RESIDENT HANDBOOK

Caring... beyond the moment
Au-delà des soins présents

SERVICE | INTEGRITY | DIGNITY | EXCELLENCE

St. Joseph's Villa
1250 South Bay Road
Sudbury, ON P3E 6L9
(705) 674-4447

Villa St. Gabriel Villa
4690 Regional Road 15
Chelmsford, ON P0M
1L0 (705) 590-2580

St. Joseph's Lodge
3 Main St.
Gore Bay, ON P0P
1H0 (705) 282-2007

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Table of Contents

Section 1 – Introduction 5

Section 2 – About Us 6
Our History 6
Our Strategic Directions 7
Our Values 8
Our Philosophy of Care 10
St. Joseph's Foundation of Sudbury 11

Section 3 – Commitment to Quality 12
Accreditation 12
Concerns and Complaints 12
Ideas, Suggestions and Compliments 15
Councils and Committees 15
Residents' Council 15
Family Council 16
Food Committee 16
Ethical Decision Making 17
Personal Health Information and Privacy 17
Accessibility 20
Performance Standards 20

Section 4 – Resident Rights 24

Section 5 – Admission and Discharge 27
Accommodation options and rates 26
Agreements and Consents 29
Care conferences 29
Advanced health care directives 30
Resident Rooms 30
Clothing 31
Suggested clothing list for new residents 31
Labeling 32
Laundry 32
Leaves of Absence 33
Discharge 33

Section 6 – Health and Safety 35
Safety and security 35
Least restraint policy 35
Call bell system 35
Roam Alert 35
Restricted Access After Hours 35
Security Cameras 36

Table of Contents

Emergency preparedness 36
Emergency codes 36
Fire safety 36
Staff training and drills 37
Fire prevention 37
What to do if you discover a fire 38
What to do if you hear a fire alarm 38
Zero tolerance for abuse and neglect 38
Infection Control 40

Section 7 – Other important information 41
Visitors 41
Scent free environment 41
Smoke free facility 41
Parking 41
Alcohol usage 41
Gifts, favours and other benefits 42
Cell phones 43
Pictures and videos 43
Private Care Service Providers 43
Noise Levels 43

Section 8 – Services 44

Section 9 – Key Contacts 51

Section 1 – Introduction

WELCOME!

On behalf of our staff and volunteers, it is my pleasure to welcome you to your new home!

Transitioning into a long-term care home can be a stressful and overwhelming experience for new residents and their family members. We have created this manual as a resource for you in your first few days and weeks. I hope it will be helpful. If you have questions about the content of this manual, or anything else related to our organization, I hope you will feel comfortable speaking with any member of our team. We are all here to serve and support you.

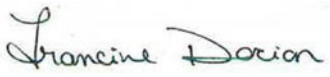
We are looking forward to getting to know you and your loved ones. Our core values are Dignity, Excellence, Service, and Integrity, which we are confident you will see in action. All of our staff work very closely together to provide you with quality care in a safe, comfortable and supportive environment. Our care staff are here twenty-four hours a day to ensure you are receiving the support you need, while also maintaining your independence and enriching your quality of life. We want you to enjoy your new home and hope you will take advantage of the many leisure and wellness activities we have to offer.

To facilitate this, we encourage you to become as involved in your care as possible and welcome you to involve your family members in your health, well-being and care.

The trust that you have placed in us to provide care and support to you is one that we take seriously. We are committed to continuously striving to meet your needs and exceeding your expectations as we continue the tradition of "Caring…Beyond the Moment."

Sincerely,

President / CEO
St. Joseph's Health Centre



Francine Dorion
Administrator
St. Joseph's Villa

Roxanne Lachapelle
Administrator,
Villa St. Gabriel Villa

Jaime-Lynn Kalmikov
Administrator
St. Joseph's Lodge

Section 2 – About Us

OUR HISTORY

The story of the Sisters of St. Joseph of Sault Ste. Marie and their involvement in health care in Northern Ontario dates to 1884 when the Sisters of St. Joseph of Toronto opened a hospital in Thunder Bay. This founding hospital first housed in the convent and then later in a building of its own, was created in response to the needs of the times – to care for those injured in the building of the railway. This began a tradition of caring and excellence.

A great deal has changed since then! While the first hospitals were staffed by Sisters and a few lay nurses, today's health centers are staffed by lay people and a few Sisters. The Sisters of St. Joseph of Sault Ste. Marie responded to the call for health care in Northern Ontario towns and cities by building and sponsoring hospitals. Many people joined the Sisters in this healing ministry.

Since its inception in 1950, the Sudbury General Hospital of the Immaculate Heart of Mary on Paris Street, more recently known as St. Joseph's Health Centre (SJHC), gradually expanded to provide a full range of health care services to our community.

The Government of Ontario's Savings and Restructuring Act (1996) brought about a change in the role of St. Joseph's Health Centre. It also prompted an opportunity for the Board of Trustees, under the sponsorship of the Catholic Health Corporation of Ontario, to search out unmet needs for health service in the Sudbury area. One of the outcomes of this process was the commitment of the St. Joseph's Health Centre Board to build St. Joseph's Villa (SJV) in 2003, St. Joseph's Continuing Care Centre in 2009 (SJCCC), Villa St. Gabriel's Villa (VSGV) in Chelmsford in 2011 and St. Joseph's Lodge (SJL) in Gore Bay 2025.

The goal of our organization is to provide services for the Sudbury area that nurture the body, mind, and spirit of all persons served at different stages of their life journey. Based on their needs, our persons served receive varying degrees of care, assistance and services aimed at maximizing quality of life. Our philosophy of care respects individual needs while encouraging independence in activities of daily living.

We have earned a proud reputation as a leader in providing dignity, excellence, service and integrity in long term care and continuing care in the tradition of "Caring…beyond the moment".

OUR STRATEGIC DIRECTIONS

Our Vision and Mission are clearly defined, and these commitments are reflected in the five goals of our corporate strategic plan.

OUR VALUES

We have identified four core values that guide our behaviour, our work ethic and our decision making. Our acronym S.I.D.E. identifies these four core values as Service, Integrity, Dignity and Excellence. We expect all employees to "be on our S.I.D.E." as we serve our residents and patients.

Service

- We respond to the needs of the whole person – body, mind and spirit.
- We foster an environment characterized by hospitality, trust and a spirit ofcommunity.
- We design our organizational systems to ensure that they meet the needs of those we serve.
- We will use our resources to responsibly serve the health needs of society.
- We are energized by an atmosphere of caring, mutual respect and compassion to find better ways of serving.

Integrity

- We function ethically, with honesty, fairness, truth and confidentiality.
- We recognize that individual, institutional and societal interests are often in tension. We strive to discern how the good of the whole can best be served through collaboration.
- We develop a work environment that promotes respect, free exchange of ideas, dedication, accountability, innovation and teamwork.
- We work together in a spirit of mutual support as we carry out our mission of caring.

Dignity

- We believe that all creation should be held in reverence and that life is sacred in all its moments.
- We demonstrate a caring manner and respect the goodness of all.
- We respect the inherent dignity and worth of every individual.
- We communicate openly with each other and provide honest feedback.
- We speak for the needs of the weakest and most vulnerable in our community.

Excellence

- We pursue excellence in caring for the whole person.
- We work together to optimize our resources and to provide a safe environment.
- We measure and strive to continually improve quality in everything we do.
- We expect accountability for excellence in performance and adherence to professional and organizational standards.

Our ‘Caring…beyond the moment’ program focuses on service excellence for our residents. Everything we do every day in every job in every one of our organizations demonstrates our dedication to those we serve.

OUR PHILOSOPHY OF CARE

The care provided within our facilities is founded on the Judeo-Christian tradition and a belief in the dignity of each person.

Health Care
We believe that health care is one of the essential ministries of Christianity and the Catholic Church. It is concerned with people who are struggling with the limitations of the human condition even as they seek to be whole.

Ministry
We believe that through his ministry, God's healing power continues to touch the lives of suffering people.

