



Resident Information Package

County of Lennox and Addington
The John M. Parrott Centre
309 Bridge Street West
Napanee, ON
K7R 2G4

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www.lennox-addington.on.ca

WELCOME TO THE JOHN M. PARROTT CENTRE

"It feels like home."

MISSION STATEMENT

The John M. Parrott Centre provides supportive long-term care in a home-like atmosphere, promoting comfort and contentment, while respecting dignity and identity.

Reviewed March 2014

On behalf of everyone here at The John M. Parrott Centre we would like to introduce ourselves and extend a warm welcome to our Home. In an attempt to better assist you and answer some of your questions, we have developed this Guidebook. The Guidebook provides information about the many services and programs provided by the Home, as well as our philosophy of care. We hope you will find it informative and helpful.

We want to start out by saying that when you come to live at The John M. Parrott Centre, you become a part of our extended family. One of our main goals is to ensure that you are happy, safe and comfortable in your new environment.

We realize that moving into a long-term care residence can be a difficult time. The uncertainties of what to expect and the sense of loss you may feel about leaving home and possessions behind can be very stressful but our staff is here to assist you with the transition, in any way we can, to ensure it goes as smoothly as possible.

We encourage you to talk to any one of our staff at anytime, should you have questions or concerns.

LET US TELL YOU A LITTLE ABOUT US!



The John M. Parrott Centre is a 168-bed, accredited, non-profit long-term care facility operated by the County of Lennox & Addington. The Home is located on the outskirts of the Town of Greater Napanee, near the Lennox & Addington Hospital and within easy access of Belleville, Kingston, and surrounding area.

The facility opened in November 2005, replacing the former Lenadco Home, following the approval of the Ministry of Health and the County of Lennox & Addington to rebuild.

We feel confident that you will enjoy The John M. Parrott Centre once you have had the opportunity to settle in and meet the staff and other residents, but please read on for further information about the quality of care and many services and programs provided by The John M. Parrott Centre.

PHILOSOPHY OF CARE

We believe that each resident is a unique individual who experiences his / her surroundings in a different way.

We believe that each resident must have a sense of personal worth and importance as an individual and that all staff must endeavour to ensure the physical, social, psychological and spiritual needs of our residents.

We believe that each resident must be allowed to maintain his/her personal dignity and must be treated with courtesy and respect.

We believe that the resident's family is an integral part of the resident's life and interaction between staff, family and residents should be encouraged.

We believe that each resident should be encouraged to maintain his/her personal independence as much as possible and that physical and psychological support must be offered to help the resident achieve his/her full potential.

We believe in providing residents with a safe and clean environment.

We believe in preparing and serving nutritious and appetizing food to residents of the Home.

We believe that The John M. Parrott Centre should participate in the development of community outreach programs, to assist the elderly population to remain in their own place of independent living as long as possible.

We believe that the staff of The John M. Parrott Centre should be familiar with and carry out the philosophy and policies of the Home.

We believe that the staff of The John M. Parrott Centre should be encouraged to develop personally and professionally, thus fostering pride and personal satisfaction, a sense of responsibility to work and loyalty within the Home.

The John M. Parrott Centre recognizes the valuable contribution of family, staff, volunteers and Auxiliary, to improving residents' quality of life and assisting in achieving the Home's mission.

ACCOMMODATIONS

The John M. Parrott Centre offers a warm, friendly and inviting atmosphere to both residents and family members. The safety, comfort and care of our residents are always first and foremost in the minds of staff and administration.

The home is comprised of six resident home areas of twenty-eight (28) residents each. There is one special needs unit, designed to provide safety and care specifically for residents with responsive behaviours or severe dementia.

The home has both standard (basic) and preferred (private) accommodation. Basic accommodation consists of two residents to a room sharing a washroom. Private accommodation consists of a single room with an ensuite washroom. Residents are encouraged to make their surroundings as personal and comfortable as possible while respecting the safety of both resident and staff.

The home has been decorated to give it as much of a “home like” look and feel as possible and is surrounded by beautiful gardens, verandahs and patio areas.

