



Welcome To Kingsway Lodge!

On behalf of our staff and volunteers, it is my pleasure to welcome you to Kingsway Lodge.

The following Resident and Family Handbook has been assembled to provide basic information on what to expect in long-term care. The care team at Kingsway Lodge can assist with any further questions, comments, or concerns.

We are looking forward to getting to know you and your loved ones as we work together to provide you with the best possible care and service to enable you to experience a meaningful quality of life. To facilitate this, we encourage you to become as involved in your care as possible, further recognizing that family members or guardians play an important role in the health, well-being and care of their loved ones. We value and appreciate your involvement.

The trust that you have placed in us to provide care and support is one that we take seriously. We commit to you that we will continuously strive to meet your needs in a professional, compassionate, and respectful manner.

Sincerely,

David Palmer
Administrator

How to Reach Us:

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Director of Environmental	Jackie Ziegler	228	jackie@kingswaylodge.com
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Service or Location	Extension
1 st Floor Nursing Station	610
2 nd Floor Nursing Station	620
3 rd Floor Nursing Station	630
Kitchen	227
Laundry	229
Physiotherapy	245
Salon	533

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Organizational Information

Your new address is:

(Your Name)

Kingsway Lodge

310 Queen St E, RR #6

St Marys, ON N4X 1C8

Our Main telephone number is: **519-284-2921**

Our Vision

We are visitors in their home

A Place for Living

A Place for Caring

A community within the community of St. Marys

Our Mission

To continually look for innovative ideas to enhance and enrich our residents, staff and visitors experience at Kingsway Lodge.

How We Conduct Ourselves

Kingsway Lodge aims to develop and maintain a reputation of trust, credibility and public accountability with our residents, staff and community.

We:

- Uphold resident's rights and responsibilities
- Help residents and families deal with difficult healthcare choices
- Operate with respect, honesty, fairness and integrity
- Adhere to the standards of clinical and business ethic
- Respect life

What We Strive to Achieve

- Satisfied residents and families
- Provide services and foster relationships that achieve resident satisfaction, positive outcomes and promote quality of life
- Targeted service development
- Respond to changing client needs
- Promote a respectful, healthy and safe environment that supports quality improvement and service.
- Cost-effective organization
- Manage finances to ensure responsible and sustainable use of resources in service delivery

How We Approach Our Work

- With principles and values
- "Resident-Centered" approach to care
- Client choice and independence
- Team-based service-delivery
- Ongoing quality improvement
- Client, staff, volunteer and visitor safety
- Continuous learning
- Healthy, productive and collaborative work environment
- Family and community partnerships
- Optimum use of resources

Kingsway Life

We recognize that the period of adjustment for you and your family can vary from person to person. It is normal for you and your loved one to take some time to adjust to a new environment. Our goal is to make this transition as easy as possible for you.

Daily routines and the way things are done may seem different from what you are used to. It may not be home, but we try to make Kingsway as home-like as possible.

You and your family will receive an orientation to the home and the area where you will be residing. Our staff are here to support and help you in any way possible and we encourage you to ask any questions, voice any concerns, or request additional information.

Your Care Team

Our staff work together to share information and ideas to provide a high standard of care to assist you to live as independently as possible. You and your family are an important part of the care team. We encourage you to participate in decisions about your care and will provide you with the information that will help you make those decisions. Your care team includes:

Administrator

The Administrator oversees the operation of the home to ensure we meet our goals of providing excellent care for you, our residents.

Director of Resident Care

The Director of Resident Care manages and supervises the care team to ensure that your care follows best practice and Kingsway's policies. The Assistant Director of Resident Care provides further management, and covers when the Director of Resident Care is away.

Nursing Services and Personal Care Services

Kingsway Lodge employs a mix of nursing staff who work collaboratively to encourage and support you to manage your personal care as independently as possible. You will be introduced to many members of this team who will be responsible for coordinating your care.

Registered Nurses (RNs) and Registered Practical Nurses (RPNs) are members of the home's Registered Staff, and certified Personal Support Workers (PSWs) and Compassionate Care Givers (CCGs) provide care in each of the resident home areas.

Registered nursing staff and PSWs are on duty at all times. Registered staff members are assigned to each floor, and are considered the "Team Leader". Team Leaders will be able to address any questions or concerns you may have regarding the care you are receiving. They administer all medications and help residents with medical and health care problems.

The Registered staff, with resident and family involvement, will plan, implement and evaluate the nursing care services you receive.

