



*A place for Living.
A place for Caring.*

RETIREMENT HOME

INFORMATION

PACKAGE

Home address (street location and mailing):

Kingsway Lodge
310 Queen St. East
R.R. #6
St. Marys, ON N4X 1C8

Department Managers:

Name & Title	Role	Contact information
David Palmer, Administrator	Senior manager who oversees all aspects of the operation.	david@kingswaylodge.com, 519-284-2921 ext. 221
Amber Forrester, Director of Residential Living	Manages accommodation, staffing, and service coordination for the Retirement Home.	amber@kingswaylodge.com, 519-284-2921 ext. 243
Zoie Thompson, Director of Resident Care	Manages medical and clinical services for the Retirement Home.	zoie@kingswaylodge.com, 519-284-2921 ext. 222
Laura Denomme, Assistant Director of Resident Care	Assists with the Management of medical and clinical services for the Retirement Home.	laura@kingswaylodge.com, 519-284-2921 ext. 240
Lori Johnson, Director of Food Services	Manages the meal and snack service and satisfaction for the Retirement Home.	lori@kingswaylodge.com, 519-284-2921 ext. 226
Jackie Ziegler, Director of Environment	Manages the housekeeping and laundry services in the Retirement Home.	jackie@kingswaylodge.com, 519-284-2921 ext. 228
Laurie Smith, Director of Activities	Manages the recreation programs and activities in the Retirement Home.	laurie@kingswaylodge.com, 519-284-2921 ext. 230

Applicable legislation:

The Retirement Home is a residential “care home” within the meaning of the Residential Act, 2006. As such, both the Home (as a landlord) and its residents (as tenants) have specific rights and obligations under the *Residential Tenancy Act, 2006*.

The Home is also a “retirement home” licensed pursuant to the *Retirement Homes Act, 2010*, which outlines the rights and obligations of such licensed retirement homes and their residents.

While the rules and regulations of both the *Retirement Homes Act, 2010*, and the *Residential Tenancies Act, 2006*, apply, nothing in the *Retirement Homes Act, 2010* overrides or affects the provisions of the *Residential Tenancies Act, 2006* that would otherwise apply with respect to the home as a care home.

The Retirement Homes Regulatory Authority:

The Retirement Homes Regulatory Authority (the “Authority”) has been established under the *Retirement Homes Act, 2010*, for the purposes of licensing and regulating the operations of retirement homes in Ontario.

The role of the Authority includes:

- a. Administering the *Retirement Homes Act, 2010*, and its regulations including the overseeing their enforcement, for the purpose of ensuring that retirement homes are operated in accordance with the Act and regulations;
- b. Educating licensees, consumers and the public about matters relating to the *Retirement Homes Act, 2010* and its regulations, including the requirements applicable to licensees, the prescribed care and the safety standards for retirement homes, the rights of residents and best practices for the operations of retirement homes;
- c. Providing information about retirement homes;
- d. Advising the Minister Responsible for Seniors on policy matters relating to retirement homes; and
- e. Carrying out any other duties or powers assigned to it under any Act by the Minister Responsible for Seniors

The Retirement Home Regulatory Authority can be reached at 1-855-275-7472.

Licensee Information:

A license to operate the Home has been issued pursuant to the *Retirement Homes Act, 2010* to the following licensee:

Organization name: Kingsway Lodge (St Mary’s) Limited

Contact phone: 519-284-2921

Contact email: info@kingswaylodge.com

Residents Bill of Rights:

Every resident of a retirement home has the following rights which constitute the Residents Bill of Rights, which the Licensee shall ensure are fully respected and promoted:

1. The right to know what care services are provided in the Residence and how much they cost; be informed in advance of any increases in charges for care services provided in the Residence.
2. Receive advance notice of a decision of the Licensee of the home to discontinue providing a particular care service.
3. Have the Licensee of the Residence take reasonable steps to facilitate the resident’s access to any external care providers that the resident needs, if the resident receives a notice that the Residence will discontinue providing a particular care service and the resident indicates that he or she is going to continue to reside in the Residents; and have the Licensee of the Residence take reasonable steps to find appropriate alternate

accommodation for the resident, if the resident receives a notice that the Residence will discontinue providing a particular care service and the resident indicates that he or she is going to cease to reside in the Residence.

4. The right to apply for publicly funded care services and assessments.
5. The right to be informed about and to apply for care services and assessments from an external care provider.
6. The right to have his or her choice of care services provided by staff who are suitably qualified and trained to provide the services.
7. The right to, participate fully in making any decision concerning any aspect of his or her care; participate fully in the development, implementation, review and revision of his or her plan of care, and give consent to any treatment, care or service for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent.
8. The right not to be restrained except in accordance with common law.
9. The right to be afforded privacy in treatment and in caring for his or her personal needs.
10. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
11. The right to have his or her lifestyle and choices respected and to freely pursue his or her social, cultural, religious, spiritual, and other interests as long as the resident's lifestyle, choices and pursuits do not substantially interfere with the reasonable enjoyment of the Residence for all usual purposes by the Licensee and other residents.
12. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Retirement Homes Regulatory Authority or any other person without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else.

Licensee Policies Required by Regulation to Include in the Information Package:

Zero Tolerance of Abuse and Neglect

Kingsway Lodge has an applicable policy, *ADM 5027 Resident Abuse and Neglect*, which defines the forms of abuse and neglect, outlines the organization's reporting and investigation process, and details zero tolerance for confirmed cases of abuse and/or neglect.