Healing Love
We believe that all those involved in our health care ministry are called to express the Creator's love through their care and concern for each other and the people they serve.

Reverence for Life
We believe that all creation should be held in reverence and that life is sacred in all its moments.

Uniqueness of Life
We believe that God has created all persons with equal dignity and therefore, in our ministry of health care, we respect the uniqueness of each person. These values are expressed in a caring and healing environment.

Alleviation of Suffering
We believe that while suffering is part of every human life, it should be alleviated whenever possible. In our efforts to do this, we support the sick, families and friends with love, compassion and care.

Support of the Dying
We believe that death is not the end of life, but rather a transition to new life with God. We assist the dying to experience this moment with dignity and peace. We support family and friends with compassion.

Wellness and Aging in Place
We believe that quality of life is paramount. We strive to maintain our residents' independence and right to make decisions concerning the activities they remain involved with, encompassing the spiritual, emotional, physical, cultural, intellectual, and social aspects of life. We believe in the respectful treatment of our persons served and their belonging. We recognize persons served and their families as partners in care.

ST. JOSEPH'S FOUNDATION OF SUDBURY

The St. Joseph's Foundation of Sudbury was founded in 1998 to fund the good works of the Sisters of St. Joseph of Sault Ste. Marie in the District of Sudbury. The money raised in the City of Greater Sudbury is used to fund St. Joseph's Health Centre initiatives in our city. In supporting Catholic health care in our community, the Foundation emphasizes the qualities of compassion, human dignity, and social responsibility.

Funds raised by the Foundation though donations and special events provide items and programs not covered by government funding or operational revenues, but which greatly improve the quality of life for our residents. Donations to the St. Joseph's Foundation are gratefully accepted in the Reception Office.

St. Joseph's Foundation of Sudbury

Section 3 – Commitment to Quality

ACCREDITATION

As a testament to our commitment to quality, our organizations are committed to ongoing accreditation through CARF International. Accreditation is a process that involves comparing an organization's services and practices against a set of international standards. This comparison is conducted by an independent, nonprofit accreditor of health and human services. Organizations with services and practices that meet international standards are officially recognized as "accredited".

If you have any questions about quality improvement, contact the Quality/Risk Planner.

CONCERNS AND COMPLAINTS

The facility's "Concerns - Complaints" policy is publicly posted.
Though a hard copy of the policy will be provided to you along with this handbook, a summary of it is provided below.

How you or your family can express concerns and/or make complaints
You are encouraged to express your concerns or make complaints in any of the following ways:

1. By submitting a written complaint.
    - This can be done by letter or by putting a note in the suggestion box; or

2. By providing a verbal complaint to the appropriate Manager of the department who will follow up with the appropriate actions and/or investigation dependent upon the complaint.
3. You may also communicate with the Administrators, either verbally or in writing.

St. Joseph's Villa	Villa St. Gabriel's Villa	St. Joseph's Lodge
Francine Dorion 1250 Southbay Rd. Sudbury, ON P3E 6L9 (705) 674-4447 ext. 2134	Roxanne Lachapelle 4690 Regional Rd. 15 Chelmsford, ON P0M 1L0 (705) 590-2580 ext. 3337	Jaime-Lynn Kalmikov 3 Main St. Gore Bay, ON P0P 1H0 (705) 282-2007 ext. 222

Staff members <u>are not allowed</u> to discourage you from submitting your ideas, concerns or complaints.

How the Villa responds to concerns and complaints

You can expect a prompt and professional response to all ideas, complaints and concerns. The most appropriate department manager will consider the feedback and follow-up within 10 business days (often much sooner than that).

Note:
Immediately upon receiving a complaint that alleges harm or risk of harm to one or more residents, including but not limited to physical harm, or one that relates to the operation of the long-term care home, an investigation will begin and the Ministry of Health and Long Term Care will be notified.

What to do if you are not satisfied with how a concern/complaint was dealt with

If you are not satisfied that your concern has been dealt with, you may contact the Director of the Long-Term Care Inspections Branch. The contact numbers are included below and are also posted publicly on the Resident Information Bulletin Boards.

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division
119 King Street, West, 11th Floor
Hamilton, ON L8P 4Y7

or

Long-Term Care Family Support and Action Line: 1-866-434-0144 (toll free)

If the complainant has already contacted the home directly and the Long-Term Care Family Support and Action line and was not able to reach a satisfactory resolution, they can contact the Patient Ombudsman:
Online at: https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint
By calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)
TTY: 416-597-5371

Ontario Ombudsman Office

Why file a complaint?

In Ontario, Francophones have the right to be served in French by the central offices of government institutions and agencies and in the designated areas. Complaints are a direct way in which you, as a member of the public, can express your dissatisfaction or concern over a failure to provide French-language services or over the provision of poor-quality French-language services. This may concern:

- Your health card, driver's licence, birth certificate, etc.
- A service that does not adequately meet the needs of the French-speaking public;
- A service that does not exist.

You may file a complaint at any time, regardless of the situation in which you believe your right to be served in French was not respected.

How do I file a complaint?

- In writing or in person (either with an appointment or by dropping in): French Language Services Unit, 800 Bay Street, Suite 402, Toronto ON, M5S 3A9
- **Toll-free (inside Ontario only):** 1-866-246-5262
- **Telephone:** 416-847-1515
- TTY (teletypewriter): 416-640-0093
- Fax: 416-847-1520
- Email: flsc-csf@ombudsman.on.ca
    - Online complaint form: https://www.ombudsman.on.ca/have-a-complaint/make-a-complaint/complaint-form-french-language-services

IDEAS, SUGGESTIONS AND COMPLIMENTS

How you and your family can share ideas, or make suggestions

You, your representative or visitors may provide suggestions/ideas and compliments in the following ways:

1. In a "written" document form that can be left in the suggestion box located in the Town Square, or mailed to the facility;
2. By completing the "We Care What You Think" pamphlet and submitting in the suggestion box or mailing to the facility;
3. By discussing their common or collective ideas with the Residents' Councilor Family Council;

4. In person, by speaking to any staff member who will forward the individual to the correct departmental Manager; or
5. Through the resident and family satisfaction surveys.

COUNCILS AND COMMITTEES

Residents' Council

The Villa/Lodge has a Residents' Council. This council, which is made up of residents living at the Villa, meets monthly and a support staff is appointed by the council. Relatives of residents and other resource personnel attend only at the invitation of the Council.

The purpose of the Residents' Council is to:

- Provide a forum for the residents to have input and to advocate on their collective behalf concerning the operations of the Villa/Lodge;
- Provide the residents with a voice in decisions that affect them and their quality of life at the Villa/Lodge;
- Establish two-way communication between the residents and the Villa/Lodge staff, and to establish a formal mechanism whereby Residents' Council concerns are communicated to administration for intervention and resolution; and
- Promote and encourage activities directed at the provision of quality care and quality of life for residents.

Residents with specific individual concerns should speak with the Villa/Lodge staff and/or administration directly.

The executive of the Residents' Council is elected annually by Council participants. Minutes from the most recent meeting are posted publicly in the lobby and Open Forums are held when necessary to solicit further input from residents.

For more information about Residents' Council, please contact the on-site Programs / Admissions Coordinators.

Family Council

The Villa/Lodge also has a Family Council. This council, which is an autonomous family- led group, meets monthly and is assisted as required by the Social Worker.

The purpose of the Family Council is to:

- Allow families to give each other ongoing mutual support and encouragement;
- Help families learn about the Villa/Lodge's operations, policies and rules;
- Offer families a chance to express their collective concerns; and,

- Allow families and administration to form a positive partnership aimed at improving resident care.

The executive of the Family Council is elected annually by Council participants. Minutes from the most recent meeting are posted publicly in the lobby and Open Forums are held when necessary to solicit further input from families.

Note:
Family members with specific individual concerns should speak to Villa/Lodge staff and/or administration.

For more information about Family Council, please contact the on-site Social Worker.