There is a Family Dining Room on each Resident Home Area that can accommodate a total of eight persons for a meal. It is available for those times when families want to gather to celebrate something special or just to enjoy a family get-together in keeping with the home’s hazardous foods policy. (brochure attached) Booking of the Family Dining Room and purchase of guest meals is done through the Receptionist (Welcome Centre). Guest meal tickets can be purchased at the Welcome Centre between 8:30 a.m. and 4:30 p.m. Monday through Friday. We kindly ask that you make a reservation 24 hours in advance by calling the Receptionist.

Located onsite, for the convenience of our residents, is a hairdressing salon/barber shop, Village Shoppe, and chapel. Dental care, hearing tests, eye exams and foot care are also provided onsite.



Family Dining Room furnished with locally crafted Gibbard dining room suite.

ADMISSIONS PROCESS

Admission to The John M. Parrott Centre is coordinated through the Kingston or Napanee Community Care Access Centre, or if you are in a hospital, through a Discharge Planner. Their role is to ensure that all criteria have been met before referring you to us for admission.

Community Care Access Centre, Kingston – (613) 544-7090
Community Care Access Centre, Belleville - (800) 668-0901
or
Community Care Access Centre
114 Pleasant Drive, Box 24, Selby, ON K0K 2Z0
Telephone: (613) 388-2488

Once you are referred to The John M. Parrott Centre, an appointment can be arranged for you to tour our Home. During this tour, staff will attempt to answer many of your questions and provide you with information about the care as well as the many services and programs provided within the Home. Tours can be arranged at anytime throughout the week by calling our front office and making an appointment with Mrs. Landon, Administrative Supervisor. Completion of all admission and financial forms takes place upon or shortly after admission. We would appreciate if you would bring all of the appropriate documentation with you at the time of admission (i.e. Power of Attorney documents and prior year's Notice of Assessment).

At the time of admission, you may also be asked to assist us with completing a resident "life and times" profile. The Life and Times information is a wonderful way for us to get to know our new resident. The information collected has to do with residents and their family members, where family is located, about any close friends, where our new resident grew up, life events, likes and dislikes, habits, special interests or hobbies, and spirituality. All of this information helps staff to get to know the resident better, which can make "settling in" much easier.

Medications should not accompany the resident upon admission, as the Home is not permitted to dispense medication, which has been brought in. However, a listing of the resident's current medication is required.

SPECIAL NEEDS UNIT

A resident's behaviour may make admission to or a move to the secure/special needs unit necessary for the best interests of the Resident, or other Residents of the Home. This decision will be made in consultation with the Resident/Substitute Decision Maker.

At present, we have twenty-eight (28) beds designated for secure/special needs residents. If the nursing and physician assessments indicate that a resident is no longer demonstrating the behaviours requiring placement on the special needs unit, arrangements will be made with the family to transfer the resident to another resident home area within the facility.

Every effort will be made to make transfers either on or off the unit as seamless as possible. The care plan will be reviewed with the new staff on the receiving unit to maintain continuity of care.

RESPITE CARE

The John M. Parrott Centre has one respite care bed available for use by the Community. Respite care is otherwise known as “short-term” care and is available for those individuals who may be recovering from surgery and not able to care for themselves in their own home or it can benefit caregivers (out in the community) by providing them with relief from their care giving responsibilities. It is designed for individuals requiring shorter periods of stay, usually a minimum of one week and a maximum of approximately 3-4 weeks. Persons staying in our Respite Care accommodation enjoy all of the benefits of the programs and services offered by the facility.

Respite Care admissions are coordinated through the Community Care Access Centre in Napanee or Kingston.

RESPONDING TO RESIDENT/REPRESENTATIVE SUGGESTIONS, REQUESTS, OR COMPLAINTS

Should a resident or his/her representative have a suggestion, request, or complaint, at anytime, regarding the programs or services provided by The John M. Parrott Centre, we invite you to bring them to the attention of any member of staff, a Manager, or the Director of the Home.

Concerns can also be addressed through care conferences or through one-on-one discussions with members of the management team. It is our intent to resolve all concerns in as timely a manner as possible. (A copy of the Policy – Responding to Resident/Representative Suggestions, Requests, Concerns and Complaints is posted on the Resident Information bulletin board at the main entrance.)

You can also contact the Ministry of Health and Long-Term Care.

