and at bedtime, special and therapeutic diets, dietary supplements and devices enabling residents to feed themselves

➤ Social, recreational and physical activities and programs, including the related supplies and equipment

➤ Laundry, including labelling, machine washing and drying of personal clothes

➤ Bedding and linen including a firm, comfortable mattress with waterproof cover, pillow, bed linen, wash cloths and towels

➤ Bedroom furnishings such as bed, adjustable bed rails, bedside table with lamp, wardrobe, comfortable easy chair, and where a resident is confined to bed, a bed with adjustable head and foot

➤ Basic accommodation

➤ The cleaning and maintenance of accommodations

➤ Suitable accommodation and seating for meetings of the residents' and family councils

➤ Maintaining personal funds entrusted to the facility

It is not permissible to charge for:

- Prescription pharmaceutical preparations listed in the Drug Benefit Formulary
- Special preparations or medical devices which 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 the Home Care Program and Assistive Devices Program
- Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon requisition

### **ADDITIONAL GOODS AND SERVICES**

As per the Purchase of Service Agreement, the Home has coordinated a number of contracted Service Providers. Residents may purchase additional goods and services from their own Service Provider with the exception of Pharmacy Services - all medications are provided by a pharmacy with whom Miramichi Lodge has a contract.

Upon admission, the current Purchase of Service fees are provided to Residents/Substitute Decision Makers. Any changes to these fees are communicated to Residents/Substitute Decision Makers via posting on the Resident/Family Bulletin Board.

**MIRAMICHI LODGE TELEPHONE DIRECTORY: 613-735-0175**

In an effort to provide you with the best telephone service possible but achieve efficiencies, we have an automated telephone service. Please follow the prompts. If you know the extension of the person you are calling, you can enter it as soon as you hear the automated voice.

**Remember that if you are a family member of our residents, you can reach the nursing staff\* directly '24/7' at any time:**

To contact a Resident Home Area (unit), **PRESS 4** and then the appropriate number for the Resident Home Area, as follows:

RHA	NUMBER
1A	<b>1</b>
2A	<b>3</b>
3A	<b>5</b>

RHA	NUMBER
1B	<b>2</b>
2B	<b>4</b>
3B	<b>6</b>

**If nursing staff\* are unable to answer the phone, your call will automatically be forwarded to the RPN\*.**

To reach the **RN\*** Mon. to Fri. from 7:00 am to 11:00 p.m.:

- RHA – 1A, 2A and 3A ..... 175**
- RHA – 1B, 2B and 3B..... 275**

To reach the **RN\*** from 11:00 p.m. to 7:00 am and/or Sat. & Sun (all shifts):

- ALL RHA's ..... 175**

**\*PLEASE NOTE: IF THERE IS NO ANSWER, IT MEANS NURSING STAFF ARE PROVIDING RESIDENT CARE OR ON THE PHONE WITH THE DR. OR ANOTHER FAMILY – PLEASE CALL BACK**

For the Staff Directory **PRESS 5** and follow the prompts. Some of the most common extensions and some of the reasons why you may need to contact him/her are:

TITLE	NAME	EXTENSION
<b>Registered Practical Nurse (RPN)</b> - Update on a resident - Medication questions - Questions re day-to-day care	RHA 1A RHA 1B RHA 2A RHA 2B RHA 3A RHA 3B	6170 6180 6270 6280 6370 6380
<b>Registered Nurse (RN)</b> - Appointments / tests - Consent and/or discontinuing of medication - Resident concerns – not resolved	RHA 1A-2A-3A RHA 1B-2B-3B	175 275
<b>Resident Care Coordinator (RCC)</b> - Changing units - OTN telemedicine - Programs re Restraints, Pain - Resident concerns – not resolved by RPN / RN	Nancy Lemire	121
<b>Resident Care Coordinator (RCC)</b> - Infection Prevention & Control - Nursing Human Resource questions / concerns	Dee Colborne	131
<b>Director of Care</b> - Nursing /care issues not resolved by RPN / RN / RCC	Jennifer White	216

<b>Nurse Practitioner</b> - Questions re individual resident's clinical status/medical needs	Amber Regier	310
<b>Food Services Supervisor</b> - Questions re resident meals, nourishments - Catering Services	Sherri Hendry	134
<b>Dietitian</b> - Questions or concerns re nutritional status and/or weight	Shelley Bulmer	132
<b>Client Programs Supervisor</b> - Recreation programs, including pet therapy - Rehab/Physiotherapy program - Wheelchairs and walkers - Life Stories - Spiritual Programs - Special Events - Volunteer coordination	Kelsey Wagstaff	122
<b>Physiotherapist</b> - Individual resident rehab/physiotherapy needs - PT equipment, assessments	Tammy Morrisey	218
<b>Dental Hygienist</b> - Initial assessment or ongoing treatments	Diane Barron	307 or 613-312-0331
<b>Nursing Secretary I</b> - Coordinate resident appointments - Book transportation	Amanda Dupuis Amanda McMullan	123 124
<b>Environmental Services Supervisor</b> - Housekeeping questions - Laundry questions - Maintenance questions	Darhl Burger	136
<b>Administrative Assistant - Finance</b> - Resident co-payment rate/reduced rate - Monthly invoices for resident services - Resident Trust Accounts - Tours of the Home and information for those applying for placement at the Home - Resident admissions	Brendan Mellish	115
<b>Administration Clerk</b> - Alzheimer's Support Group - Walking Program - Meals on Wheels - Booking public rooms	Nancy Veilleux	111
<b>Hairdresser</b> - Appointments for hair care	Pat Schultz	113
<b>OTHER:</b>		
<b>Administration Supervisor</b> - Oversees Financial and Human Resources for the Home	Jill Eady	114
<b>Secretary II</b> - Assists with Human Resources and payroll	Vicki Kelly	128
<b>Administrator</b> - Any issues/concerns not resolved by direct staff person/manager	Mike Blackmore	214

To leave a message in our general mail box (which is checked regularly during regular business hours and forwarded to the appropriate staff member): **PRESS 0.**

## **INFORMATION ABOUT MIRAMICHI LODGE'S SERVICES AND POLICIES**

### **Adaptive Clothing**

Decreased mobility, swelling, arthritis, incontinence and other health challenges often pose a problem in the daily dressing of a resident. Specialty easy wear adaptive clothing may be recommended to meet this need. For more information, the Home has catalogues from vendors available.

### **Administration Hours of Operation**

The Administration office is generally open and can be reached at Ext. 100, Monday through Friday, 6:00 a.m. to 5:00 p.m., excluding statutory holidays. Please note that, occasionally the office may only be open 8:00 a.m. to 4:00 p.m. due to staffing resources.

### **Advocacy**

In assuming responsibility for a considerable portion of the care of the resident, Miramichi Lodge assumes an advocate role.

### **Alcohol**

A resident may have a maximum of two drinks daily when prescribed by his/her physician. The alcohol will be purchased by the resident, substitute decision maker, stored in the medication room and will be administered by a Registered staff member. Residents are not permitted to store alcohol in their rooms.