Food Committee
The food committee provides a forum whereby feedback can be received from residents and families regarding the quality of the meal service. It is also a venue for communication to residents and families regarding new menus and initiatives designed to improve and/or enhance the meal experience.

Please refer questions about this committee to our Food Services Manager.

ETHICAL DECISION MAKING

The study of Ethics examines how an individual or organization uses its values to respond to difficult moral decisions. It is concerned with the norms of right and wrong in respect to values and behaviours between persons.

Making ethically sound decisions is not easy. We believe that residents, families and staff have the right to raise ethical concerns for discussion. We use the Catholic Health Alliance of Canada's *Health Ethics Guide* as a resource for ethical reflection. The *Ethical Discernment Framework* from the Guide is used as a model on how to make an ethical decision through legitimate cooperation and reflection.

Our Social Workers and Chaplains are available to residents/patients and families who need assistance and/or advice regarding ethical concerns.

PERSONAL HEALTH INFORMATION & PRIVACY

In order to meet your needs and serve you well, the organization needs to know personal health information about you.

We collect your personal health information directly from you or from a person acting on your behalf. Personal health information is any verbal, written or electronic information about you, your health or health care history. It includes your name, date of birth, address, phone number, and health card number. It may also include tests, treatment and care information, and personal and family information.

The *Personal Health Information Protection Act* (PHIPA) is a law that protects your personal health information. This law requires us to keep your personal health information safe and secure and gives you certain rights and choices about how we use and share it. More information on PHIPA can be found at: https://www.ontario.ca/laws/statute/04p03

You are presumed to be capable of making your own decisions regarding the collection, use and disclosure of your personal health information. As a general rule, consent is required to collect, use, or disclose your personal health information. You are capable of consent if you are able to understand information relevant to deciding whether to consent to the collection, use or disclosure of your personal health information and to appreciate the reasonably foreseeable consequences of giving, not giving, withholding or withdrawing your consent.

If you have been deemed incapable of providing consent, the *PHIPA* permits a substitute decision-maker to make a decision on your behalf. Your substitute decision-maker cannot make requests related to your personal health information unless you have been deemed incapable of providing consent. You can, however, provide your consent at any time to have your personal health information shared with them if you are capable.

We have policies and procedures which protect your personal health information from theft, loss, and unauthorized access, copying, modification, use, disclosure and disposal. You may request a copy of these policies.

We also teach our staff about privacy and their responsibilities under the *PHIPA*.

Your information is used and shared by people who work on our behalf to:

- Make decisions about and provide you with the care and support you need;
- Make our programs and services better and more efficient;
- Meet legal and regulatory requirements;
- Support our educational activities; and
- Get payment for your treatment and care.

Your personal health information is shared on a need-to-know basis among doctors, nurses, personal support assistants, and other team members who provide health care and assistance to you. It may also be shared with your family members (with your

consent), other health care providers as part of your care, health regulatory agencies, public authorities as permitted and required by law (for example, Public Health, to track infections), government agencies (for example, the Workplace Safety and Insurance Board), or your private insurer to get payment for your treatment (with your consent).

You (or a person who can legally act on your behalf) have the right to:

- See and get a copy of your personal health information;
- Ask us to make corrections to personal health information you feel is inaccurate or incomplete;
- Ask us not to give out your personal health information to other health care providers;
- Be told if your information is lost, stolen or improperly accessed;
- Withdraw or limit your consent around how we use or share your information with others; and,
- Ask questions or raise concerns about the way we manage your personalhealth information.

The organization has 30 calendar days to respond to requests for access of personal health information. For more information about how you (or a person who can legally act on your behalf) can see or request copies of your personal health information, please refer to our '*Requests for Access to Personal Health Information*' and '*Disclosure of Personal Health Information*' policies. Copies are available upon request.

You (or a person who can legally act on your behalf) have the right to choose whether we share:

- Your contact information and location within the facility with visitors orcallers;
- Your name and location within the facility with clergy (if you have given us information about your religion); and
- Your name and contact information with our Foundation, so that theymay fundraise to improve our facilities, services, and programs.

Note: We will assume that that we are permitted to share your information with the clergy and the Foundation unless you tell us not to. A formal opportunity to do so is presented upon admission. You may express your wishes at any other time by contacting our Privacy Officer.

Note: There are certain exceptions to these rights. For details, please read the Privacy Brochure located in the nearest reception area or contact the Privacy Officer.

If you have questions or concerns about our privacy practices, please contact:
Privacy Officer
(705) 674-2846, ext. 2139
privacy@sjsudbury.com

If you want more information about your privacy rights or if you feel we have been unable to address your concerns with our privacy practices and want to make a complaint, please contact:

Information and Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
1-800-387-0073
www.ipc.on.ca

ACCESSIBILITY

We are committed to:

- The continual improvement of access to facilities, policies, programs, practices and services for residents/patients and their family members, staff, health care practitioners, volunteers and members of the community.
- The participation of persons with disabilities or identified agencies assisting those persons with disabilities, in the development and review of our Accessibility Plans.
- Ensuring hospital and long-term care home by-laws and policies are consistent with the principles of accessibility; and
- The provision of quality services to all residents/patients, their family members and members of the community with disabilities.

Accessibility Plan

Our Accessibility Advisory Committee has developed an Accessibility Plan to ensure that all our facilities meet these commitments The Accessibility Plan is available on our website at www.sjsudbury.com.

Our yearly plans will implement measures, policies, practices, or other requirements for the identification and removal of barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises, or such other things as may be prescribed by Ontario Regulation 429/07 and the Accessibility for Ontarians with Disabilities Act 2005.

PERFORMANCE STANDARDS

When our managers and staff developed our Performance Standards, we naturally focused on your care and how we demonstrate our commitment to service excellence.

We also thought a great deal about how we treat each other and how respecting each other is critical to living out our values of Service, Integrity, Dignity and Excellence. We understand how important courtesy is in our everyday exchanges with you and with each other, and we abide by the golden rule of treating others as we wish to be treated ourselves.

In developing the Performance Standards, we identified what we refer to as 'non-negotiables' for staff in our work environment. These non-negotiables are what we expect of everyone, all the time. Here they are:

- We say 'please' and 'thank you'.
- We acknowledge others by making eye contact and addressing them by name if possible.
- We hold doors open for each other.
- We refrain from using cell phones and other communications devices while on duty and/or in the common areas within the facility.
- We follow up on requests within 48 hours;
- We strive to be on time; and
- We manage up, which means that we support each other, speak positively, and are accountable.

PERFORMANCE STANDARDS

SERVICE
INTEGRITY
DIGNITY
EXCELLENCE

St. Joseph 's Health Centre, St . Joseph's Villa, Villa St. Gabriel's Villa, St. Joseph's Lodge and St. Joseph's Continuing Care Centre are committed to the values of excellence. To support our mission, one is expected to adhere to the following performance standards.

SI.Joseph's Villa

Villa SI. Gabriel Villa

St. Joseph's Continuing Core Centre

On ATTITUDE

We will:

- Use common courtesy, say plea se and thank you
- Smile when interacting with others
- Be positive and discourage negativity
- Have fun at work

On APPEARANCE

We will:

- Follow the dress code and our clothing will be neat in appearance
- Wear our name tags
- Maintain personal hygiene

On COMMITMENT to CO-WORKERS

We will:

- Honor our scheduled shifts
- Respect each other and each other's opinions
- Positively acknowledge the performance of others, share knowledge

On COMMUNICATION

We will:

- Be open, honest, timely and clear
- Address issues in a polite, professional, and appropriate manner
- Listen attentively to others and ask for clarification
- Remain mindful of non-verbal communication such as eye contact

On CONFIDENTIALITY

We will:

- Remember that we have a legal and ethical responsibility to maintain confidentiality.
- Refrain from discussing residents/patients in public areas, outside of the workplace and in all forms of social media.
- Ensure conversations are held in the proper environment and we will share information only as necessary.
- Secure confidential information in our workspaces and lock our

On ETIQUETTE

We will:

- Always say hello and acknowledge everyone we encounter
- Always respect others
- Open and hold doors when possible and reasonable.
- Always treat others as we would like to be treated.