The PSWs and CCGs work with the registered staff to ensure the residents are given help with their personal care needs. They provide direct care, such as bathing, grooming, toileting, mobility assistance and assistance with meals.

Medical Services

Every resident at Kingsway Lodge is assigned a family physician from the Happy Valley Family Health Team, or may continue with their existing physician at the clinic. A Medical Director oversees medical care by providing health administrative leadership and advisory support. The Medical Director ensures all physicians and the nurse practitioner collaborate to provide high quality medical services.

How often a physician sees you will depend on your health needs. If you have a concern about your medical care, please speak with a member of the care team. The nurse practitioner is a first point of contact for medical issues, who may address the concern directly, collaborate with your physician, or refer the matter to the family physician or a most appropriate health provider.

Pharmacy Services

Pharmacy Services provides you with the medications your physician or the nurse practitioner has ordered. Our care team will keep track of your medications to make sure you get the right dose at the right time. We will notify you and explain whether there are any changes made to your medications. Please ask a nurse or pharmacist if you have any questions about your medications.

Therapy Services

Therapy services are provided based on assessed needs and available resources. You may not require the services of all therapy staff. Your care team works together to ensure the therapy needs identified

are addressed in all aspects of the care we provide. Upon request, we can also provide you with information and contacts for programs and services available in the community.

Occupational therapists (OTs) and therapy assistants help you to do as much for yourself as possible. Following assessment, this may include recommendations for assistive devices or supplies, developing a treatment plan, help with comfort while sleeping, seating and positioning and independence in activities such as dressing, grooming, mobility, eating or communicating.

Physio therapists (PTs) and therapy assistants help you maintain or regain strength, balance, coordination and mobility. Following assessment, this may include a recommendation for individualized programs or participation in appropriate group programming.

Speech-language pathologists work to help you optimize communications, health, independence, quality of life, safety and socialization.

Mobility Services

Mobility products such as wheelchair and walkers are available through our preferred vendor or other mobility vendors in-and-around St. Marys. An assistive device program (ADP) through the Ontario Ministry of Health is also in place where you may be eligible to receive a reduction in the cost of equipment.

Dietitian Services

Kingsway Lodge employs a Registered Dietitian. The Registered Dietitian helps plan your meals according to your nutritional and hydration needs, likes and dislikes, religious practices and cultural customs. The Registered Dietitian reviews the home's menus to ensure they are in accordance with the Canada Food Guide or similar nutritional guidelines.

Director of Recreation

Your Director of Recreation will coordinate the home's special events and social activities that all residents are welcome to join.

Recreation staff will offer you the opportunity to participate in recreation and leisure activities planned for your area. Following assessment, they may also be involved with you individually to ensure that your recreational needs are met.

Your Hospitality Team

Hospitality staff work to provide you with a clean and comfortable dining area and ensure that all mealtimes are pleasurable.

Housekeeping Services

Housekeeping staff work to provide you with a clean, safe and comfortable environment while respecting your personal space. They do this while complying with infection control procedures.

Food Services

The Food Services staff ensures that food products are handled and stored in a safe manner and all food preparation is done in accordance with all legislative requirements. The food services staff work to ensure mealtimes are pleasant and enjoyable.

Laundry Service

Laundry services ensure that your bedding, towels and personal clothing are clean, fresh and in good condition.

Building Services

Maintenance staff keep the buildings, walkways and equipment safe and in good repair. If you bring any electrical items from your home, maintenance staff are required to test those electrical items to ensure they meet safety standards.

Receptionist

Our receptionist assists our home to run smoothly. The receptionist provides general information and clerical support.

Your Safety and Security

Kingsway Lodge promotes continuous learning and quality improvement to further residents' quality of life. We also recognize safety as a foundation for quality of care and service.

Kingsway Lodge believes that safety is a key part of every job within the organization, and promotes an environment in which safety hazards or incidents are immediately reported. We inform and educate residents and families about their role in safety, recognizing that choice and independence must be balanced with potential risk to safety. Kingsway encourages residents and families to help staff identify and report safety issues.

Disrespectful Behaviour

Kingsway Lodge expect all staff, volunteers, residents, family members, visitors and other service providers to treat each other with respect, dignity, honesty and courtesy. Behaviours that go against these expectations will not be tolerated. If you have concerns with how you or another resident is being treated, we strongly encourage you to bring your concern forward to a member of the care team.