Complains Procedure

Kingsway Lodge policy *ADM 008 Reporting Assessment and Resolving of Resident Complaints* deals with the complaint process. A complaint may be issued firstly to the Charge Nurse on the relevant resident floor, where the complaint is relayed to the Director of Resident Care. Should the Director of Resident Care be unable to manage the complaint, the home's Administrator will manage the complaint. A complaint may also be submitted through Kingsway Lodge's website, as well as emailed to concerns@kingswaylodge.com. A complaint may also be made to the Ministry of Long-Term Care (1-866-434-0144).

All complaints are fully investigated, and the complainant receives follow-up about the outcome.

Personal Assistance Services Devices

Kingsway Lodge policy *RH 09-01-60 Personal Assistance Services Devices* deals with the assessment, care planning, implementation, monitoring/evaluation, and documentation of these devices. All personal assistance services devices (PASDs) must be approved by the resident or substitute decision maker as well as the resident's physician, and must follow a rigid process to implementation, including trying non-restraining alternatives first. The use of these devices is reassessed regularly.

Whistleblowing Protections

Kingsway Lodge adheres to the Ontario Regulation under the *Retirement Home Act, 2010*, which states:

115 (1) No person shall retaliate or threaten to retaliate against another person, whether by action or omission, because any person has disclosed anything to the Registrar or an inspector or has provided evidence that has been or may be given in a proceeding, including a proceeding in respect of the enforcement of this Act or the regulations, or in an inquest under the Coroners Act. 2010, c. 11, s. 115 (1).

Residents Council

Kingsway Lodge's Retirement Home has a long-established Residents Council with the goal to "act as a communication body representing the needs of all the Residents, striving to maintain and improve their quality of life."

The Council meets monthly, supported by a Kingsway Lodge staff member. Council recommendations are sent to the relevant managers for action.

Residents Agreement

The Licensee must enter into a written Residency Agreement with every resident before that resident can commence residency in the Residence. A copy of the Residency Agreement has been provided to you with this Information Package.

Care Support Offered in the Home

The following care support services are provided in the home:

- 24hr emergency response via voice communication system by on-site staff, including Registered Nurses
- Daily Medical/Nursing supports including:
 - Medication administration and monitoring
 - Round-the-clock supervision of nursing and medical requirements
 - Call Bell monitoring
 - Assistance with bathing in our whirlpool tubs
 - Minor dressing assistance
 - One-person transfer assistance
 - Minor assistance with daily personal hygiene
 - Infection prevention and control monitoring
- Three daily meals served in our historic dining rooms

- Snacks provided throughout the day
- Full Activity Program, including outings, to promote wellness and vitality
- Weekly housekeeping of suites, with daily garbage pick
- Housekeeping of common areas
- Personal Laundry services provided
- Clean linen and towels provided as needed
- Fireside Lounge
- Maintenance service for move-in and ongoing repairs

External Care Providers

Residents in the Retirement Home may purchase or apply for care services, other services, programs or goods from an external care provider of their choice. There will be no reduction in the care and support services program as contracted in their agreement.

Residents who purchase or contract services from an external provider are responsible at all times to ensure their service provider respects and maintain the following practices:

- Liability insurance for their business
- Ethical and professional conduct at all times within the Residence
- No interference with other residents or general activity of the residence
- No solicitation
- Privacy of information within the residence
- General safety requirements regarding their work and its impact on others
- Making their presence known by signing in/out of the residence
- Adheres to the residence infection prevention and control policies

Reduction or Discontinuation of Care Services

In the unlikely event that it is necessary to reduce or discontinue the care services made available to residents, the Licensee will ensure that residents receive proper notification and assistance.

The licensee will not reduce the care services that it makes available in the home, directly or indirectly, to residents unless the Licensee,

- (a) Has delivered directly to each resident a written notice indicating the date the reduction will take effect, with at least 90 days' notice.
- (b) Has given the substitute decision maker (if any) of each resident the same written notice given to the resident.

The Licensee will not discontinue care services and cease operating home as a Retirement Home until it has:

- (a) Given the Registrar a transition plan at least 120 days before the home ceases to be operated as a Retirement Home.
- (b) Delivered directly to each resident a written notice indicating the date the home will cease to be operated as a Retirement Home, with at least 120 days' notice

- (c) Given the substitute decision maker (if any) of each resident the same written notice provided to the resident.
- (d) If a resident so requests, has taken reasonable steps to find appropriate alternate accommodation for the resident or to facilitate the resident's access to any external care providers that the needs.

The licensee will also comply with any additional obligations with respect to terminating a tenancy in a care home which are required by the *Residential Tenancies Act, 2006*.

Ontario Health atHome

Ontario Health atHome coordinates in-home and community-based care by assessing patient care needs, and deliver in-home and community-based services to support health and well-being. Ontario Health atHome also provides access and referrals to other community services, and manage Ontario's long-term care home placement process. They collaborate with primary care providers, hospitals, Ontario Health Teams and many other health system partners to support high-quality, integrated care planning and delivery.

Ontario Health atHome help patients, their families and caregivers when they need services, support and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity in the setting of their choice

Local Ontario Health atHome contact information:

65 Lorne Avenue East
Stratford, ON, N5A 6S4
Fax: 519-273-2847

**ACKNOWLEDGEMENT FORM
RECEIPT OF INFORMATION PACKAGE**

I acknowledge that this Information Package (Section 1 of the Resident Handbook) was given to me prior to signing a Residency Agreement.

Name of Resident

Signature of Resident

Or Responsible Party/Designate

If Responsible Party – Relationship to Resident

Date Received

Witness and Position

cc. Residents Business File (with Residency Agreement and Care Home Information Package)