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On PRIVACY

We will:

- Knock before entering
- Always use doors and privacy curtains to ensure resident/patient dignity
- Divulge resident / patient information to those privy and when needed to provide for the resident/patient
- Remember that privacy is a human right.

On RESIDENT and PATIENT CALLS

We will:

- Answer all calls in a prompt fashion
- Respond to calls in a professional and friendly manner
- Remember all staff are responsible for responding to the needs of anyone we serve.
- Prioritize calls if necessary and minimize resident/patient wait times

On WAITING

We will:

- Keep appointments and be on time
- Provide a wait time and follow-up if longer than anticipated
- Follow up on all requests within 48 hours.
- Remember that everyone's time is equally important

On SAFETY AWARENESS

We will:

- Report all hazards immediately.
- Be aware of residents ' /patients' limitations.
- Address any unsafe conditions.
- Take ownership of safety in all areas.

On VIOLENCE PREVENTION

We will:

- Resolve differences in a respectful and timely manner.
- Discourage bullying, provoking, intimidating, and harassing behaviours.
- Report any existing or potential concern or conflict.
- Hold each other accountable for the safety of everyone.

On SENSE of OWNERSHIP

We will:

- Take pride in our work.
- Accept responsibility for our actions and decisions.
- Take responsibility for the cleanliness of our site.
- Make our workplace our home away from home.
- Share ideas for improvement and act on input provided.

Section 4 – Resident Rights

In Ontario, long-term care homes such as our facility must follow a law called the *Fixing Long-Term Care s Act (FLTCA), 2021*. This Act includes a Residents' Bill of Rights and states that these rights must be posted publicly within the facility, shared with all residents upon admission and shared with residents on an ongoing basis thereafter.

The Residents' Bill of Rights reinforces that people living in long-term care homes should enjoy the same rights as those who live independently out in the community.

The Resident' Bill of Rights is posted in the lobby and included below as well.

Residents' Bill of Rights

RIGHT TO BE TREATED WITH RESPECT

1. Every resident has the right to be treated with courtesy and respect and in away 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 andto 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

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

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 inpolicies and services on behalf of themself 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.

Section 5 – Admission and Discharge

ACCOMMODATION OPTIONS AND RATES

Accommodation rates are established by the Ministry of Health and Long-Term Care. Rates upon admission will be outlined in the resident's accommodation agreement (you or your representative will be given a copy of this agreement).

The following is a summary of the types of accommodation offered at the Villa/Lodge:

Our **Basic Accommodations** include a spacious room with a bed, bedside dresser, closet, guest chair and a window seat that can also be used for displaying personal possessions. A resident with basic accommodations will share washroom facilities with one other resident. Each resident is assigned space in the washroom for their personal care supplies.

At St. Joseph's Villa, our **Semi-Private Accommodations** include a spacious room that includes a bed, bedside dresser, closet, guest chair and window seat that can also be used for displaying personal possessions. A resident with semi-private accommodations will share washroom facilities with one other resident. Each resident is assigned space in the washroom for their personal care supplies. This type of accommodation would be suitable for a couple who would like to be in close proximity to each other. The couple may opt to have their beds in one room and living space in the other (depending on the individual care needs). **Please note, Semi Private Accommodations are not available at Villa St. Gabriel's Villa.**

Our **Private Accommodations** include a large room with a bed, bedside dresser, and armoire with shelving, guest chair, and ample space for supplies in a private en suite washroom. This room is slightly larger than our other accommodations and offers preferred window views.

All accommodation rates include the basic bedroom furnishings outlined above, as well as, bedding and linen, meals and snacks (including beverages), housekeeping and laundry services, maintenance of a trust account, spiritual/religious support and some social/recreational/physical activities.

Each spring, the Ministry advises the Villa/Lodge of changes to the accommodation rates. You will receive 30 days' notice of rate changes.

Type of Accommodation	Daily Rate	Monthly Rate
Basic	$ 68.56	$ 2085.37
Semi- Private	$ 82.66	$ 2514.24
Private	$ 97.95	$ 2979.32

*As updated Sept. 9 2025

Other funded goods and services that are provided to you at no charge include 24-hour nursing and personal care; medical and restorative care; medication administration; certain medical supplies and nursing equipment; basic supplies and equipment for your personal hygiene and grooming (e.g. toothpaste, tissues, soap, etc.); certain equipment for your short-term (e.g. walkers and wheelchairs); certain non-prescription drugs, medication and treatment products obtained through Ontario Government Pharmaceutical and Medical Supply Services (upon request); and, special preparations or medical devices obtained from the Ontario Drug Benefit Program as interim non-formulary benefits.

Prescription pharmaceutical preparations listed in the Ontario Drug Benefit Formulary and insured devices, equipment, supplies and services that are available to you through specific programs such as the Ontario Assistive Devices Program are only partially funded by the government. The unfunded portion will be your responsibility or the responsibility of your representative.

You may purchase additional goods and services from the facility. The specific prices for these services are outlined in the Purchased Services Agreement package. You may also purchase goods and services from other providers.

All residents must pay at least the basic accommodation charge. Residents with Basic Accommodations who are unable to pay the Basic Accommodation rate may apply to the MOHLTC for a subsidized rate reduction. To make such an application, bring your most recent Notice of Assessment issued under the Income Tax Act to the Social Worker who will help you with your application. The Social Worker is usually available Monday through Friday from 8:00 a.m. until 4:00 p.m.

The Villa/Lodge will make every effort to accommodate you in the same room for the duration of your residency should you wish to remain so assigned. The Villa/Lodge will consider your/your family's requests for a room change and facilitate a room change if possible and if in line with facility policy. The Villa reserves the right to initiate a room change in cases where your care and/or safety necessitate such a re-assignment. Family members will be given justification for, and advance notice of, room re- assignments.

For information about accommodation rates, please contact the Business Office.

AGREEMENTS & CONSENTS

You and the home have responsibilities to one another. As part of the admission process, you or your representative are asked to review, complete and sign the following documents:

1. Accommodation Agreement,
2. Purchased Services Agreement, and
3. Consent forms.

Consent is required for admission, discharge, treatment, and sharing of resident information (including photographs taken of residents).

Topics covered within the Accommodation and Purchased Services Agreements include, but are not limited to the following:

- Provision of personal clothing and other personal effects (as needed or desired).

- Responsibility for hospital charges and transportation to hospital. This expense will be billed directly to the resident by the service provider (the co-payment for ambulance is waived for people on long-term care).

- Responsibility for transportation and charges for appointments outside of the Villa/Lodge's property. The resident must be accompanied by a family member or responsible party. If this is not feasible, the resident/family should arrange for transportation and an escort at the resident's expense.

- Payment for accommodation at the first of each month.

- Responsibility for uninsured services, where authorized.

These agreements are reviewed annually.

CARE CONFERENCES

A care conference is held within six weeks of admission. This meeting is attended by you and inter-professional team members responsible for your care. A family member may attend with you, or on your behalf as per your wishes. The purpose of the meeting is to set specific goals. These goals are reviewed at least once a year or more frequently depending on your needs. You may have access to the care plan upon request. Designated family members may also have access with your consent.

The care and services in place to meet your needs are formally reassessed on a quarterly basis or when there is a change in your health status, needs or abilities.

ADVANCED HEALTH CARE DIRECTIVES

Emergency Contact(s)

Upon admission, you or your substitute decision maker will be asked to identify the person(s) to notify in case of an emergency.

Range of Care Interventions

Interventions may range from full treatment and use of extraordinary measures to palliative or supportive care. There are many issues to consider when making these decisions. No two persons are alike and, therefore, their care decisions will be different. The degree of intervention desired may vary. We will meet with each resident and family upon admission to provide guidance in understanding the choices.

Power of Attorney

When a resident becomes too ill to make decisions, a substitute decision maker must make decisions on the resident's behalf. These decisions are often fraught with guilt or conflict and can be very difficult to make at a time of crisis. Discussing these concerns and decisions with the resident in advance can alleviate possible conflict later on. It also ensures the resident's wishes will be acted upon.