All staff members have a duty to protect people in the home from abuse and to maintain a reasonable level of safety. All staff members are required to report any allegations of abuse to the Administrator or Director of Resident Care.

Abuse and Neglect Prevention and Management

At all times, residents shall be treated with respect and dignity by staff, visitors, volunteers, other residents and families. Kingsway Lodge has a zero-tolerance policy on resident abuse and

neglect, and has reporting requirements for witnessing such incidents. All suspected or confirmed incidents of resident abuse or neglect are to be investigated as per policy outline.

A Person who has reasonable grounds to suspect that abuse or neglect has occurred or may occur shall immediately report the information to:

1. Registered staff (i.e., a Registered Nurse or Registered Practical Nurse), or
2. A manager, or
3. Administrator, or
4. The Ministry of Health and Long-Term Care (if LTC resident), via the LTC Action Line: 1-866-434-0144

All employees, residents and families are protected from any form of retaliation or threat of retaliation when they do provide such disclosure.

Recognizable Forms of Abuse and Neglect

Verbal

Verbal abuse means any form of disrespectful or harmful communication toward a resident. Verbal abuse may include swearing, name-calling, cultural or racial slurs, threats or insults, shouting, belittling, degradation, infantilization, sarcasm, teasing, taunting, intimidation, inappropriate tone of voice or manner of speaking which is upsetting and/or frightening to the resident.

Physical

Physical abuse of a resident means any action of physical force or restraint that is contrary to the resident's health, safety or well-being, and which may inflict pain, discomfort and/or injury. Physical abuse may include assault, forced confinement, slapping, pushing, pinching, beating, twisting, shaking, burning, forced-feeding, rough handling, over-medicating, withholding medication, or medicating a resident when it is not medically necessary to do so.

Sexual

Sexual abuse is any non-consensual sexual intercourse, sexual relations, touching, unwanted behavior or remarks of a sexual nature that are sexually demeaning, humiliating, exploitative or derogatory. Inappropriate intimate relationships, such as between a staff person and resident, may also correspond to sexual abuse.

Emotional

Emotional abuse is any action or behavior that may diminish the sense of identity, dignity and self-worth of a resident, or cause stress or distress. This may include threatening or insulting gestures, behaviour or language, imposed social isolation including shunning, ignoring or lack of acknowledgement, or the denial or deprivation of any of a resident's rights as set out in the Residents' Bill of Rights.

Financial

Financial abuse is any misappropriation or misuse of a resident's finances. Financial abuse includes theft or unlawfully withholding a resident's money or assets, fraud, forgery and extortion, or using power of attorney, substitute decision-making authority, or family relationship in a manner that is detrimental to the resident or the resident's care and/or personal well-being.

Exploitation of a resident's property or person

Exploitation of a resident's property or person includes theft of or unlawfully withholding a resident's property or possessions (including the resident's food, and items of little monetary value), borrowing of a resident's personal belongings with consent, using the property or the personal image/voice of a resident for personal, commercial or other purposes in a manner that is detrimental to the resident's well-being.

Neglect

Neglect is the failure to provide the care and assistance required for the health, safety or well-being of a resident. Neglect may include the failure to provide the ongoing care set out in a resident's plan of care, or failure to provide access to a physician's services when required.

Understanding boundaries

Staff-resident relationships are therapeutic, focus on residents needs and are defined by professional boundaries. Professional boundaries are the space between a staff member's power and a resident's vulnerability. These boundaries create a zone of helpfulness, allowing for a safe connection. One way to look at these boundaries is as a continuum or range of behaviors: at one end is the zone of over-involvement, and at the other, under-involvement. The zone of helpfulness or therapeutic relationship is in the middle. Resident harm can occur at either end of the continuum.

Infection Prevention and Control (IP&C)

Kingsway Lodge endeavours to prevent and control infections among our residents and staff. To achieve this, we have an IPAC Program, viewable on our website (www.kingswaylodge.com) or upon request, which outlines the various strategies and steps to provide a home safe from infection transmission. The program includes outbreak management, illness surveillance, hand hygiene, auditing, training and education, and reporting and evaluation. Kingsway Lodge also offers up-to-date vaccinations at the consent of each resident. Huron Perth Public Health (HPPH) is a frequent collaborator on IPAC initiatives.