You can do this in one of two ways:

Call the Ministry of Health and Long-Term Care’s toll free

Long Term Care ACTION Line at 1-866-434-0144 (7 days a week - 8:30 a.m. – 7 p.m.)

or

Send a written letter, by mail, to the responsible Director at the Ministry of Health and Long-Term Care at the following address:

Director, Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor, Toronto ON M5S 2B1

MANAGEMENT STAFF – THE JOHN M. PARROTT CENTRE

309 Bridge Street West, Napanee, ON K7R 2G4

Telephone: (613) 354-3306

Fax: (613) 354-7387

Angela Malcolm	Director of The John M. Parrott Centre	Extension 222
Marion Landon	Administrative Supervisor	Extension 224
Carol Corcoran	Manager of Nursing	Extension 226
Kathy Knapp	Assistant Manager of Nursing	Extension 227
Janice Thompson	Environmental Services Supervisor	Extension 230
Stephanie Alp	Registered Dietitian	Extension 229
Janice Powell	Food Services and Health & Safety Supervisor	Extension 228
Karen Oswald	Resident Services Coordinator	Extension 223
Carolyn McConnell	RAI Supervisor	Extension 259

Privacy Guidelines and Principles

The John M. Parrott Centre values the trust you have placed in us. We respect your personal privacy and do our best to safeguard its confidentiality and security.

We collect and use your personal information to:

- Identify the most appropriate services for you;
- Make certain that you are eligible for those services;
- Share with other services or people (as you allow us to do) to organize your care;
- Maintain billing and accounting information related to the services you use

We'll explain to you why we ask for personal information and how we will use the information you give us. We will only ask for information that we need to provide service to you.

We'll keep your information accurate and up to date, allow only authorized people to see your information and always keep your information secure.

We'll ask for your permission to collect, keep, use and share information with others. The consent you give is valid until you withdraw it in writing.

We'll only share your personal information for the purposes for which you gave it to us, unless we are required to do so by law. We will keep your information only as long as required by law.

You may ask to see the information we have about you. If you would like to see this information, please contact the Manager of Nursing. If you feel that any information is incorrect or incomplete, we ask that you tell us. If possible, we will correct the information.

We will gladly share information about our privacy policies and procedures. For further information, or if you have any questions, comments or complaints about our privacy policies and procedures, please contact our Privacy Officer, Marion Landon (Administrative Supervisor, The John M. Parrott Centre) at 354-3306, ext. 224 or by e-mail at mlandon@lennox-addington.on.ca.

Ethics Committee

The John M. Parrott Centre has an Ethics Committee (which is a sub-committee of our Professional Advisory Committee) comprised of the Medical Advisory Physician, the Director of The John M. Parrott Centre, the Manager of Nursing Services/Assistant Manager of Nursing Services, the Team Leader, and Pharmacist. Ad Hoc members include: Administrative Supervisor, lawyers, Ethics consultant, other community and allied organizations, other physicians and the clergy.

If you have concerns about any ethical issues, please submit in written form (pamphlets available throughout the facility) for review by the Ethics Committee.

Zero Tolerance Policy on Abuse & Neglect

The John M. Parrott Centre has a zero tolerance policy of abuse and neglect of residents. Abuse and neglect of residents will not be tolerated. Please find attached Administration Policy 01-20-10.

Duty to Report

Everyone shares a responsibility to ensure that residents can live with dignity and in safety, security and comfort. If you see or suspect that any of the following has occurred or may occur that resulted in harm or risk of harm:

- Improper or incompetent care or treatment of a resident
- Abuse of a resident by anyone
- Neglect of a resident
- Unlawful conduct

Or, if you suspect that the following has occurred or may occur:

- Misuse or theft of a resident's money
- Misuse or theft of funding provided to the Home

Then you have a duty to report this information immediately. Everyone has a duty to report any of the issues listed above. Residents can report these issues but are not obligated to do so. However, reporting is a requirement for people who work in the home, and those who provide professional services in the areas of health, and social work. They may be subject to penalties if they fail to report.

Whistle-Blowing Protection

The *Long-Term Care Homes Act, 2007* offers protection against retaliation to any person who discloses information to an inspector or to the Director of the Ministry of Health and Long-Term Care, or who gives evidence in legal proceedings. This protection is known as the “whistle-blowing” protection.

Specifically, the whistle-blowing protection requires that the Home and its staff will not retaliate against any person, whether by action or omission, or threaten to do so because anything has been disclosed to an inspector or to the Director.