### **Applications**

Application to any government funded long-term care home, for both short-term (respite) and long-term care, is through the Champlain Local Health Integration Network:

Champlain Local Health Integration Network (CLHIN) Home & Community Care  
1100 Pembroke Street East  
Pembroke, Ontario K8A 6Y7  
Phone: (613) 732-7007  
Fax: (613) 732-3522  
Email: [information@champlain.ccac-ont.ca](mailto:information@champlain.ccac-ont.ca)

The CLHIN determines eligibility for and authorizes admission to long-term care homes.

### **Assistive Devices Program**

Basic mobility equipment such as walkers and wheelchairs may be provided to residents on a short-term basis if required. Families are strongly encouraged to have residents assessed by an Occupational Therapist for equipment specialized to match the resident need. The Occupational Therapist will be able to initiate an application to the Assistive Devices Program on behalf of the resident once he/she has done an assessment. This government program may be able to provide assistance for up to 75% of the cost of assistive devices. The Home conducts a biannual inspection of all assistive devices and contacts resident/SDM before making any repairs. Miramichi Lodge is not responsible to repair, replace or purchase any resident mobility devices. For more information please contact the Client Programs Supervisor at ext. 122.

### **Auxiliary**

The Miramichi Lodge Auxiliary operates a Gift Shop, located on the main floor across from the front entrance. Resident crafts, gifts, cards and snacks available for purchase raise valuable funds to enhance the lift style of our residents, such as birthday & Christmas gifts or equipment items. The Auxiliary also organizes a number of

valuable resident programs including monthly resident birthday and Christmas parties, the Strawberry Social and bingos as well as fundraising via the Tulip Tea.

### **Beauty/Barber Shop**

The Miramichi Lodge Beauty/Barber Shop is located on the first floor and regular and ongoing resident services can be coordinated for a fee, and is also open to the community: (613) 735-0175 ext. 113. Regular ongoing resident services can be coordinated by calling ext. 115.

### **Cafe M**

The Home's new onsite coffee shop offers a convenient location for residents and their visitors to enjoy a snack. The funds generated from Cafe M go back into programs and services at the Home and is open most days from 9:00 a.m. to 4:00 p.m., subject to volunteer availability. More volunteers are always welcomed, so if you or anyone you know may be interested in donating a few hours, please contact Nancy Lemire at 613-735-0175 ext. 122 or [nlemire@countyofrenfrew.on.ca](mailto:nlemire@countyofrenfrew.on.ca). The Miramichi Lodge Foundation generously funds a coupon for each new resident and their guest to enjoy a complimentary beverage at Cafe M.

### **Call Bell System**

Each resident has a call bell at his or her bedside. A call bell is also located in all washrooms, tub rooms and common areas. The call bell is to be pushed when assistance is required. If the resident is not able to push the button, a high sensitivity pad style call bell will be provided. The call bell can be attached to the resident and, if pulled, the call bell will unplug from the wall and become activated. Weight-censored, fall prevention call systems may be purchased by the resident/representative.

### **Care Conferences**

Resident Care Conferences are held to provide an opportunity for the resident/family to meet with members of the care team at Miramichi Lodge, to review care needs from a multidisciplinary approach, to evaluate the effectiveness of interventions, to revise interventions as necessary, and to discuss any concerns/problems related to the provision of resident care.

A team conference shall be held with the resident, if they are able and wish to attend and/or their representative, within 6 weeks of admission to review and further develop the initial written plan of care.

Thereafter, all residents will have an annual multidisciplinary Resident Care Conference. A letter will be sent to the resident/substitute decision maker and physician to inform them of the date, time and location of the Resident Care Conference. Conferences may be held more often as identified by the resident, their family or staff. The resident/substitute decision maker may invite other family members to attend the conference.

### **Clothing**

Miramichi Lodge has an industrial laundry to process the high volume of resident clothes and linens. Please ensure resident clothing is compatible with institutional laundering techniques ("easy care"). Clothing with Velcro, easy closures, larger openings, snap or dome closures, zippers and ease of dressing designs ensure easy and comfortable dressing. We are unable to provide ironing or dry cleaning services.

### **Complaints Process**

The process for obtaining information, raising concerns, lodging complaints or recommending changes include, but are not limited to the following:

- Discussing the issue with a staff member
- Discussing the issue with any manager/supervisor:
  - Resident Care Coordinator, Dee Colborne ..... Ext. 131
  - Resident Care Coordinator, Nancy Lemire ..... Ext. 121
  - Nurse Practitioner, Amber Regier ..... Ext. 310
  - Director of Care, Jennifer White ..... Ext. 216
  - Environmental Services Supervisor, Darhl Burger ..... Ext. 136
  - Client Programs Supervisor, ..... Ext. 122
  - Food Service Supervisor, Sherri Hendry ..... Ext. 134
  - Administration Supervisor, ..... Ext. 114
  - Administrator, Mike Blackmore..... Ext. 214
- Discussing the issue with a representative of the Resident or Family Council of the Home:  
Mike Schryer, Chair of the Family Council: (613) 825-6204 / [mschryer55@gmail.com](mailto:mschryer55@gmail.com)
- Discussing the issue with the Chair of the County of Renfrew Health Committee: (613) 735-7288
- Contacting the Ministry of Health and Long-Term Care toll-free: 1-866-434-0144 (24 hrs/day, 7 days/week)

The Administrator will respond within 10 days of receipt of an unresolved complaint, indicating a possible plan of action.

As per the Long-Term Care Homes Act whistle blowing protection, no person shall retaliate because of disclosure to an Inspector of the Ministry of Health and Long Term Care.

**Confidentiality of Residents’ Information and Records**

Employees/volunteers/students/contractors are required to sign a “Pledge of Confidentiality” form; proven violation of this agreement will result in disciplinary action that may include termination of employment/service.

**Death of a Resident**

Family are encouraged and supported to be with residents as end of life nears and are reminded that Miramichi Lodge has a family suite available to provide overnight accommodations on an as needed, as available basis.

- Death Certificate  
Following a resident’s death, the RN will ensure that the death certificate is completed by the physician or the nurse practitioner.
- Funeral Home  
The procedure in place calls for the family to contact the funeral home, but typically the RN will offer to call the funeral home on the family’s behalf.
- Power of Attorney  
The authority of Power of Attorney ends and the staff take direction from the Executor(s) of the will.
- Resident’s Room  
Because the Ministry of Health and Long-Term Care requires that the Home must have the room ready for admission within 24 hours, resident belongings must be removed from the room no later than the following day. The resident’s family is encouraged to pack up the resident’s belongings and personal

furniture. If the family is unable to attend within 24 hours or does not wish to pack the belongings, our housekeeping staff will do that task. The Lodge can store items for up to 30 days. Offers to donate furniture, clothing etc. are appreciated, however often must be declined due to limited storage space.

➤ Health Card

The residents' health card is destroyed and a memo is issued to Service Ontario.

➤ Resident's Trust Account

The Administrative Assistant Finance will contact the resident's executor to settle funds remaining in the resident's trust account.

➤ Mail

Any mail that arrives at the Lodge will be kept for the family to pick up. The family is encouraged to make sure mail is redirected to an alternate address as soon as possible.