In order to protect yourself and reduce the spread of infectious illnesses, please consider employing the following strategies:

1. **Handwashing/sanitizing:** Hand hygiene is the most effective infection prevention strategy. Washing hands with soap or using hand sanitizer stations throughout the home supports good hand hygiene practice. Handwashing/sanitizing is recommended before and after mealtimes and washroom breaks. Please encourage anyone entering your room to remember to practice good hand hygiene as well.
2. **Respiratory etiquette:** Covering your mouth and nose when coughing or sneezing is effective in reducing respiratory droplet spread.
3. **Responsible visiting:** Visiting when a resident or family member is ill is strongly discouraged. Common symptoms of infectious illness include vomiting, diarrhea, aches and pains, fever, headache and sore throat.

Building Safety and Secure Units

We are committed to providing you with a safe, respectful environment. Because of this, exits and stairwells are alarmed or secured. Please check with staff for the access codes for secured doors.

Our Long Term Care floors are secured by magnetic locks for those residents who may be unsafe if they leave the care area unaccompanied. A code is required to enter or exit these floors. As you exit these floors, please ensure that unaccompanied residents are not exiting at the same time.

In Case of Emergency

Kingsway Lodge is prepared to ensure your safety during any emergency. Kingsway has a Fire Safety Plan and conducts regular fire drills. During these drills you will hear the fire alarm and related messages on the overhead paging system. Please follow the instructions given by staff members. More specific information on emergency procedures can be found on our website, by reviewing the emergency manual, or by asking a staff person for assistance.

A Smoke-Free Environment

For your safety and wellbeing, smoking is prohibited within the home, but is permitted outdoors in designated smoking areas. Smoking cessation services are available upon request.

Falls

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

Personal Belongings and Valuables

You are responsible for the care and security of your personal belongings. We ask that you not bring valuable jewelry or large sums of money.

Staff Identification

At all times, Kingsway Lodge staff must wear visible nametags when they are on duty. If you notice someone who is carrying out a staff role but is not wearing a nametag, please notify a member of your care team.

Your Identification

You will be asked upon admission if your photo can be taken to assist with identification processes. Standards require staff to use at least two identifiers before providing any service or procedure such as delivering medications. You may also be asked by staff to state your name and date of birth to confirm your identity.

Disclosure

We value open and honest communication. If an error occurs, we will let you know as soon as possible. We take our errors very seriously. We will investigate so you are aware of what happened and develop an action plan to prevent similar situations from occurring in the future.

Least-Restraint Policy

Kingsway Lodge has a least-restraint policy and strives for safe and appropriate interventions that support your safety while maintaining your dignity, comfort and autonomy. This means that Kingsway Lodge will try all available alternatives before considering the use of a restraint. In the past, restraints were used to restrict the mobility of residents at risk of falling. However, research has shown that restraints and full bedside rails are more likely to harm residents than protect them. A restraint may be needed in certain situations, such as if a resident becomes a danger to him/herself or others. If a restraint is needed, the least restrictive type of restraint will be used for the shortest period possible. Residents and family members or assigned decision makers will be involved in discussions about restraints.

Your Rights and Responsibilities

Please refer to the *Residents Bill of Rights*, sourced from the *Fixing Long Term Care Act, 2021*, as an addendum to this document.

Complaint Procedure

Should you feel that the home has violated any of the above rights or you feel that you need to voice a concern we ask that the following process be followed:

1. Speak to the Director of Care
2. Should you feel that your complaint was not dealt with to your satisfaction please speak with the Administrator.
3. After speaking with the Administrator, if you feel that your complaint was not dealt with to your satisfaction, you may contact the Ministry of Health and Long-Term Care through the toll-free Action Line at 1-866-434-0144.

Life at Kingsway Lodge

Your Room

Kingsway Lodge has three room types: standard, semi-private and private. Room selection will depend on availability and your care needs. In a semi-private room, compatibility with your roommate will be a consideration.

All rooms at Kingsway Lodge are equipped with an adjustable bed and a three-drawer dresser. To make your room comfortable and home-like, personal belongings are encouraged, such as a quilt, small furniture items, pictures or plants. A comfortable chair with armrests may be considered given enough space is available for you and others to move about safely in your room.

While we encourage you to personalize your room, it is necessary that your belongings do not limit movement throughout the room in a way that could create a safety issue. Please discuss the items you wish to bring with your care team before they are brought in.

If you choose to store food in your room, please notify a Registered Staff member, as many residents are on special diets that require monitoring. Food should be kept in a sealed plastic container with the prepared date clearly identified.

Your bathroom will be cleaned daily, and your room cleaned weekly, or more often as is necessary. Should you or a roommate acquire an infectious illness, your room will be cleaned more frequently.