In addition, no person will encounter retaliation because evidence has been or may be given in a proceeding, including a proceeding in respect of the *Long-Term Care Homes Act, 2007* or its regulations, or in an inquest under the *Coroners Act*.

The Home or its staff will not do anything that discourages a person from doing anything mentioned above.

For the purposes of the whistle-blowing protection, “retaliation” includes, but is not limited to, disciplining or dismissing a staff member, imposing a penalty upon any person, or intimidating, coercing or harassing any person. A resident shall not be discharged from the Home, threatened with discharge, or in any way be subjected to discriminatory treatment because of anything mentioned above, even if the resident or another person acted maliciously or in bad faith. Further, no family member of a resident, or person of importance to a resident shall be threatened with the possibility of any of those being done to the resident.

Policy on Minimizing of Restraining

The John M. Parrott Centre has a written policy to minimize the restraining of residents and to ensure that any restraining that is necessary is done in accordance with the *Long-Term Care Homes Act, 2007*. A copy of our written policy on minimizing restraints of residents can be obtained by contacting the Manager of Nursing, Carol Corcoran, ext. 226.

Resident Charges

The John M. Parrott Centre will not charge a fee to a resident for anything, except in accordance with the following:

1. For basic accommodation, a resident shall not be charged more than the amount provided for in the Regulation under the *Long-Term Care Home Act, 2007* for the accommodation provided.
2. For preferred accommodation, a resident shall not be charged more than can be charged for basic accommodation, unless the preferred accommodation was provided under an agreement, in which case the resident shall not be charged more than the amount provided for in the Regulation under the *Long-Term Care Home Act, 2007* for the accommodation provided.
3. For anything other than accommodation, a resident shall be charged only if it was provided under an agreement and shall not be charged more than the amount provided for in the Regulation under the *Long-Term Care Home Act, 2007*, or, if no amount is provided for, more than a reasonable amount.
4. A resident shall not be charged for anything which the Regulation under the *Long-Term Care Home Act, 2007* provide is not to be charged. The following charges are prohibited under the Regulation:
 - a. Charges for goods and services that the Home is required to provide to a resident using funding that the Home receives from a local health integration network (including goods and services funded by a local health integration network under a service accountability agreement), or the Minister of Health and Long-Term Care;
 - b. Charges for goods and services paid for by the Government of Canada, the Government of Ontario, including a local health integration network, or a municipal government in Ontario;
 - c. Charges for goods and services that the Home is required to provide to residents under any agreement between the Home and the Ministry or between the Home and a local health integration network;

- d. Charges for goods and services provided without the resident's consent;
- e. Charges, other than the accommodation charge that every resident is required to pay, to hold a bed for a resident during a medical absence, psychiatric absence, casual absence and vacation absence, or during the period permitted for a resident to move into the Home once the placement co-ordinator has authorized admission to the Home;
- f. Transaction fees for deposits to and withdrawals from a trust account required to be established and maintained by the Home, or for anything else related to a trust account; and
- g. Charges for anything the Home must ensure is provided to a resident pursuant to the Regulation under the *Long-Term Care Home Act, 2007*, unless a charge is expressly permitted.

ACCOMMODATION COSTS

New rates are set annually by the Ministry of Health based on changes in the payment entitlements for Old Age Security (OAS), the Guaranteed Income Supplement (GIS), and the Guaranteed Annual Income Supplement (GAINS). These entitlements are set on April 1st of each year and are indexed quarterly to reflect increases in the Consumer Price Index.

The long-term care facility resident co-payment accommodation charges are as follows:

Type of Accommodation	Daily	effective July 1, 2015 Monthly
Long Stay:		
Basic	\$58.35	\$1,774.81
Private	\$83.35	\$2,535.23
Short Stay:	\$37.77	

Where a long-stay resident of a long-term care home has accessed all sources of income to maximize his or her annual net income, the resident may apply to the Director for a reduced amount payable by the resident for basic accommodation. In order to obtain a rate reduction, an application form must be completed. The business office will assist you in completing the application form.