➤ Phone, Television, Internet

The Home will look after telephone and cable, as applicable. If the resident had an individual internet provider, this will need to be discontinued by the family.

➤ Memorial Service

Miramichi Lodge hosts a memorial service twice a year to honour the memory of deceased residents. Families are invited by mail to attend this service.

### **Decorating**

Residents are encouraged to bring in pictures, ornaments and other treasures that space and safety allow. Please contact the nurse to arrange for installation of picture hangers.

### **Dementia Care Family Support Group**

Caring for a loved one with dementia can be very difficult, affecting every aspect of your life, including family relationships, work, financial status, social life, and physical and mental health. For many caregivers, support groups can be an important resource in sharing coping strategies. Miramichi Lodge co-ordinates a Dementia Care Family Support Group, facilitated by volunteers who have experienced similar care giving challenges along with the assistance of the Alzheimer's Society, on the last Monday of each month, from 1:30 to 3:30 pm at the Lodge. Contact ext. 216 for more information.

### **Dental Hygienist**

Research indicates that there is a direct link between oral health and general health. Dental Hygienist services for residents are provided by an external service provider for a fee and may be accessed by contacting the RN/RPN on the RHA.

### **Dietitian**

The Lodge has an onsite Dietitian whose key responsibility is to ensure nutritional care is provided to the residents consistent with the MoHLTC standards and dietetic professional standards. The Dietitian assesses the nutrition needs of all new residents and then on an ongoing basis, those residents identified at risk. To speak with the Dietitian, you may leave a message at ext. 132.

### **Discharge**

If a resident is absent from the Lodge beyond the available medical or psychiatric leave days have been used (see Leave of Absence), the Lodge is required by the Ministry of Health and Long-Term Care to discharge the resident.

For residents discharged due to absence beyond the authorized leave, application for readmission will be through the Champlain Local Health Integration Network Home & Community Care.

### **Donations**

The purpose of the Miramichi Lodge Foundation is to secure ongoing financial support to enhance the well-being and quality of life for the residents, consistent with the mission of the Lodge. For donor information please contact the Fundraising Coordinator at: ext. 213.

### **Emergency Plan**

Miramichi Lodge has a comprehensive Emergency Plan in place to promote provision of essential care to residents in the event of an emergency. Residents' emergency ID tags, listing major health issues, are created on admission and reviewed regularly. Fire and Evacuation procedures for Residents/Visitors are posted on the Resident/Family Bulletin Board each month.

### **Eye Clinic**

In partnership with the Canadian Council of the Blind, Miramichi Lodge provides a mobile eye clinic. Optometrists deliver yearly OHIP covered eye examinations onsite to residents. For more information speak to the RN.

### **Family Accommodations**

A suite is available for overnight accommodation of residents' family members for a fee. Family members of residents designated as palliative are given first priority in reserving this suite. To find out more information about the family suite, call ext. 100.

### **Family Council**

The Family Council can give families a voice in decisions that affect their loved ones in our Home and the health care system. Family representatives meet regularly to review policies and provide input and feedback on programs and services. Agendas and Minutes of meetings are posted on the Resident/Family Bulletin Board. For more information, contact Mike Schryer at (613) 825-6204 / [mschryer55@gmail.com](mailto:mschryer55@gmail.com).

### **Family Dining Room**

Each RHA includes its own central dining room for resident use. Guests may be accommodated as space permits, for a fee. Miramichi Lodge also provides a private dining room available for family gatherings and private meals. To reserve space either in the RHA dining room or the family dining room, call ext. 100.

***Please note that our local fire department prohibits the use of candles anywhere in the building.***

### **Fire Drills**

Three fire drills per month are required by long term care homes by law. When the fire alarm is announced (Code Red and location) visitors and family members are asked to remain with the resident they are visiting. Staff will advise residents and visitors whether or not the fire announcement is a fire drill, and will provide instructions on what to do. During a fire alarm, elevators and telephones must not be used.

## **Fire Safety Plan**

The building is provided with a two-stage alarm system with emergency voice communication and emergency telephone handsets. The fire alarm system is monitored by a central station monitoring company. The building is protected throughout by a wet pipe sprinkler system.

Exit stairwells are located:

- on the east corner where Block B and Block C meet
- on the south side of the east wing corner of Block A
- on the west side of the north wing corner of Block A
- on the east side of the north wing corner of Block B
- on the south side of the west wing corner of Block B
- on the east side of the south wing corner of Block C

Exterior exits are located:

- main entrance on east side of Block C
- staff exit located at the south east side of Block C
- receiving area exit located south of the receiving area on the west side of Block C

Electromagnetic locks on exit doors will automatically release at stage 2 of the alarm.

### **If you discover a fire:**

Shout **“CODE RED”**

Pull the nearest fire alarm

Close door to the room

Move beyond the closest fire door or into a fire exit, away from the fire

### **If a fire occurs in your area:**

Move out of the room and proceed beyond a fire door or into a fire exit, away from fire – staff will provide assistance

If you are trapped in a fire area, lie down on the floor and put something over your head to keep heat and smoke away from your eyes and lungs – **REMAIN CALM** – assistance will be provided as soon as possible

### **If the fire is NOT in your area:**

Remain where you are; staff will provide assistance

Residents who are not ambulatory – remain in the room; staff will provide assistance. Residents who are ambulatory will be evacuated first to reduce congestion and make more room for evacuation of non-ambulatory residents.

## **Food and Nutrition Services**

The Dietitian completes a nutritional assessment within 14 days of a resident’s admission in order to identify individual needs, likes, dislikes and therapeutic requirements. Special diets ordered by physicians are provided. The Food Services Supervisor and/or Dietitian monitors residents’ nutritional health and well-being and provide consultations as required. Menus change semi-annually (spring/summer and fall/winter) and follow a four-week menu cycle. Dining Rooms are located in each resident living area for easy access and convenience.

**Meal Times:** Breakfast-8:15 a.m./Lunch-Noon/Dinner-5:00 p.m.

Staff endeavours to implement a rotation of serving meals that is fair to everyone, but we ask your understanding that there may be exceptions related to medical needs.

In-between Meal Nourishments: 10:00 a.m./2:00 p.m./7:30 p.m.

The Ministry of Health and Long-Term Care funds Miramichi Lodge to provide three nutritious meals and snacks each day. The Ministry mandates that this funding can only be used for our residents. Therefore, we are unable to serve the guests of our residents food, snacks or beverages. We ask your understanding and co-operation in not asking our staff to contravene this requirement and/or consuming resident food. Guests may join the resident for meals in the Resident Home Area (RHA) dining room as space permits. If a visitor wishes to enjoy a meal with a resident, they are welcome to purchase a meal ticket from reception Monday - Friday between the hours of 8am-5pm, or from the vending machine outside these hours. Food, beverages and candy brought into the Home should be marked with the resident's name, stored in sealed containers and reported to the nursing staff. There is a refrigerator available on each home area for this purpose. Individual refrigerators are not permitted in resident rooms.