Room changes may occur to accommodate changes to your care needs. Should this happen, all efforts will be made to minimize the disruption that this may cause.

Your Clothing

We recommend that you bring enough washable and dryable clothing, including outdoor garments, to last seven days. Clothing should be comfortable and easy to put on and remove. Clothing that is delicate or requires special care to wash should be sent out for cleaning.

Laundry services are done onsite. Kingsway Lodge staff will assist with labeling clothing to prevent loss of items.

Television, Telephone, and Computer Service

A communal television service is provided in the lounge in your home area. Cable television services are provided in your room at or below regular cable costs. A flatscreen television of size no larger than 40" may be brought into your room, which may either be installed on a study table or cabinet, or wall mounted. We encourage you to use earphones so that you may enjoy your favourite TV and radio programs in comfort, without disturbing others. We can assist with connecting wireless headphones to the television.

All rooms are wired for telephone service, with semi-private rooms wired for each resident. If you would like a telephone service in your room, please contact a care team member to arrange activation. Rates are at or below retail costs.

You may also be able to bring a small computer, laptop, tablet, or other personal electronic device into your room. We provide free Wi-Fi throughout the home on an open network.

Meals

Meals are served in the dining room with a choice of entrée at each meal. Daily menus are posted, and alternative choices are available to help with special dietary needs (e.g., diabetic, low salt). The dietitian is available to meet with you to discuss any special needs or concerns you may have. Refreshments and snacks are available between meals or upon request.

Your family is welcome to join you for meals. Family dining areas are also available for you to reserve for special meals or celebrations. Please ask a member of the care team for more information.

Mealtimes are as follows:

- Breakfast: 8:30 a.m.
- Lunch: 12:00 p.m.
- Dinner: 5:00 p.m.

Recreation and Leisure Activities

Kingsway Lodge has dedicated Activity and Recreation staff who plan and organize therapeutic activities, social and leisure activities, and special events. Activities may occur within the home or on scheduled outings. Activity schedules are posted on each floor and are available for resident rooms upon request. We will encourage you to participate in activities as a way of becoming part of life at Kingsway. We also invite and encourage family and friends to participate in organized activities as available. On occasion, exceptional programs may be offered for optional participation where there may be a charge or fees may apply, such as to a restaurant or location with an entry fee.

You may also arrange your own outings and transportation to remain active in interests outside of Kingsway. A member of your care team can provide you with the information on arranging transportation.

If you would like to hold a special birthday party, anniversary, or any other private gathering or celebration, please speak to our Recreation Director.

Country Store

Kingsway Lodge has a volunteer-operated store for essential items. The revenue generated from the store is directed to the Resident Activity Fund for the Home.

Hair Salon

Kingsway has a modern hair salon in the lower level. A licensed hairdresser is available two or three days per week for appointments, offering most haircare services. Kingsway's receptionist has a price list and can make hair appointments. Haircare can be paid for in cash at the time of service or invoiced on your monthly bill.

Pets

Whereas pets are not permitted to live with residents at Kingsway, family pets are welcome to visit. Visiting pets need to be healthy, vaccinated and under control or on a leash during their visit. Pets are not permitted in food service areas. Animals may also come to the home as part of a pet visitation or therapeutic programs. Please check with our Recreation Director for further direction.

Personal Appointments

Elective appointments (e.g., dental, optometry, etc.) should continue to be arranged by you, a family member or guardian. Please inform a member of the care team about the arrangements. Appointments or test procedures that are requested by your physician or member of your care team (e.g., lab test, x-ray) will be arranged by Kingsway staff. If you need assistance to attend your appointment, you are responsible for arranging this support. Some practitioners travel to Kingsway Lodge for the convenience of the residents. For more information, speak to a member of the care team.

Absences from the Home

Residents are encouraged to enjoy outing with family or friends. The Ontario Regulations under the *Fixing Long Term Care Act, 2021*, outlines the types and lengths of absences where a residents maintain their accommodations in Long Term Care. The leave types are as follows:

Medical and Psychiatric Leave

Medical absence is for a 30-day period or less for the purposes of continued hospital care. A psychiatric leave is for a 60-day period for the purpose of psychiatric care.

Vacation Leave

Residents may leave the home for up to 21 days per year. This requires consultation with the resident's physician or nurse practitioner. Kingsway Lodge requires advance notice before the leave to assist in planning.

Casual Leave

Within a one-week period, a resident must not exceed 48 total hours of casual leave from the home for unspecified purposes.