Because of this, also upon admission, you or your substitute decision maker will be asked if you have prepared a Power of Attorney for Property and a Power of Attorney for Care. Having a **Power of Attorney for Property** allows a designated person to act on your behalf in a situation when you cannot act for yourself in relation to property and finances. A **Power of Attorney for Personal Care** allows an appointed person to make personal care decisions or decisions regarding medical procedures when you are incapable of making such decisions for yourself. The Villa/Lodge must be notified of any changes in either of these legal documents and be provided with an updated copy of them.

RESIDENT ROOMS

Furniture

You are welcome to bring in furniture such as dressers, television stands, or armchairs provided that they do not overcrowd the room and hinder access to the room or the resident in any way. Environmental or nursing staff will advise on furniture placement and accessibility guidelines. The Villa retains the right to refuse any item which may present a fire hazard and/or unsafe condition.

In keeping with Ministry regulations, window coverings made with approved fire-retardant fabrics will be supplied by the facility. No substitute or alternative curtains will be allowed in any resident rooms.

Personal effects
You are encouraged to bring a comforter and items such as pictures to make your room homelike and comfortable. Please tell our nursing staff if you wish to have an item hung on the walls and staff from our environmental services department will be by to assist. All of these items must be clearly labeled with your name.

You are encouraged to keep valuables such as jewelry and personal papers in safekeeping with family.

Note: Magic Bags or grain-filled bags of any kind will not be permitted.

Electrical appliances
You may bring in a television*, radio, lamp, fan, and/or electric clock. Our environmental services staff must verify that each appliance and power bar brought in is CSA approved before these can be used in your room. In the event that an electrical appliance is brought in after regular business hours, it is to be left at the nursing station. Staff will inform maintenance staff the next day that the item requires inspection.

The following electrical appliances cannot be used in your room:

- Hair dryers
- Refrigerators
- Humidifiers
- Heat generating appliances e.g. electric blanket, heating pad, curling iron, kettle, coffee maker, toaster, heater, etc.
- Plug-in/water coolers (which contain a compressor)
- Extension cords

The Villa/Lodge is not responsible for loss or damage to your belongings. It is your responsibility to arrange for tenant liability insurance.

*Televisions cannot exceed 52" in size. You must supply a stand or piece of furniture to support the television since wall-mounted televisions are not allowed.

CLOTHING

Suggested Clothing List for New Residents
Please ensure that all clothing is machine washable if the facility is to care for it. The following are suggestions for clothing:

- Six full changes of seasonally appropriate daytime clothes (including undergarments).
- Six changes of sleepwear
- Six pairs of cotton socks *Note: with no tight elastic at the top*
- Footwear with non-slip soles
- Seasonal outdoor clothing (i.e. hat, coat, gloves, boots, sun hat, and sunscreen).

Labeling
All your clothing must be labeled with your name. Proper labeling ensures that clothing laundered by the facility is returned to the right resident (within 48 hours of it being sent to be laundered).
Upon admission, all your clothing should be given to the nursing staff who will ensure the clothing is sent to the laundry department for labeling. The same procedures apply as new clothing is acquired (e.g. around birthdays and Christmas time).

Laundry
Personal laundry is done by Villa/Lodge staff. Some fabrics, however, are not appropriate for our central laundry facilities.

Suitable for central laundry:	**Not suitable for central laundry:**
• 65% polyester and 35% cotton blend • 100% polyester • easy care fabric that requires little or no ironing • fabric that can be machine washed and tumbled dry	• wool or wool blends • silk or satin • suede or fur • man-made fabric (e.g. rayon, acetate) • instructions indicate “no bleach” or “air dry” or “flat dry” or “dry clean” • lace, lace edging or loose weaves

The Villa/Lodge is not responsible for damage to or loss of personal items during the course of laundering.

Unfortunately, we cannot offer basic mending or ironing services at this time.

Laundering of clothing made of fabrics not suitable for central laundry is the family’s responsibility. If families wish to launder all your clothing on an ongoing basis, they must notify the nursing staff.

LEAVES OF ABSENCE

(Medical, Psychiatric, Vacation or Casual purposes)

Under the Fixing Long Term Care Act, any resident of a nursing home may take vacation or medical leave without losing their bed. ALL leaves of absence must be authorized by your attending physician. You/your representative are obligated to pay for accommodation costs during all leaves of absence.

Medical leave

You may take a medical leave as often as required for hospital care. Authorization by the resident's physician is required for all medical leaves. Medical leave (except for psychiatric leave) for the purposes of hospitalization is up to thirty (30) days at a time and is available to all residents. If you are not well enough to return to the Villa/Lodge after 30 days, you or your next-of-kin will be notified that you will be discharged. The use of medical leave does not reduce your available vacation or casual leave entitlements.

Psychiatric leave

Psychiatric leave for the purpose of hospitalization for assessment and treatment is up to sixty (60) days at a time and is available to all residents. Authorization by your physician is required for all Psychiatric leaves. If you are not well enough to return to the Villa/Lodge after 60 days, you or your next-of-kin will be notified that you will be discharged. The use of psychiatric leave does not reduce your available vacation or casual leave entitlements.

Vacation leave

A vacation leave of absence of twenty-one (21) days a year is available to all residents. Vacation days cannot be "carried over" from one year to the next but must be taken prior to the end of each calendar year.

Casual leave

Casual leaves of absence of up to 48 hours per week are available to all residents and are permitted throughout the year in addition to vacation or medical/psychiatric

DISCHARGE

Vacating room

Where possible, you shall vacate your room by 11 a.m. on the scheduled day of discharge.

When the Villa/Lodge initiates your discharge, it will do so in compliance with the requirements of the Fixing Long-Term Care Act.

Removal of personal effects
Family members or designated representatives must empty the room within 24-hours of a resident's discharge or death. The representative will notify the staff if they are unable to perform this task.

Temporary storage of personal effects
In special circumstances and for a small weekly fee, the Villa/Lodge will offer temporary storage (maximum of two weeks) of your belongings to allow your family time to make suitable arrangements for removal. The Villa/Lodge is not responsible for loss or theft of items left in storage.

All packing boxes must be sealed and dated by the family. The fee for storage is $20.00 per week. Should your family not remove the items within two weeks, the Villa reserves the right to dispose of the items at a cost of $100.00 (which includes the storage fees) to be charged to your account.

In lieu of storage, the Villa/Lodge will, at your family's request, make arrangements for disposal of your belongings. The cost for disposal is $100.00 and will be charged to your account.

Although the Villa/Lodge appreciates offers by families to donate your personal belongings, we are unable to accept them due to limited storage space.

Section 6 – Health and Safety

SAFETY AND SECURITY

Least Restraint Policy
In keeping with our values of dignity and respect, our philosophy of least restraint supports your right to freedom of movement as part of achieving the highest quality of life. Physical restraints may include full bed rails, lap belts and wheelchair tables.

Restraints are used only when all other alternatives have been used and when necessary for your safety or the safety of others. There must be a physician's order and an informed consent from you or your substitute decision maker (refer to enclosed pamphlet). The facility's, "Least Restraint" policy is publicly posted in the Lobby. Residents and families may also request a personal copy through the Director of Care.

Call Bell System
Our call-bell offers features that support safety as well as security. Call buttons are available in each bedroom, bathroom, tub room and shower room. To request assistance, simply press a button. Staff members are expected to respond to call bells promptly.

Roam Alert
This system helps promote a safe environment for residents who are known to wander and may be at risk of exiting the Home unsupervised. When a resident approaches an exit, an alarm will sound and the door (if closed) will automatically lock. The door will stay locked until a staff member enters a code into a keypad. The tag number of the resident who is exit-seeking is also displayed on the wall-mounted receiver near the exit.

Restricted Access After Hours
Access to the building is controlled by a magnetic lock and keypad system. The main doors of the facility are unlocked between 5:30 a.m. to 9:00 p.m. A receptionist monitors the door and greets visitors Monday to Friday from 8:30 a.m. until 4:30 p.m. Instructions for entering and exiting the main doors are posted at the entrance.