Please note that the reduced rate application cannot be completed until you submit a copy of your previous year's Notice of Assessment issued under the Income Tax Act (Canada) for the resident's most recent taxation year. You must file an Income Tax Return to Revenue Canada for the previous year in order to obtain a Notice of Assessment

You may apply for a rate reduction at any time during the year by submitting your previous year's Notice of Assessment and completing an application at our business office. The rate reduction would take effect on the first day of the month in which your application was completed.

Once your application is assessed, you will be notified of your eligibility for a reduced basic accommodation rate.

If you are paying a reduced rate and there is a rate increase, you must complete a new application to maintain your status. If the rate set causes financial hardship for you or your spouse, you may be eligible for an exceptional circumstances subsidy. Please contact our office for more information.

If you are under the age of 65 and have an income that is less than \$12,840 per year you are required to apply for the Ontario Disability Support Program (ODSP). ODSP helps people with disabilities who are in financial need pay for living expenses, like food and housing. To apply, you should call the Ministry of Community and Support Services Interactive Voice Response system at 1-800-808-2268, and press “zero”. Ask the operator for the phone number of your local regional office.

If you are over the age of 65 you are required to apply for Old Age Security (OAS). If you have an income less than \$16,334.52 you are required to apply for the Guaranteed Income Supplement (GIS). Please call Service Canada at 1-800-277-9914 and follow the prompts to get application information.

If you are receiving OAS and have a spouse but you are not living with your spouse, then you can increase your OAS benefits by applying for what is called an “Involuntary Separation Agreement”. “Involuntary separation” is a term used only to indicate that, as a result of circumstances beyond their control, married couples are required to live apart. This application does not change your marital status – it only separates your finances for purposes of calculating the OAS. To ensure that you are receiving the maximum benefits available to you, you are required to apply in writing for “involuntary separation” if you are not living with your spouse. Call Service Canada at 1-800-277-9914, press zero and ask for the number of your regional office.

Long Term Care Facilities are required to provide at least 30 days written notice of a proposed increase in accommodation fees and the amount of the proposed increase.

If you have any questions about the rates or how to apply for a rate reduction, please contact our front office.

During a medical absence, psychiatric absence, casual absence and vacation absence, a resident continues to be responsible for the payment of the maximum amounts than can be charged by the Home to the resident for the same class of accommodation that was provided to the resident immediately before the absence.

Even if the Home does not have an agreement with the resident, the resident is responsible for the payment of amounts charged by the Home for basic accommodation calculated in accordance with the *Long-Term Care Home Act, 2007*.

VACATION AND MEDICAL LEAVES

The Ministry of Health allows residents of long term care casual, vacation and medical leave.

The total length of a resident's vacation absences during the calendar year must not exceed 21 days.

Casual leave, which is separate from vacation leave, consists of 48 hours leave per 7-day period (between midnight on a Saturday and midnight on the following Saturday).

Medical leave may be taken as often as needed but may only be used for hospital care. No individual instance of medical leave can exceed 30 days.

Psychiatric leave is available for a 60-day period for the purposes of receiving psychiatric care.

While residents are on casual, vacation, medical or psychiatric leave, the government will continue to pay its portion of funding provided to long-term care facilities. The resident will continue to pay their usual monthly accommodation charges.

SERVICES INCLUDED IN YOUR ACCOMMODATION COSTS:

- Twenty-four (24) hour nursing and personal care, under the supervision of a Registered Nurse or Registered Practical Nurse
- A Medical Director who supervises the medical services provided.
- Administration of medication and assistance with activities of daily living
- Medical supplies and nursing equipment necessary for the care of residents, including prevention and care of skin disorders, continence care, infection control and sterile procedures
- Medical devices such as catheters, colostomy and ileostomy devices
- Supplies and equipment for personal hygiene and grooming, including skin care lotions and powders, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups, cleansers, toilet tissue, facial tissue, hair brushes, combs, razors/shavers, shaving cream and feminine hygiene products
- Limited short-term use of equipment such as wheelchairs, geriatric chairs & walkers (until an assessment is done and resident is able to purchase their own) and toilet aids are provided for general use by residents.
- Meal service which includes three meals daily, snacks between meals and at bedtime, special and therapeutic diets, nutritional supplements and devices enabling residents to feed themselves. Menus are also posted throughout the home and there are also special theme dinners throughout the year (i.e. picnics, BBQ's, etc.)
- Social, spiritual, recreational and physical ability programs including the related supplies and equipment
- Laundry service including labeling, machine washing and drying of personal clothing.
- All bedding and linen including firm, comfortable mattresses with waterproof covers, pillows, bed linen, washcloths and towels
- Bedroom furnishings such as a fully adjustable electric bed, adjustable bed rails, bedside table, chest of drawers, wardrobe, and a chair.
- Standard ward accommodation
- Daily cleaning and upkeep of accommodation
- Maintenance of resident's personal funds entrusted to the facility (Comfort Account)