During an absence, a resident continues to be responsible for residential payment charged by Kingsway Lodge.

Other Important People and Services

Volunteer Services

Volunteers provide support to various areas in Kingsway Lodge. They may assist with recreation activities and special events, pastoral care and visiting programs, and small fundraising ventures, such as the country store. They also provide companionship and help with community outings. We welcome residents, families and friends who may be interested in volunteering to join this team. Kingsway Lodge provides comprehensive orientation, training and support for those interested in volunteering.

Student Placements

Students from universities, colleges and high schools also support our services. You may meet students who work with our care team as part of their educational experience. Students are fully supervised and will be introduced to you if they play any part in your care.

Administration and Financial Services

Kingsway Lodge employs a Financial Coordinator, overseen by the Administrator, to work with you on any billing inquiries.

Pain and Palliative Care

Kingsway provides pain and palliative care services to optimize comfort and quality of life for residents who are experiencing significant discomfort, serious illnesses or at end-of-life.

Pastoral Care Services

We encourage you to continue your spiritual activities, whether it is taking part in common church activities, receiving visits from clergy or taking part in spiritual services offered in the spiritual care area of the home. Pastoral care is non-denominational and supports all faiths and spiritual beliefs.

Snnozelen Therapy

The Snnozelen area provides a relaxing environment dedicated to optimal sensory input. The area allows participants to select and alter sensory inputs to achieve a desired level of comfort.

Nail Care Services

Part of the admission assessment will include screening for basic or advanced nail care requirements. If advanced nail care is required, intervention options can be discussed with a foot care specialist at Kingsway Lodge. All advanced nail care services are provided onsite.

Dental Services

A resident may choose to continue seeing their own dentist in the community, or dental care can be arranged through MultiGen, a travelling dentistry company, for those with special needs. Arrangements can be made through a member of the care team.

Independent Service Providers

Residents and families who wish to hire an independent service provider do so at their own expense. If you wish to involve a health care professional from the community, you will need to discuss this with a Registered Staff member or manager. This will ensure your treatment is coordinated and focused on the same goals.

Orientation to your Care

Developing Your Care Plan

Once you arrive at Kingsway Lodge, you and your family will learn more about us and how we will work together to support you in being as independent as possible while meeting your care needs. You will meet with your care team to complete an initial assessment within the first few weeks of admission. There will also be an Admission Conference scheduled for you and your family to meet with the team to develop a care plan and set goals. Your care plan will be reviewed and updated regularly, and an annual conference will be scheduled for further follow-up.

Goals of Care

In a medical emergency, the "Goals of Care Designations" guide the care team to provide timely care that is both medically appropriate and meets your personal values and wishes. Your physician will help you decide on the Goals of Care Designations that best reflect your wishes. For example, if your goals outline that resuscitation is required in a medical emergency, trained staff and EMS will respond appropriately.

Decision-Making

We encourage you to discuss your preference for personal care, medical treatment, health care services and financial matters with your family. We encourage you to write a personal directive or complete an Advance Care Plan before admission. A copy of your personal directive will be placed in your health care record. These documents indicate your preferences for medical treatment and health care in the event you are unable to make such decisions at a point in the future. You may also name a legally responsible party to act as an agent who can make decisions relating to personal matters if you are no longer able to do so.

Staff will provide you with information on options related to your personal affairs. However, they will not have any personal involvement in your financial (i.e. power of attorney, trusteeship, wills and estates) or non-financial affairs (i.e. personal directive and guardianship). Your care team can give you more information. Please discuss these matters with your loved ones and feel free to ask questions or raise any concerns with your care team.

Communication and Providing Feedback

You and your family are valued members of our care team. We encourage open communication and welcome you to come forward with any concerns, compliments or suggestions for

improvements. Please identify one key spokesperson for your family, who will act as the contact between your family and the home.

Recognizing Staff

Our staff members and volunteers appreciate your feedback; however, they may not accept personal gifts or money from you or your family. We appreciate compliments and praise that can be shared with the entire staff. Kingsway Lodge also has a registered charity, Kingsway Life Care, which accepts donations to support enhancements to the resident experience.

Protecting your Privacy

We are committed to safeguarding your personal and health information. Kingsway Lodge maintains the confidentiality and privacy of your information in compliance with the *Personal Health Information Protection Act, 2004*, and the *Freedom of Information and Protection of Privacy Act, 1990*. The intent of these Acts is to provide only necessary information to authorized representatives. If you have questions about how your personal information is collected, used or disclosed, please ask the Director of Care or Administrator.