### **Foot Care Nurse**

Basic foot care is provided by the Homes nursing staff. If a resident requires advanced foot care, an external Advanced Foot Care Service can be accessed for a fee, by contacting the RN/RPN on the RHA. The Home also provides space to this practitioner for private community clients.

### **Foundation**

The Miramichi Lodge Foundation volunteer Boards' mission is to enhance the well-being and quality of life for the residents at the Home through fundraising events. There are a number of options to support this mission, such as In memoriam donations. In memoriam cards are available at the Home and all local funeral homes. A tax receipt will be issued for all donations made in memory of a loved one. Another method is through '**Planned Giving**'. Donations can be set in place through bequests, wills or life insurance enabling residents, friends or family members to fulfill their philanthropic goal of supporting Miramichi Lodge. For more information or to set up a planned giving opportunity, contact the Community Relations Coordinator at ext. 213 or email [cullrich@countyofrenfrew.on.ca](mailto:cullrich@countyofrenfrew.on.ca).

### **French Language Services**

Miramichi Lodge is not designated nor identified to provide French Language Services. However, in an effort to address the needs of French-speaking or any other non-English language persons, we will endeavour to provide information regarding our programs and services in other languages.

For printed materials please inform the receptionist.

For electronic information – please note our website provides a link to language translation services provided by Google Translate TM as a free service to all visitors of the County of Renfrew website.

### **Gift Shop**

The Miramichi Lodge Auxiliary operates a Gift Shop, centrally located on the main floor across from the front entrance. In addition to resident crafts, gifts, and cards, snacks are available for purchase. The funds generated from these sales are used to enhance the life style of our residents, such as Christmas gifts or equipment items. Please refer to the sign posted at the entrance of the Gift Shop for hours of operation.

### **Infection Control**

In order to stop the spread of infection, if you are ill with respiratory symptoms such as a runny nose, fever, cough, chills, or with gastrointestinal symptoms such as vomiting or diarrhea, you will be placed on isolation

precautions until a diagnosis is confirmed or symptoms pass. What this means is you will be required to stay in your room for a period of up to five days, and anyone providing care to you will be required to wear a gown, gloves and possibly a mask. Your loved ones can still visit, but they may have to gown and glove; the nursing staff will have specific directions from the Infection Control Practitioner and will advise you at the time. We realize this can be lonesome and hard on you to have to remain in your room, however it is a requirement in the Long Care Term Homes Act and the Provincial Guidelines in order to protect you further and the other residents. The best thing that you and your family members can do to help protect yourself and prevent the spread of infection to others is to wash your hands. Please use the alcohol based hand rub outside your room door, inside your room and available throughout the building. Staff are required to wash their hands before and after any direct resident care.

If there are a number of residents on the same home area with similar symptoms as defined by the MoHLTC, it is called an 'outbreak' which means you will be required to stay on the unit at all times until the outbreak is declared over by our Public Health Unit. This means not going to activities, or other areas of the building. An outbreak typically lasts a minimum of eight days, but can be weeks, depending on if there are new cases. To help keep outbreaks to a minimum, everyone is encouraged to wash their hands.

### **Inspections**

At a minimum of once per year, the Ministry of Health and Long-Term Care Resident Quality Inspectors will conduct an inspection of the programs and services.

### **Intimacy**

The expression of intimacy, touch, warmth and sexual expression are acknowledged as a natural component of adult life. Miramichi Lodge supports the right for each resident to express their need for intimacy in a supportive and non-judgemental environment.

### **Labelling of Clothing**

The Laundry Department labels all resident clothing brought into the Lodge free of charge. A label with the Resident's name is applied inside articles of clothing. Items to be labelled can be left with the Nurses in the Resident Home Area or at Reception.

### **Laboratory Services**

A Laboratory Service, LifeLabs, comes into the Home once a week to draw blood from residents whose physicians have ordered blood work or lab tests and/or transport specimens.

### **Laundry**

Miramichi Lodge provides laundry service for personal laundry and institutional linens. If a resident/family member chooses to do the residents' own personal laundry, there are residential washing machines and dryers situated on each floor; the key can be obtained from staff. Please note that, when the laundry room is not being used, the door must be locked to protect the safety of all residents.

All residents' clothing is labelled by staff (see Labelling of Clothing). As well, seamstress and/or dry cleaning services are available on a fee-for-service basis.

### **Leave of Absence (Ministry of Health and Long Term Care Policy)**

Current Provincial funding regulations allow each resident to be absent from the Home for the following periods of time:

- Casual Leave - 2 days per week with Sunday being the first day of the week
- Vacation Leave - 21 days per year

- Medical Leave - 30 consecutive days per occurrence
- Psychiatric Leave - 60 consecutive days per occurrence

The total daily charge to the Resident/Power of Attorney-Property during a leave of absence will be the accommodation rate.

### **Liability/Management of Resident's Property**

Large sums of money or valuables should never be left in a resident's room. Residents are advised to keep sentimental items locked in the Memory Box located at their door. A key is available from the Registered Nurse. The Resident/Substitute Decision Maker agrees to release and indemnify the Lodge, its agents and employees from all claims and liability resulting from:

- The loss of money, unless specifically deposited in trust funds by the Lodge.
- The loss or damage of personal effects. Personal effects would include but are not limited to such items as glasses, hearing aids or dentures.
- The loss or destruction of clothing.
- Any responsibility related to his/her welfare and care requirements when off the premises of Miramichi Lodge, except when such absence includes a staff escort.

**NOTE:** Do not leave valuables or money in bedside table; locks are provided to discourage wandering residents only. Staff have keys to residents' bedside tables.

Miramichi Lodge is not responsible for residents lost or damaged personal items. If it is confirmed by the Home that a resident item is damaged due to our negligence, the Home will replace the item at cost. Residents/families may arrange for personal insurance, if they wish.

### **Literacy Program**

The Learning for Life Literacy Program helps residents improve and maintain literacy skills. It is based on an educational curriculum model, facilitated by an external qualified instructor and funded by the Foundation. We are currently seeking volunteers to supplement the Program. For more information, call ext. 122.

### **Lost and Found**

A lost and found rack is located in the Laundry area.

### **Mail**

Postage may be purchased and letters may be mailed at Reception. There is also a Canada Post mailbox at the main entrance. Incoming mail is forwarded to the resident's room.

The mailing address is:

*Name of Staff or Resident*  
*Room Number*  
 Miramichi Lodge  
 725 Pembroke Street West  
 Pembroke, ON K8A 8S6

### **Mandatory Reports**

The Home is required to advise the Ministry of Health and Long-Term Care (MoHLTC) when there is an occurrence which poses a potential or actual risk to the safety, security, welfare and/or health of a resident or to the safety and security of the Home. Please be advised of the following from the LTC Homes Act (Director refers to the Ministry of Health and Long-Term Care):

## **Reporting certain matters to Director**

**24. (1)** A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.
5. Misuse or misappropriation of funding provided to a licensee under this Act or the *Local Health System Integration Act, 2006*. 2007, c. 8, ss. 24 (1), 195 (2).

## **False information**

**(2)** Every person is guilty of an offence who includes in a report to the Director under subsection (1) information the person knows to be false. 2007, c. 8, s. 24 (2).