Anyone who wants to enter the facility after 9:00 p.m. must press a buzzer in the entrance vestibule. Staff will verify that the person who has buzzed is an expected visitor (using a camera located in the front lobby and a television monitor in one of the neighbourhoods) and, if it is safe to do so, will allow that person access to the building.

In addition, all doors leading to service areas in our buildings are equipped with locks to restrict unsupervised access by residents and the public.

Security Cameras

Security cameras have been installed both inside and outside our buildings to protect resident and staff safety, as well as, to detect or deter, and assist in the investigation of criminal activity on our premises.

We have done our best to balance the right to privacy with the organization's need to ensure safety. Here's how we've done that:

- Security cameras are not installed in resident rooms.
- The security cameras are installed in places where it would be impossible to capture an image from inside a resident's private living space or any other private space (e.g. change room).
- All the security cameras installed are clearly visible.
- Security cameras do not capture sound, so conversations remain entirely private.
- Panning cameras monitor our entrance, exits and parking lot. It is important that we can see these areas at all times, particularly at night when there is no receptionist on duty.

EMERGENCY PREPAREDNESS

Emergency Codes

An emergency is a situation that requires a specific and immediate reaction. Emergency Codes are called over the public address system to alert people within the building about what type of emergency has occurred and where it has occurred. If you hear an emergency code called over the PA system, you can trust that staff members are already actively responding to it and will tell you where you need to be, what they need to do and/or what they need to know.

Fire Safety

Building Design

Higher construction standards mean that new health care facilities are designed to aid staff in the quick identification and confinement of fires. This should also result in a reduced need to evacuate occupants in the case of a fire emergency.

Some of the fire safety features in our building include:

Fire & Smoke Barriers	The fire doors that separate each area or "zone" in the building will prevent fire from spreading beyond that point for approximately TWO HOURS. Fire and smoke doors will close automatically when the fire alarm is triggered.
Automatic Sprinkler System	Sprinkler heads are located throughout our facility Sprinklers are activated by heat and can prevent or delay the spread of fire beyond the immediate area of the fire.
Emergency Power and Lighting	In the event of a power failure, an emergency generator system will ensure lighting in certain areas (to improve visibility) as well as an electrical power source for essential medical equipment.
Automatic Fire Announcement System	Whenever a sprinkler, smoke detector or manual "pull station" is activated, the fire alarm will automatically begin to sound (continuous rings). If there is smoke in a resident's room, the fire system will be triggered and the light over the door will alternately flash red and amber to identify the exact location of the fire.

Staff Training and Drills

Your safety is of paramount importance. All staff are trained to respond quickly and appropriately in the case of a fire (Code Red) and, if necessary, to evacuate all occupants of the building (Code Green). We practice fire procedures monthly because we believe that knowing and understanding our fire plans will provide residents with a sense of confidence and security in their home.

Fire Prevention

In spite of the special construction features noted above, prevention is the real key to fire safety. You can help to prevent a fire in the following ways:

- Know and abide by the No Smoking policy;
- Do not use extension cords in the room;
- Have all electrical equipment (new or used) approved for use by our Environmental Services staff before plugging it in;
- Keep exits and fire doors clear of obstruction; and,
- If you observe others not obeying fire safety rules, inform a staff member immediately.

What to do if you discover a fire

If you discover a fire, call for help and activate the nearest manual pull station (located near any illuminated red "EXIT" sign).

Once the alarm has sounded:

- Do not panic.
- The staff will begin to close windows and doors.
- Staff will also give you direction as to where you should wait for further instructions.
- If evacuation is necessary, staff will provide assistance.

What to do if you hear a FIRE ALARM (CODE RED)

1. Stop what you are doing immediately.
2. If inside a room, remain there until the CODE RED is cancelled ("Code Red All Clear" announced three times).
3. If in the hallway, return to your room or go to the nearest dining area.
4. If in doubt, ask a staff member to direct you.
5. Keep all doors and windows closed.
6. Do not block the doors or entrances.
7. **Do not use the elevators.**
8. If the bells stop ringing, do not resume activities until you hear the announcement: **CODE RED ALL CLEAR; CODE RED ALL CLEAR; CODE RED ALL CLEAR.**
9. Follow directions from staff.

Evacuation

Evacuation routes are posted throughout the facility. If a partial or full evacuation of the facility is necessary, staff members will tell all residents what they need to know, where they need to be and what else they might need to do to prepare. Staff will assist residents with the evacuation to ensure their personal safety. It is important that staff know where all residents are at all times.

ZERO TOLERANCE FOR ABUSE AND NEGLECT

We do not condone or tolerate resident abuse or neglect of any kind (physical, verbal, spiritual, financial, sexual, or emotional). This includes abuse or neglect by staff, families, volunteers, visitors or other residents as outlined in the facility's "Zero Tolerance of Abuse and Neglect" policy. Though a hard copy of the policy will be provided to all residents along with this handbook, a summary of it is provided below.

Reporting
Residents and families are encouraged, and have the right, to report abuse or neglect to the Director of Care/delegate.

Staff, Students and Volunteers who witness, become aware of, or suspect resident abuse or neglect **are obligated to report it immediately** to the Director of Care/delegate who will in turn investigate and report to the Ministry of Health & Long-Term Care.

If any of the following are reported, the Villa/Lodge must notify the Ministry of Health and Long-Term Care:
- Improper or incompetent treatment or care of a resident;
- Abuse by anyone or neglect by the licensee or staff;
- Unlawful conduct that affects or may affect a resident;
- Misuse or misappropriation of resident's money or property; or
- Misuse or misappropriation of funding provided to the facility.

No one is permitted to discourage another person from reporting abuse or neglect.

All reports of abuse or neglect will be kept confidential to the extent possible, subject to the need to conduct an effective investigation or to take action to comply with the *FLTCA* or other law.

Protection from retaliation
The Villa/Lodge will protect anyone who reports (in good faith) alleged, suspected or witnessed cases of abuse or neglect from any form of retaliation. The facility's, *"Staff Reporting and Whistle-Blowing Protection Policy"* is publicly posted in the Lobby. Residents and families may also request a personal copy through the Director of Care.

Anyone who experiences, witnesses, becomes aware of retaliation against a person for reporting abuse or neglect should report it to the Director of Care immediately.

Any staff, student or volunteer who retaliates, threatens a resident or discourages a report of abuse/neglect may be subject to disciplinary action up to and including dismissal.

Retaliation includes:
- Dismissal, discipline, suspension, or punitive action without just cause; and/or
- Intimidating, coercing or harassing anyone.

Investigation and resolution
Upon a report of alleged, suspected or witnessed abuse or neglect, immediate appropriate action will be taken to ensure that the resident is no longer at risk of abuse or neglect.

The Villa/Lodge will initiate a thorough, equitable and confidential investigation every time a report of alleged, suspected or witnessed abuse or neglect is made.

Staff Safety
We will provide a safe, healthy, and supportive environment for all members of our workplace community. We refuse to tolerate any type of violence, harassment or sexual harassment in the workplace.

INFECTION CONTROL

The Villa/Lodge is diligent in working to prevent and manage infections.

Hand washing
Hand washing is the best method to prevent infections. We are expected to wash our hands before and after touching you or anything in your room. We also do our best to ensure that all residents wash their hands before eating, after toileting and when soiled.

We encourage visitors to wash their hands:
- Every time they enter or leave the building
- Before they touch you or anything in your room
- When leaving your room

Hand sanitizer dispensers are located at the entrance/exit to the building,inside every resident's room and throughout the building. To wash hands with soap and water, visitors can use the public washrooms located throughout the building. After washing, a paper towel should be used to turn off the taps and open the bathroom door to keep hands clean.