Transfers and Discharges

Your care team will review your care on a regular basis. Should you encounter sudden changes in your care needs, or if the environment in which the care provided no longer suits your needs, alternate care arrangements may need to be discussed. If this happens, we will provide you and your family with information about other available options.

Information for Families

Families play an important role in the health, well-being and care of their loved ones. We know that families also experience a period of transition when their loved one moves into LTC Home. This section contains information and helpful tips to assist families with the transition.

Visiting

We encourage family and friends to visit as often as possible. Visiting hours are flexible, and the care team may assist with recommending ideal times to visit around the care routines of your loved one. Children and pets are always welcome. We also offer the opportunity to have a meal with your loved one at no charge. At Thanksgiving and Christmas, we offer special meals at a small charge for family. You may wish to visit with your loved one outside of Kingsway. Please provide notice as far in advance as possible so that the care team can prepare necessary medications. Family members, friends or residents must sign out when leaving the home. Please ask a member of the care team to explain the sign-out procedures.

Tips for making the most of your visit:

It's normal to feel uncertain about visiting your loved one in a new situation. It is important to maintain regular contact to provide reassurance that your loved one is still an important part of your life. Below are some tips for making the most of your visit:

- Plan visits in advance.
- Get involved. Participate in Home's activities or consider volunteering.
- Make a schedule with other visitors so that your loved one can look forward to visits with a variety of people.
- Do activities that your loved one enjoys, such as going for walks, needlework, painting or gardening. If you need to do activities that can be done while sitting together, try playing cards, reading aloud or playing a game.
- Offer a change of scenery by taking your loved one on an outing, care ride, or to an appointment.

Keep Informed

Remaining up-to-date enables good planning and communication and is everyone's responsibility. Kingsway offers several ways of keeping residents and families informed:

Councils and Family Forums:

Kingsway has opportunities for you and your family members to meet regularly to discuss issues, offer advice, and provide suggestions about life at the home. Minutes are always posted on the bulletin boards nearing the nursing stations.

Activity Calendar:

Each month our Activity Department distributes the programs and functions taking place in our home for the following month. This calendar is also posted in large print on each floor located by the nursing station.

Website & social media:

Kingsway Lodge can be found online at www.kingswaylodge.com and on Facebook under *Kingsway Lodge and Fairhill Residence*. These resources provide home information, updates, visitation guidelines, contact details, emergency plans, and quality improvement plans.

Coping with Dementia and Behaviours

Dementia involves the loss of memory, judgment, reasoning and social skills as well as changes in mood and behaviour. The condition is usually caused by damage in the brain from diseases such as Alzheimer's disease or vascular disease (strokes).

At Kingsway Lodge, residents who have a diagnosis of dementia, or who suffer with illnesses that cause unpredictable behaviours, will continue to live in a home-like setting. Our staff receive extensive training and re-certification in such educational programs as Gentle Persuasive Approaches (GPA), U-First and PIECES.

Kingsway Lodge also employs a Behavioural Supports Ontario (BSO) framework to residents with challenges related to behaviour. Central to the success of the framework is creating a system that ensures people are treated with dignity and respect in an environment that supports safety for all

and is based on high quality and evidence-based care and practices. BSO systems include identifying triggers, developing strategies for prevention, and implement and evaluate interventions.

Some families have trouble coping with dementia. Please be assured that our staff are very experienced with dementia care. If you or someone else in your family would like more information on dementia or the availability of support groups or available resources, please talk with the Director of Care.

Financial Information and Responsibilities

Care Funding

The Ontario Government funds the "care" portion of all long-term care services. Care funding provides Kingsway with our professional and support staff, supplies and government stock medications, personal care services, and special equipment needs.

Accommodation Fees

The Ontario Government set the accommodation rates, which are payable by the resident through the accommodation fees, and determines eligible funded service for long-term care. Accommodation fees cover your room and hospitality services, building operations and maintenance, meal services, housekeeping supplies and services, laundering of clothing, towels and linens.

Each July, the Ontario Ministry of Long Term Care may adjust the accommodation rates. When Kingsway Lodge receives this information, it is then passed along to residents and family members. Our Resident Services Admission Agreement indicates that residents will be given at least 30 days' notice period prior to any changes to the accommodation fees. The resident or Power of Attorney (POA) for financial affairs is obligated to pay for accommodation charges. Please see the Administrator for the most current rates.