## **Exceptions for residents**

**(3)** A resident may make a report under subsection (1), but is not required to, and subsection (2) does not apply to residents who are incapable. 2007, c. 8, s. 24 (3).

Miramichi Lodge has a duty to report the above to the MoHLTC; however a resident or other persons may do so also.

## **Medical Assistance in Dying (MAID)**

*Medical Assistance in Dying (MAID) is legal in Canada. A long-term care home is considered 'the home' of the resident. Physicians and nurse practitioners are not obligated to provide MAID – known as conscientious objection. Each resident has an attending physician as his/her resident's primary healthcare practitioner who is required to provide an effective referral for MAID to a requesting resident. Bonnechere Manor has a policy on MAID that includes:*

- Referring the resident to the external Care Coordination Service to assess for eligibility for MAID. Subject to the eligibility criteria having been fulfilled
  - Coordinating a transfer to another location (i.e. family member's home in the community) to exercise MAID; or
  - Coordinating the provision of MAID onsite, to be carried out by external health care providers

We believe this policy strikes an appropriate balance between the rights of eligible residents who seek MAID and physicians' right to conscientiously object to carrying out MAID. If you have any questions, please speak with your attending physician.

## **Meals on Wheels**

Miramichi Lodge coordinates a Meals on Wheels program to assist seniors, disabled adults, and those with acute or chronic illness to remain in their homes through the provision of hot, fresh, and nutritious meals. The Meals on Wheels program is made possible with the assistance of Miramichi Lodge volunteers who provide free delivery services Monday to Friday for the lunch meal to clients living in Pembroke and Petawawa for a fee. These meals consist of a hot soup, a main entree, a vegetable side, a potato side, a muffin or tea biscuit, and a dessert. For more information, contact the Administration Clerk at ext.111.

### **Medical Director and Attending Physicians**

Miramichi Lodge's Medical Director monitors all medical care in Miramichi Lodge and deals with major medical issues. A resident is able to remain under the care of his/her own attending physician when admitted to the home, provided the physician signs an agreement stating he/she will arrange for 24 hour medical coverage for the patient. Attending physicians are accountable to the Medical Director for meeting the home's policies and standards of medical care.

Attending physicians will assess, plan, implement and evaluate their residents' medical care and participate in the interdisciplinary approach to care according to the Home and MoHLTC policies.

### **Medications**

Prescribed medications are dispensed by a Registered Practical Nurse (RPN) and/or a Registered Nurse (RN). Residents capable of safe self administration of medication may do so with periodic inspection by the nursing staff for compliance. All natural health products and over the counter drugs must be approved and ordered by the physician.

On admission, Miramichi Lodge 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 nurses in consultation with the resident's physician or the Medical Director.

All residents' medication profiles are reviewed upon admission and then, at a minimum, quarterly per year thereafter by the attending physician, in conjunction with a Registered Nurse. Residents of Miramichi Lodge will be invoiced individually by the pharmacy. All residents at Miramichi Lodge qualify for co-payment, as directed by the Ministry of Health and Long-Term Care guidelines.

### **Newsletter**

The Miramichi Lodge Newsletter provides interesting news related to the Home, coverage of recent events and highlights of residents, staff and volunteers. The Newsletter is coordinated by a volunteer and sponsored by business organizations. Submissions to the Newsletter are welcomed and encouraged ([ssheedy@countyofrenfrew.on.ca](mailto:ssheedy@countyofrenfrew.on.ca)). The Newsletter is available at the Lodge or on our website at [www.countyofrenfrew.on.ca/Miramichi/Newsletter](http://www.countyofrenfrew.on.ca/Miramichi/Newsletter).

### **Newspapers**

Arrangements can be made with the Administration Office for personal newspaper subscriptions, delivered to the resident's room. Contact the Administration Department at ext. 100.

### **Notification of Substitute Decision Maker**

The Substitute Decision Maker will be contacted in accordance with the sequence of individuals listed on the "Admission Record", with the first name being the initial contact person.

### **Nursing / Medical / Palliative Care**

Miramichi Lodge provides 24-hour individualized nursing care by Registered Nurses (RN's) and Registered Practical Nurses (RPN's) as well as Personal Support Workers (PSW's) to meet the physical, emotional, intellectual, spiritual and social needs of the residents. An interdisciplinary approach to care is practiced in the Lodge, which includes the involvement of the resident and family whenever possible.

We share the services of a Nurse Practitioner (NP) with Bonnechere Manor. NP's are RN's with an expanded scope of practice, working in collaboration with the physicians to provide timely assessment and medical treatment. The NP has to prioritize the residents he is able to see based on referrals received and the residents' needs. If you would like to speak with the NP, call ext. 310.

In addition, there is a Medical Director and regularly attending Physicians. The Lodge also provides assistance with transportation arrangements for medical appointments.

The Home provides onsite Palliative Care. Miramichi Lodge staff and volunteers are committed to provide specialized care to the terminally ill residents of the Home including physical, emotional and spiritual support for the residents and their families. Registered nursing staff will collaborate with residents and family as a resource to ensure the appropriate and timely transition to palliative care as circumstances warrant. End of life care is to be achieved in a manner that promotes resident dignity and comfort. Registered nursing staff, including the nurse practitioner are readily available to discuss questions or concerns you may have regarding both palliative and end of life care. The pamphlet "Gone From My Sight" detailing what one can expect to witness near end of life is available to family at request.

### **Parking**

Free visitor parking is available in the east lot. The six parking spaces closest to the main entrance are reserved for handicapped parking. No parking is permitted in the area immediately outside the main entrance in order to maintain a clear route for emergency vehicles. Arrangements can be made for resident parking; please contact the Administration Clerk at ext. 100.

### **Pastoral Services**

Miramichi Lodge provides spiritual support programs for all residents through an organized pastoral care program which responds to the needs and desires of the residents. Regularly scheduled multi-faith services are held in the chapel located on the second floor. The Miramichi Lodge Resident Life Enrichment Calendar, distributed to residents and available at the Administration Office and on the Home's website, lists times for the various services.

### **Personal Hygiene Products**

Drawers in each resident washroom are provided for the storage of hygiene and grooming products. All personal care products must be labeled with Resident names. Miramichi Lodge will supply personal use hygiene products, however residents who prefer using a particular brand of product are welcome to purchase specific product brands at their own expense.

### **Pet Therapy Program**

Miramichi Lodge has a visiting dog program – a number of volunteers bring their dogs in to visit with residents on an ongoing basis. This paw print logo identifies residents who wish to participate in our pet therapy program:



Families/friends of a resident may also bring their dog in to visit with the resident providing proof that the dog has up to date immunization against rabies and DHL (Distemper/Hepatitis/Leptosporosis) at minimum; dog is kept on a leash while being transported to and from the visiting area; and the dog is not allowed in the resident dining rooms during meal times.

### **Pharmacist**

The Home uses the services of a contract Pharmacist who is on-site a minimum of once a week to meet with residents/families and staff. To book an appointment, contact the RN/RPN on the RHA.