Immunization
Immunization is important for all seniors. It is recommended that seniors receive:
- A tetanus booster every 10 years.
- A pneumococcal vaccine at the age of 65 or over.
- A shingles vaccine (Zostavax) at the age of 50 or over; and
- A flu vaccine for seasonal influenza every autumn.
- Full Covid vaccination and boosters

It is especially important that individuals who are frequent visitors to long term care facilities receive flu vaccines every autumn. The flu vaccine is the single most effective way of preventing the flu. Please check with your family doctor.

Tuberculin testing
As a condition of admission, all residents of the Villa/Lodge must be tested for the presence of tuberculosis. Residents who are over the age of 65 must have a chest x-ray within 14 days of admission and residents under the age of 65 must have a tuberculin skin test. Residents under the age of 65 who are known to be positive reactors to the tuberculin skin test will be sent for a chest x-ray instead of having the

Food preparation and handling
In addition to being personally clean and well groomed, employees working with food hold Food Handlers certification and are expected to conscientiously observe safe food handling practices.

Temporary restrictions on visiting
Family members and visitors may be asked not to visit the Villa during an infectious disease outbreak. The purpose is to protect both residents and visitors from exposure to illness and reduce the spread of disease.

Family members and visitors should not visit if they have colds, fever, vomiting and/or diarrhea. Children exposed to chickenpox should not visit. The residents can acquire these infections easily.

Section 7 – Other Important Information

Visitors
Every attempt is made by the organization to ensure safe visitation for patients, families and staff. Normal visiting hours are 7:00 am – 8:00pm, unless otherwise stated. Palliative patients or residents have the right to have family and friends present 24 hours per day with the approval of the Clinical Manager or the Administrator / Site Administrator. Visitor logs, including the name and contact information of the visitor, time and date of the visit, and name of the resident visited will be maintained for a minimum of 30 days.

More information can be found in the Visitor Policy.

Scent free environment
The organization promotes a healthier and more comfortable environment and has a Scent Free Environment policy in place to eliminate the impact of scents and fragrances on individuals who may be sensitive to them. Please refrain from using scented products. (e.g. perfume, cologne, body lotion, scented laundry products).

Smoke free facility
Smoking is not allowed in the facility. There is a designated smoking area outside the facility in accordance with the Smoke Free Ontario Act (2006) and the City of Greater Sudbury Bylaw # 2002-300. Access to the outdoor designated smoking area is governed by our smoking policy which is available upon request.

Parking
We are very fortunate to be able to offer free parking to our visitors, however parking is not allowed on FIRE ROUTES (FIRE sign and hydrants) and other designated no parking areas. This will be strictly enforced.

The Villa assumes no responsibility for damage or theft from any vehicle parked on its properties. It is recommended that vehicles be kept locked at all times.

Alcohol usage
Although permitted under certain circumstances, alcohol should be used cautiously due to possible adverse reactions with medications, thus presenting a health risk. A physician's order is required for residents who wish to consume alcohol. Residents and families must turn in alcoholic beverages to the RPN in the neighbourhood for safe keeping.

Gifts, favours and other benefits
Staff, volunteers, students and other people affiliated with the organization cannot accept:

- Any gifts, hospitality or any other favor of more than token value ($20), or
- Cash in any amount.

Though the offer of such gifts, favours or benefits is appreciated, to accept these would be considered a conflict of interest. Cards of thanks and donations to St. Joseph's Foundation of Sudbury are gratefully accepted.

Cell phones
Cell phone conversations can be disruptive to residents who are trying to rest or concentrate on their activities. As a result, we ask families to limit their use of cell phones to public areas.

Pictures and video
We sometimes take pictures of our residents who are involved in activities. Upon admission, residents are asked to sign an Audio Visual/Interview Consent Form. This form gives the organization permission to take photographs of the resident at events and use these for very specific purposes. You may withdraw your consent for audio/visual use at any time. Staff, volunteers and students are not allowed to take photographs of you with their personal cell phones or cameras. If this happens, please report it to the Director of Care/designate.

Cell phones also have built-in cameras and video cameras that could result in privacy breaches. Like you, our staff and other residents have the right to privacy. Please do not take pictures or video of our staff or other residents unless you have verbal permission to do so from all of the people who will be photographed or videotaped. In addition, please do not post your pictures or videos on picture sharing or social media sites unless you have been given verbal permission to do so.

Private Care Service Providers
You are permitted to hire individuals or companies to provide specific services.

If you are interested in contracting with a Private Care Service Provider (e.g. private duty nurse, chiropractor, foot care nurse, dental hygienist, massage therapist, etc.), you must speak with the Registered Nurse or Director of Care before doing so. They will provide you with an outline of your responsibilities as the contractor of this service and explain key areas of the policy to you.

Noise Levels

Loud voices, televisions, radios and media players have been perceived as bothersome by some residents. Residents will be expected to keep the volume of conversations and electronics at respectful levels. For the purpose of facilitating quality sleep, devices must be turned down or off after 9:00 p.m. If the resident suffers from a hearing deficit, the resident/substitute decision maker may be requested to supply earphones/headphones.

Section 8 – Services

Physician Care
You may receive care from our attending physician OR retain your own Physician or Nurse Practitioner to conduct physical examinations and assessments or provide services after hours. *Note: All Physicians and Nurse Practitioners must sign a written agreement with the Villa before attending to a resident and must adhere to the policies and procedures of the organization, including provision of on-call coverage after hours.*

If you wish to see a physician, please tell a member of your care team. On days when the physician is on site, please remain in your home area if you wish to see the physician

Nursing Care
Nursing care is provided 24 hours per day to meet your personal care needs (i.e. bathing, grooming, medication, etc.). Our nursing services are offered by RNs Registered Nurses (RNs), Registered Practical Nurses (RPNs) and/or Personal Care Assistants (PCAs).

We work within a primary assignment model, striving to maintain continuity of care. This model supports the establishment of strong relationships between you and staff, providing consistency and familiarity in caregiving.

Medication Management
The Villa uses a pharmacy service under the direction of a registered pharmacist. All drugs and drug products are supplied by an accredited pharmacy. By regulation, medications cannot be purchased or obtained from a source other than the pharmacy with which the Villa has a signed contract. You or your family members are not permitted to bring in medications from home or other sources. Only registered Staff, (RNs, RPNs) are allowed to administer medications as directed by a physician.

You may not have medications at your bedside or in your room without a written order from your physician. Medications and instructions will be provided for you if you will be away from the Villa on a casual or vacation leave. Nursing staff require advance notice of these leaves so that the required amount of medication can be packaged and dispensed.

Not all medications are covered by the Ontario Drug Benefit Program (ODB) or the Government Pharmacy. There may be charges for drugs not covered by the Government. You will be notified if your medication is not covered.

Laboratory Services
Laboratory services are provided onsite by LifeLabs. Specimens are collected onsite twice weekly and then processed in their off-site laboratory. Urgent requests for blood work can be accommodated through a relationship with the Emergency Department Outreach Service at Health Sciences North to ensure acute and complex conditions can be effectively managed in a timely manner, with minimal need to transfer residents to the emergency department. All results are available to the ordering clinicians through the electronic lab reporting system.

Diagnostic Imaging
Tests such as X-rays, CAT scans, and MRIs are conducted off-site, usually at Health Sciences North. Urgent testing is available through the Emergency Department Outreach Service at HSN. Non-urgent tests are arranged on an appointment basis. Results are available to the ordering clinician via the electronic reporting system.

Therapy/Rehabilitation
Mobility and functional independence are vitally important. We help you maintain and/or restore your strength, endurance, and functional abilities by referring you to physiotherapists, occupational therapists, speech language pathologists and/or dietitians as required.

Dental Care
Arrangements can be made for dental care. We recommend an annual examination by a dentist for all residents. Dentures should be engraved prior to admission.

Foot Care
Foot care needs are assessed upon admission. Basic foot care is provided as part of routine nursing care. Advanced foot care is available through a contracted service provider, at a pre-established rate, which is charged directly to you.

Optometry Services
Each resident has access to on-site optometry services. All new residents are offered optometry services at the time of admission. Services can be accessed for annual assessments, selection of glasses, as well as assessment of any ocular concerns that may arise.