Unfunded Services

Services that are not covered by the accommodation agreement include:

- Hairdressing
- Transportation services
- Family meals (although Kingsway covers this for visits and subsidizes for special occasions)
- Telephone and cable services
- Dental services
- Optometry services
- Newspaper delivery
- Podiatry
- Non-facility choice products

- Repairs of personally owned equipment
- Audiology services
- Massage

Goods and Services included with Accommodation

The following list provides information about the goods and services included in basic or preferred accommodation:

- Nursing and personal care on a 24-hour basis, medication administration, and assistance with activities of daily living.
- Medical care and restorative care programming.
- Certain medical supplies and nursing equipment that are necessary for care
- Supplies and equipment for personal hygiene and grooming. Of note, we supply you with grooming products; however, should you wish a particular brand of product, you and/or your family will need to purchase it and supply it to us for your use. If personal products are brought in, please label the items with a marker or ask a staff member to add a label. This will prevent accidental use by other residents.
- Equipment for the short-term use of the resident.
- Meal service, hydration and meals (three meals daily, snacks between meals and at bedtime), special and therapeutic diets, dietary supplements and devices enabling residents to eat with minimum assistance.
- Social, recreational, spiritual and physical activities and programs
- Laundry, including labelling
- Bedroom furnishings, bedding and linen
- Cleaning and upkeep of accommodations
- Maintenance of a trust account on the resident's behalf
- Prescription pharmaceutical preparations listed in the Ontario Drug Benefit formulary (the government requires residents to pay a small co-payment).
- Special preparations or medical devices that may be obtained from the Ontario Drug Benefit Program as interim non-formulary benefits.
- Insured devices, equipment, supplies and services that are available to the resident through certain programs, such as the Ontario Assistive Devices Program (the government covers part of this cost, and residents must pay the rest).
- Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon request.

Application for Rate Reduction

Residents of **basic** long-stay or **basic** interim bed who cannot afford to pay for their LTC home accommodation may be eligible to have their LTC co-payment amount reduced. This is known as a **rate reduction**.

Residents may be eligible for a rate reduction if they meet the following criteria:

- Occupy a long-stay or interim bed in basic accommodation
- Access all available sources of income before applying for a rate reduction
- Provide all required supporting documents

Residents must submit their most recent Notice of Assessment year to Kingsway's Financial Coordinator, who will review materials and notify if anything additional is required. To connect with the Financial Coordinator, please contact the Administrator.

Resident Accounts

Setting up your resident account will be done with Kingsway's business office. All resident fees are to be paid through this same office. Payments may be made by pre-authorized payment (preferred choice), cheque, money order, cash or withdrawals from a trust account. The payment may be submitted by mail or in person.

You or your legal representative will be responsible for paying the accommodation fees monthly. Payment is due on or before the 1st day of each month.

Kingsway will refund accommodation charges by cheque within six weeks of discharge. A balance of \$10.00 or less will not be charged or refunded. A service charge will be levied for each NSF cheque, and will match the charge levied by the bank to Kingsway. Failure to pay accommodation charges may result in the initiation of legal proceedings or referral to a collection agency.

Tax statements are provided in February of the following calendar year.

Trust Accounts

Residents are encouraged to manage their own financial affairs. Kingsway Lodge is legally required to offer trust account services, and so residents may open a trust account in the home and deposit a limited amount of funds for comforts. This will allow for convenient access to small amounts of spending money during office hours. Withdrawals can be made by the resident or a legal representative, such as a trustee or a person holding power of attorney. In addition, a trust agreement can be completed authorizing the home to withdraw money from this account on your behalf for specified charges (e.g., recreation programs, personal expenses such as hairdressing or Country Store purchases). A statement will be available by the 5th of the following month.

Pensions, Seniors Benefits and Financial Assistance

Residents may be eligible to receive funds from government sources. The following Canadian Federal Government Income Security programs may apply to you. For more information call Employment & Social Development Canada at 1-800-277-9914 or visit <https://www.canada.ca/en/services/benefits/publicpensions.html>. Areas covered under this contact include:

- Retirement income sources (e.g., Canada Pension Plan, Old Age Security, Guaranteed Income Supplement)
- Disability benefits
- Survivor benefits

Veterans Affairs Canada also offers support for qualified veterans and centre civilians, as well as their spouses or dependents. For more information call 1-866-522-2122 or visit <https://www.veterans.gc.ca/en/services>.