### **Photographs**

A Miramichi Lodge staff member takes each new resident's picture on the day of admission and at least annually thereafter. This allows staff to get to know the resident sooner and it's a safety measure for medication administration and evacuation in emergency situations. Upon admission the resident/substitute decision maker will be asked to sign an authorization permitting photos of the resident to be taken for such things as newspapers, the website, newsletters, social media or to be posted in various locations in the Home.

### **Physician Services**

The Home has a Medical Director and several Attending Physicians who provide medical care and services to residents, and attend Miramichi Lodge on a regular basis. Medical care is available to all residents 24 hours daily. Residents may retain their own physician or RN(EC) providing he/she has privileges with Miramichi Lodge.

### **Physiotherapy**

The Home has a part-time Physiotherapist and Physio Assistants on staff. For more information, call ext. 122.

### **Power of Attorney**

The resident/designate is asked to identify the person who Miramichi Lodge 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. Having a Power of Attorney for Property allows the designated person to act on the resident's behalf in a situation when the resident could not act for his/herself in relation to property and finances. Power of Attorney for Property can handle the resident's finances and can sign in relation to his/her assets. A Power of Attorney for Personal Care can make personal care decisions if the resident is unable regarding, for example, treatments or medical procedures. Powers of Attorney can be designated by a lawyer or by an authorized person. Miramichi Lodge must be notified of any changes in these agreements. Miramichi Lodge must be able to contact a Power of Attorney for Personal Care at any time; he/she is requested to advise the Administration Office of how he/she may be contacted during vacation travel.

### **Pre-authorized Payment Plan**

Monthly resident maintenance (accommodations) can be paid using the pre-authorized payment plan. Completion of the authorization form and submission of a void cheque is required. For more information please contact the Administrative Assistant-Finance at ext. 115.

### **Prevention of Resident Abuse and Neglect Policy**

We work proactively with our staff to provide the highest quality of care, dignity and safety to our residents. We have a zero tolerance policy of any type of abuse. Our Prevention of Abuse/Neglect policy is communicated to all residents/families upon admission as well as to all staff upon hire and through annual re-training. In addition, the policy is posted on the Resident/Family Bulletin Board.

**Duty to Report Potential/Risk of Harm to a Resident:** Harm or risk of harm that must be reported include neglect, abuse, incompetent treatment, unlawful conduct, misuse, misappropriation of funding or resident's funds. Residents are not required to report however residents have the option to report. Family and volunteers are expected to do so as well.

All incidents are thoroughly investigated by the supervisor or RN in charge of the Home (designate). A report is made to the Administrator; if resident abuse or neglect has occurred, disciplinary actions are taken up to and including dismissal of the employee involved.

If there is any evidence of actions of a criminal nature, the Administrator or designate will notify the appropriate authorities.

**Whistleblowing Protection:** No legal or other action can be taken for reporting incidents mentioned above and retaliation (i.e. resident cannot be discharged, staff dismissed or threatened with retaliation such as discipline or suspension).

## Privacy

The Ontario health privacy law requires anyone that provides you with health services to protect your personal health information. They have to tell you what they do with the information and in certain situations, ask permission before they get information, use information or give information out. A health care provider is not allowed to collect personal health information where it is not necessary or to collect, use or give out more information than is necessary. The law also gives you the right to see the information and to ask for it to be changed or corrected if you think there is an error or inaccuracy in the record.

- Implied Consent – When you seek health care from us, we assume that we have your permission to collect, use and share your personal health information among your health care providers, including the doctors, nurses, social workers, therapists, and other professionals or their support staff within our facility, who provide or assist in providing health care to you. We may also give your personal health information to your outside physician or other health care providers so they can provide you with ongoing health care and follow-up; **You must inform us in writing if you do not want us to use, share or give out some or all of your personal health information to provide you with health care.** Staff in our facility who do not provide or assist you with health care are generally not allowed to see your health information.
- Express Consent – We are not allowed to assume we have your permission to give personal health information about you to others. For example, except where the law allows otherwise, we must ask your permission to give your personal health information to:
  - (a) people who do not provide you with health care, like a family member who does not have the legal authority to act for you, or to insurance companies; or
  - (b) to a health care professional who is not involved in your care.People outside the health system who receive your personal health information can only use it or give it out for the reasons that they received it or as allowed or required by law.
- Limits on Using and Giving Out Your Personal Health Information – In some circumstances, you can tell us not to use, share or give out some or all of your personal health information to other people who provide you with health care. If you choose to limit how we give out some or all of your personal health information, you should be aware then when we give out your personal health information to others, we are required to tell them when we think the information is inaccurate or incomplete, including when we think the missing information could affect your health care.
- When Your Consent is Not Required – We are allowed or may be required to use and/or give out some of your personal health information without consent in the following situations:
  - To process payments through government programs, like the Ontario Health Insurance Plan (OHIP)
  - To report certain information, such as health conditions that make you unfit to drive, or to report certain diseases to public health authorities
  - When we suspect certain types of abuse
  - To identify a person who has died

- To give the spouse or child of the person who has died personal health information to assist them in making decisions about their own care
  - To reduce a significant risk of serious bodily harm to a person or the public
  - To give information to certain registries or planning bodies that use personal health information to improve health care services or health system management, as long as strict privacy protections are in place
  - To assist health researchers for research, as long as strict privacy requirements are met
  - To improve or maintain the quality of care or any related program or service
  - For risk management and legal purposes
  - To allocate resources to our programs and services
  - To assess the ability of a person to make health care and other important decisions
  - For administration or enforcement of laws about the practices of health care providers, including to allow professional Colleges and other legal bodies to regulate the practices of health care professionals
  - For the purpose of a legal proceeding or complying with a court order, or other legal requirement
- Providing Information to Family, Friends, and Others – There are times when we may give out information about residents to their families, friends, and others; **you must notify us in writing that you do not want us to give out this kind of information about you.** We are allowed to give out general information about you, like whether you are a resident here, how you are doing (e.g. that your condition is stable or improving), and where you can be found (e.g. your room number). Before doing so, at our first opportunity we will ask you if you do not want us to give out this kind of information. We are also allowed to give out your name and location here to a representative of a religious or other organization where you have told us about your connection to the organization.
  - Fundraising – In many communities, hospitals, long-term care facilities and other health care organizations raise funds for improving health care services, such as buying new medical equipment. To support these efforts, the law allows limited information about you to be shared for fundraising. Details about your health condition cannot be shared. But fundraisers do need your name and address, so that they can contact you or someone who is acting on your behalf; **you must notify us in writing that you do not want to be contacted.**
  - Education, Planning and Management – We are allowed to use your personal health information without your consent to educate our staff and students and to plan and manage the services and programs we offer. We use personal health information for risk management and error management and for other activities to improve or maintain the quality of the care we provide.
  - Seeing your Information – You have a right to see your personal health information and to get a copy of it by asking us for it, or by writing to us and paying a reasonable fee. Some exceptions may apply. For example, when the information is only about monitoring the quality of health care we provide, you will not get to see the record. We may not give you the record in a few situations, including if the record relates to law enforcement, legal proceedings or another individual. We must respond to your request as soon as possible and within 30 days. There may be a delay if we have to ask others about the records or where it will take time to find the record. You have the right to be notified of such delays. If you require the record urgently, we must consider responding as soon as possible.
  - Who You Can Talk To About Your Concerns – Please come to us first if you are not happy about something that has been done with your personal health information. If you wish to make a complaint, we want to

resolve your concerns with you. To discuss your concern and see what can be done to fix the situation, please speak to the Administrator.