Please refer questions to the Director of Care.

Food and Nutritional Services
The Food Services Department is responsible for providing meals and nutrition services to our residents. The daily menu offers two seasonally appropriate entrée options at each meal. In addition to meals, snacks are regularly available and

nourishment carts pass through each neighbourhood two times daily. A dietitian is available to provide individualized counseling for residents with special dietary needs.

Families are welcome to join residents for meals (for a fee). Meal tickets may be purchased from the Receptionist. Meal tickets must be purchased at least twenty-four hours in advance.

Please refer questions to the Food Services Manager.

Vending Services
For your convenience, vending machines are available in the Town Square.

The vending machines are operated by the St. Joseph's Auxiliary. Your support is greatly appreciated.

Life Enrichment
The Life Enrichment Department is committed to providing high quality leisure experiences to support your social, emotional, physical, cognitive and spiritual needs. Qualified staff offer a wide variety of recreation and restorative care programs to encourage you to maintain strength and flexibility, take pleasure in social interactions and continue to pursue life-long interests. Participation in familiar and enjoyable leisure activities provides a sense of purpose and satisfaction in life.

You set your own personal goals for leisure and restorative activities. Staff may involve families, friends, students and community volunteers to assist in achieving these goals. A variety of large-group, small-group and individual activities are available throughout the facility and out in the community. Activities may include horticulture, exercise, crafts, discussion groups, baking, videos, talking books, puzzles, computers, woodworking programs and community outings. You will also have access to outdoor gardens or balcony areas.

Recreation committees review current programs and develop new initiatives based on the interests and preferences of our residents and patients. Monthly calendars detailing regularly scheduled and special events are posted throughout the Villa and on our website. Please refer questions to the Life Enrichment Assistants in your neighbourhood.

Seeing the Doctor

If you need to see the doctor, you must book an appointment with the Nurse (RN). You could do this by calling the extensions for the specific floors the resident is on. These extensions are provided upon admission. The RN will book a time for you.

Social Work Services

Our Social Worker is available to help you and your family deal with personal and sometimes legal issues such as adjusting to new surroundings, coming to terms with health concerns, preparing Powers of Attorney or arranging for capacity assessments. As part of our inter-professional team, our Social Worker is also involved in admission and discharge planning.

The Social Worker provides psychosocial assessment and appropriate interventions to assist you in achieving optimum recovery/rehabilitation and quality of life. The Social Worker also works with you and your family to plan for discharge back to the community.

Please refer questions directly to the on-site Social Worker.

Spiritual and Religious Care (SRC)

Critical to our commitment to living our Mission, Vision and Values is respecting, honouring, and serving your diverse spiritual and cultural needs. We believe in caring for the whole person …body, mind and spirit. Our on-site Chaplain is theologically and clinically trained and adheres to a strict code of professional ethics. The Chaplain manages spiritual and religious care services and facilitates related activities and special events**.**

Spiritual care means tending to people as they seek to discover and nurture their own inner resources, strengths, values and beliefs. This process may involve responding to people's need for the rites and practices associated with their faith communities.

The Chaplain is integral to our inter-professional approach to care. Whether it is care planning at the time of admission, ethical support during crisis, or palliative and end-of-life care, the team provides emotional and spiritual encouragement. The Chaplain leads Celebrations of Life to honour deceased residents and to provide opportunities for friends and family to reminisce and be thankful for the presence of that person in their lives.

The Villa has a chapel on the main floor adjacent to the Town Square. Everyone is welcome to attend services or to use the chapel for private prayer and reflection. Roman Catholic liturgies and inter-denominational worship services are scheduled on a regular basis.

Seasonal multi-faith worship services are held throughout the year. They include the annual Service of Remembrance and other special events.

Referrals for individual clergy and chaplaincy support and advocacy are accepted formally and informally from you, your family members, staff and volunteers.

Please direct questions about these services to our Chaplain.

Palliative Care Services/Guardian Angel Program
Palliative residents often want to remain at the Villa rather than go to a hospital. Our Guardian Angel Program ensures that:

- Our staff are trained to provide compassionate and competent palliative care;
- We have volunteers who are specifically trained to support residents and their families in end-of-life care;
- Families and clergy are free to visit whenever they wish.
- Family members are encouraged to be with and support residents at this time; and,
- A cot is available for families who wish to remain with their loved one.

Please refer questions to the Chaplain.

Ethics Consultation/Resource
An Ethics Consultation/Resource service is available to staff, physicians, residents, students and volunteers when ethical concerns arise.

Please contact the Social Worker for assistance and advice.

Financial Services
Invoices for accommodations and incidental charges are prepared monthly. Direct withdrawal options are available.

Our Business Office is available to assist with annual subsidy applications for eligible residents in basic accommodations.

We recommend that you keep a minimal amount of money on hand in your room at any time. For your convenience, a Trust Account offers security and easy access to spending money and operates the same way as a Bank account. Money is deposited for safekeeping and can be withdrawn at your discretion at the reception desk during business hours. Staff from the Business Office will explain the advantages of this service. Trust account statements are provided monthly or as requested.

The Business Office is located on the ground floor of St. Joseph's Villa at the South Bay site.

Please refer questions to the Business Office.

Wheelchair/Walker Services
For residents who require wheelchairs, walkers, or other mobility devices but do not own them, equipment loans are available for up to two weeks. During this timeframe:

- The resident will be referred to an Occupational Therapist for assessment and assistance with selection and ordering (if required); and,
- The resident/family will be required to make arrangements for a rental or purchase of the recommended equipment. *Note: If a resident qualifies for financial assistance, staff will submit a referral to the Ontario Assistive Devices Program on their behalf.*

An equipment maintenance/repair program is in place. The cost of repairs is the responsibility of the resident/family.

Please speak to the Physiotherapist or Physiotherapy Assistant in your neighbourhood to borrow equipment or start the referral process for an Occupational Therapist.

Hair Salon Services
The hair salon is located adjacent to the Town Square. A list of fees and services is posted outside the salon.

Laundry Services
Laundry and labelling services are provided to all residents. Please remember to drop off all new clothing in the laundry room, the reception office, or the nursing station for labelling Clothing requiring specialized care (such as dry cleaning) is the responsibility of the family.

Please refer questions to the Environmental Services Manager.

Telephone, Television/Cable, and Computer Services
The Admission Coordinator assists residents with arrangements for in-room phone, internet and cable services at the time of admission. Service requests or changes after admission can be done with the Admission Coordinator at Ext. 1023.

Telephone and cable charges are added to the resident's monthly invoice. The Villa is not responsible for closing personal contracts with previous service providers. Residents' phone numbers are not published in local telephone directories, but may be posted on an internal directory with the resident's consent. A resident may request to have their phone number de-listed from the internal directory at any time by contacting the receptionist.

Televisions are conveniently located in the lounge areas of each neighbourhood. Computers are available for you to use in a common centralized area on level 2 of the Villa.

You are encouraged to bring your personal computer to use at the Villa. Charges related to internet connection and or computer repairs are the responsibility of the resident.

Volunteer Services

The Villa could not operate without the help of our devoted and compassionate volunteers. They support a variety of services and programs and make an incredible difference in the lives of our residents. Whether they are helping with spiritual and religious care services, restorative programs, or life enrichment activities, our volunteers go above and beyond when it comes to caring…beyond the moment.

Volunteers undergo a strict screening and interview process similar to our hiring process for staff. They provide references and police record checks, have TB tests and any required vaccines and boosters. They also participate in a general orientation program and follow established policies and procedures in the same manner as employees.

Please direct questions to our Volunteer Services Coordinator.

Student Services

The Villa hosts a variety of student placements to provide an opportunity to develop skills required to work in Long Term Care. Residents have the right to accept or refuse care from students at any time.

Please direct questions to our Volunteer Services Coordinator.

Section 9 – Key Contacts

To speak with a member of our team at St. Joseph's Lodge, dial (705) 282-2007 and you will be directed to the appropriate person.