- The Information and Privacy Commissioner of Ontario – Sometimes we may be unable to resolve all of your concerns about how your personal health information has been handled. In this case, you may wish to contact the Information and Privacy Commissioner of Ontario. The Commissioner is the person who has general responsibility for ensuring that the Act is followed. You can make a complaint to the Commissioner about any decision, action or inaction that you believe is not in compliance with the Act, including:
  - If you are unable to resolve with us a complaint or concern about how your personal health information has been handled
  - If you are unable to see all of your personal health information, or want to complain about a delay in responding to your request
  - If you feel your personal health information in your record is incorrect and you have been unable to persuade us to correct the information; or
  - If you disagree with the fee that we charged for you to see or get a copy of your personal health information

You must make your complaint within one year of the matter you are complaining about, and it should be in writing. The Commissioner will try to resolve the matter through mediation in his/her office. If your complaint cannot be resolved in this way, the Commissioner has the power to investigate and to make an order that sets out what must happen.

- You Can Contact the Commissioner in Writing at:  
Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
Telephone: (416) 326-3333 or 1-800-387-0073  
Facsimile: (416) 325-9195 TTY: (416) 325-7539  
Email address: [info@ipc.on.ca](mailto:info@ipc.on.ca) Website: [www.ipc.on.ca](http://www.ipc.on.ca)

***DISCLAIMER: The above is general information only and is not legal advice as to all rights and obligations under the Personal Health Information Protection Act.***

### **Rate Reduction**

Under the new Long-Term Care Homes Act, 2007, a resident of a basic long-stay bed may apply to receive a rate reduction. A resident will be required to access all income available to him/her before an application for a reduced rate can be made. For further information contact the Administrative Assistant-Finance at ext. 115.

### **Recreation Programs**

Miramichi Lodge seeks to eliminate boredom, loneliness and helplessness, by encouraging children's visits and providing animal companionship along with the opportunity to care for other living things like plants, fish, birds, visiting therapy dogs and "Simon" the rabbit. In addition, the Home provides a wide range of activities on a daily basis including group and individual programs and community outings.

### **Resident Council**

The main purpose of the Miramichi Lodge Resident Council is to improve the quality of life of residents. All residents are encouraged and welcomed to join the regular meetings. Agendas and Minutes of meetings are

posted on the Resident/Family Bulletin Board. For more information, contact the Food Service Supervisor (Resident Council liaison) at ext. 134.

### **Resident/Representative Meetings**

Miramichi Lodge communicates with residents/families in a variety of ways:

- Written information is regularly posted on the Resident/Family Bulletin Board, located adjacent to the elevators
- Resident/Family information sessions held semi-annually or more as required; Notices, Agenda's and Minutes are posted on the Resident/Family Bulletin Board. Everyone is encouraged to attend.
- Information is mailed out as required including the Miramichi Lodge Newsletter and Resident/Family Satisfaction Survey to Residents/Substitute Decision Makers

In addition, "tea and chat" sessions are held informally in each Home area to ensure residents have a regular forum to voice any concern or complaint; Notices, Agenda's and Minutes are posted on the Resident/Family Bulletin Board.

### **Resident Rooms**

To provide a therapeutic bedroom space for each resident, resident/families are encouraged to provide personal furniture and furnishings that are familiar and home like, within the parameters that allows for safe resident mobility, infection control and the safe provision of care by staff. In the event it becomes unsafe for staff to provide care or furnishings cause a barrier for resident transfers/mobility, families will be required to remove these items. Security and repairs for personnel belongings are the responsibility of the resident/family; Miramichi Lodge is not responsible for lost, stolen or damaged items.

#### 1. Guidelines:

##### a) Fire Safety

- Facility fire retardant drapes and curtains must remain in place and windows must remain accessible.
- Mattresses will be provided by the facility and meet Fire code requirements.

##### b) Space for Care

A bed, clothing wardrobe, bedside table, lamp and a chair will be provided in each room. No more than one large piece of additional furniture is recommended.

- A reasonable amount of photos, pictures and memory box items are suggested.
- Pictures will be hung by the Maintenance Department; please request through Nursing.
- No personal clothing or furniture is to be stored in the bathrooms.
- Sufficient space to provide safe access by caregivers to three sides of the bed (both sides and the foot of the bed) is required, unless assessed, approved by nursing and documented on care plan.
- Sufficient space for specialized program equipment such as lifts and wheelchairs to safely operate in the room.

##### c) Electrical Safety

All equipment must be CSA approved and checked and approved by Maintenance Department for safe condition prior to use.

- Extension cords are not allowed. Approved power bars installed by maintenance will be allowed if required and assessed, approved and documented on care plan by Nursing Department. (Note: tripping hazard).

- Televisions above 13 inches in size are allowed with approval by Maintenance if supported on a safe structure and does not impede traffic or clearances in the room. Flat screens are allowed.
- Other than TV's and computer equipment, the following electrical operated equipment not limited to is not allowed in resident rooms: Electric heaters, electric blankets, dehumidifiers, humidifiers, heating pads, electrical appliances (including fridges and coolers), electric irons, kettles, toasters.
- Christmas lights are not allowed in resident rooms with the exception of small ceramic or fibre optic type trees.

**Note:** The thermostat in the resident room controls the heat. Turn to “+” to increase the heat and “-” to decrease.

## 2. Approval Process:

On admission day, the resident/substitute decision maker will review any requests to bring in additional resident furnishings or equipment with a representative from the Nursing Department and Environmental Services Department for approval.

Following admission, any further additions to the resident's room will be reviewed by requesting a meeting with a representative from the Nursing Department and Environmental Services Department.

Any exceptions required for care purposes may be approved by a Registered Nurse and documented on the care plan.

## Resident Transfer/Move

If a Resident's care needs change, a move or transfer to another Resident Home Area may be required. The nursing staff will endeavour to discuss the changed needs with the Resident/Substitute Decision Maker as soon as possible when this is being considered. Please note that we have to maintain a full occupancy so we cannot allow a lot of notice time – your cooperation is appreciated.

## Respite Care

There are two respite beds at Miramichi Lodge. These beds are designated for individuals in the community who may require convalescent care or who may benefit from a short stay in the home. For application for admission, please contact:

Champlain Local Health Integration Network (LHIN) Home & Community Care  
 1100 Pembroke Street East  
 Pembroke, ON K8A 6Y7  
 Phone: 613-732-7007  
 Fax: 613-732-3522                      Email: [information@champlain.ccac-ont.ca](mailto:information@champlain.ccac-ont.ca)

## Restraint Policy

Miramichi Lodge will not use physical restraints unless there is an identified risk of injury to the resident or others, and other alternatives have been considered and have been found to be ineffective. Where it is considered necessary to restrain a resident, the least restrictive measures will be used.

A physical restraint may be applied to a resident on the direction of a registered nurse only, and a physician's verbal order will be obtained within 12 hours of the restraint application.

The full policy is posted on the Resident/Family Bulletin Board. Please contact the Resident Care Coordinator at ext. 121 if you wish to review the policy.

## **Safety**

We take resident safety very seriously. That said, errors can occur in the delivery of healthcare. Our commitment to you is that when we are informed of an error or harmful event regarding you/your loved one, the Administrator/designate will tell you:

- The facts about what happened;
- The steps that were and will be taken to minimize the harm; and,
- What will be done in the future to prevent similar events.

## **Scent - Minimal**

Miramichi Lodge has a minimal scent policy, related to resident, staff and volunteers sensitivity. Please refrain from scented products in the Home. As well, some residents, staff and volunteers have sensitivities to heavily scented flowers and plants. Please choose varieties that are low scent.

## **Security**

Security measures are in place to control access into and within the building for the protection of the residents.

No one other than a resident may enter the building between 2100 hours and 0530 hours unless prior arrangements are made with the nurse-in-charge.

Residents who return to the home later than 1900 hours (Fall/Winter hours in effect on Labour Day) or 2100 hours (Spring/Summer hours in effect on Good Friday) must enter through the south (staff) entrance. An intercom and video surveillance system is in place to communicate with nursing staff.

Electromagnetic locking devices requiring card readers are installed on the doors to the exit stairwells. Push button access is provided to floor levels from within the staircase.

Outside lighting is controlled by an automatic sensor. The Lighting turns on approximately 30 minutes before dark and turns off approximately 30 minutes after dark.

## **Sewing**

Sewing services for Resident's personal clothing items such as hemming, replacing buttons and other small repairs/alterations are available by an external provider for a fee. For more information call ext. 115.

## **Shopping Service**

If available and appropriate, a volunteer shopper may be utilized. Please contact the Client Programs Supervisor at ext. 122.

## **Smoking**

There is a no smoking of tobacco, cannabis, electronic cigarettes and any other substances by residents/visitors/staff or members of the public permitted in the Home or on the property of Miramichi Lodge. Please be advised of the following consequences for contravention of the Home's smoking regulations:

### **Residents:**

1. Immediate extinguishing of smoking material.
2. Removal of smoking materials e.g. cigarettes, matches, etc.
3. Written notification by staff to the Administrator or designate.
4. Documentation to: the resident's record, representative, Public Health Unit and Ministry of Health and Long Term Care, noting that if the resident refuses to comply, further actions may be taken.

## Public:

1. Immediate extinguishing of smoking materials.
2. Written notification by staff to the Administrator or designate.
3. Written warning noting that if the individual refuses to comply, further actions may be taken up to and including being banned from the Home and property.

## Special Programs

Miramichi Lodge uses an inter-disciplinary team approach in palliative care, treating dehydration, pneumonia and IV therapy. Miramichi Lodge also utilizes consulting services such as the pain and symptom management team, and the Geriatric Mental Health team, who hold regular clinics for those requiring assessment. In addition, our Nurse Practitioner is available on site for consults. Our registered staff receives ongoing education in assessment and providing interventions for managing behaviour.

## Spiritual Program/Pastoral Services

Miramichi Lodge provides spiritual support through an organized pastoral care program, which responds to the needs and desires of the residents. Regularly scheduled multi-faith services are held in the chapel.

## Telephone

A telephone jack is available at each bedside. Arrangements for installation, monthly billing (including long distance), is made with the Administrative Assistant – Finance. (minimal fee)

**NOTE:** The Home cannot allow residents to use our portable phones or land lines – they must be available for emergency use and to receive call backs from physicians, staff and families.

## Television/Cable

Residents may wish to bring a television for use in their room and request cable service through Miramichi Lodge. Arrangements for the installation, monthly billing, transfer and termination of cable service must be made through the Administrative Assistant – Finance (minimal fee). Maximum size permitted for wall mount TV is 32”.

## Tours

For more information on Miramichi Lodge or to make an appointment to tour the Home, please contact the Administration Clerk at ext. 111.

## Transportation

Handi-bus or non-emergency ambulance transportation appointments, including the use of a volunteer escort may be booked through the Home, for a fee, contact ext. 123 or 124.

## Trust Accounts

Trust accounts are maintained by the Home on behalf of residents for their financial convenience and are strictly maintained in compliance with applicable legislation:

### ➤ Home responsibilities

- Holds a trust account with a bank that is a separate, non-interest bearing account;
- Upon admission, a Purchase of Service Agreement is completed to authorize services that a resident requests be paid from their trust account. The Purchase of Service Agreement provides a description and cost of services, as well as the frequency and timing of withdrawals for payment of services. The Purchase of Service Agreement and the trust account can be reviewed upon request;

- Individually sets up each resident trust account, which will hold no more than \$5,000.00;
- Will not charge a transaction fee for withdrawals, deposits or anything else related to the resident's money held in trust;
- Provides itemized trust account statements to the resident or Power of Attorney – Property;
- Maintains a petty cash to ensure sufficient money is available to meet the daily requests of cash for residents with a trust account; and
- Trust accounts will be audited annually by the municipal Auditor.

Trust account deposits and withdrawals are completed at the Reception desk. Receipts will be issued for deposits. Trust account balances can be provided to the POA-Property by the receptionist upon request. The Reception desk is generally open Monday through Friday, 7:00 a.m. to 5:00 p.m., excluding statutory holidays. Please note that, occasionally the office may only be open 8:00 a.m. to 4:00 p.m. due to staffing resources.

➤ Resident/PoA- Property Responsibilities

- Maintain a balance in the trust account to cover the monthly authorized service costs;
- Request one day in advance for withdrawals over \$100.00;
- Review the itemized statements;
- Inform the Home in writing of requests of changes to services that were previously authorized to be paid from the trust account.

For more information, call ext. 115.

**Valuables**

Residents are advised to keep only small amounts of money on their person. Residents may wish to deposit funds into a Trust Account for safekeeping (see **Trust Accounts** for more information) and to store jewellery or other valuables with family for safekeeping. Every resident has a locked display case outside their room which can be used for displaying personal items. Please see the nurse to obtain key.

**NOTE: Miramichi Lodge is not responsible for resident lost, stolen or damaged items.**

**Video Conferencing**

Miramichi Lodge has Ontario Telemedicine Network video conferencing equipment on site. If a resident wishes to connect to another OTN site for a medical appointment/consulting, please discuss with the nurse.

**Volunteers**

Volunteers make a valuable contribution to the lives of our residents, providing assistance and pleasure from those in the community that bring in the outside world. Volunteers provide a wide variety of activities including individual visitation, clerical support, escort services, musical entertainment, outings and so on. For more information, call ext. 122.

**WiFi**

Free wireless internet is offered to residents and guests. Login information is posted on the Resident/Family Bulletin board and is updated quarterly. **Please Note: The County of Renfrew/Miramichi Lodge is not responsible for any issues that may arise from your use of the network.**

- RHA Resident Home Area (unit)
- RN Registered Nurse
- RPN Registered Practical Nurse

c. Orientation Manual  
Website