ADDITIONAL FEATURES OF THE HOME

- Chapel
- Resident Home Gardens, Community Garden
- Village Shoppe and Tea Room
- Library/Lounge
- Aquariums
- Sun Room with access to a large verandah
- Resident outdoor smoking area
- Parlors with TV's
- Services of a Registered Dietitian
- Contract Physiotherapy services

SERVICES NOT COVERED IN ACCOMMODATION COSTS

- Hairdressing/barber services (fee for service)
- Visitor meal tickets
- Services provided by Foot Care Clinics (this is care outside of the basic foot care, which is provided by the facility)
- Installation/monthly billings associated with resident telephone service
- Individual newspaper subscriptions
- Dry cleaning (drop off service at Framing DAISY, 7 Dundas Street East)
- Cable television
- Non-prescription drugs, dispensing fees, prescription fees for medication and treatment products/supplies not available through Ontario Government Pharmaceutical and Medical Supplies. All prescribed drugs and/or drug products must be received from the pharmacy retained by the Home.
- Tobacco/liquor
- Onsite Dental work/dental hygiene/denture services are available (fee for service). To arrange an appointment, please contact the charge nurse.
- Onsite Optometry services/eye glasses and hearing devices (fee for service)
- Personal incidental items
- Clothing
- Travel to discretionary medical appointments
- Social events outside the home (i.e. shopping)
- Escort service for appointments

Residents are not required to purchase services or goods from the home and may purchase such things from other providers, subject to the restriction noted above regarding drugs and drug products.

TRUST (“COMFORT”) ACCOUNTS

For the security of our residents, we ask that large amounts of money not be kept in the resident’s room (usually not more than \$5 or \$10). Alternatively, we encourage residents to make arrangements to have a comfort account set up. This can be arranged through our business office. This is an account that is administered by the Home and is used to pay for miscellaneous resident expenditures (such as hairdressing/barber services, social outings, and tuck shop purchases). Residents can also make withdrawals from their account during the hours 8:30 a.m. to 4:30 p.m., Monday through Friday. Receipts will be issued for cash deposits and withdrawals to the Comfort Account. Every three months, comfort account statements are included with the monthly maintenance statements.

CARE CONFERENCES

Initial Care Conference:

Within the first couple of weeks after you arrive, an appointment will be made with the resident and their family members to attend what is referred to as a “care planning conference”. The purpose of the care conference is to develop a plan of care, which is consistent with the abilities, preferences and specific needs of the resident, while taking into account their safety.

The conference gives the resident, family members, and staff an opportunity to discuss together the resident care plan and needs of the resident. Participants at the Care Conference may include the Resident and Family members, Nursing staff, Dietary staff, and Physiotherapist.

Annual Care Conference:

An annual care conference will also be arranged with the resident, family members and staff. The care plan for the past year will be evaluated and discussed to determine what changes (if any) are needed to the care plan for the following year. It also provides another opportunity for resident and family to discuss any concerns or provide suggestions although we hope that you will bring forward your concerns at any time throughout the year.

RESIDENT’S COUNCIL

In an effort to ensure that staff and administration are aware of residents’ concerns, The John M. Parrott Centre has established a Residents’ Council. Only residents of the Home may become members of the Residents’ Council. Residents’ Council Meetings are held once a month. There is also an annual meeting with the general population. The meetings provide residents with an effective forum in which to express their needs, in terms of the services and programs, provided within the Home.

The Minutes of Residents’ Council Meetings, as well as the dates and locations of meetings, are posted on the Information Board at the main entrance. Notice of the time and location of upcoming monthly meeting is on the monthly activity calendar. All residents are welcome to

attend. Recommendations are reviewed by the Director and responded to in a timely manner. Residents' Council meetings are followed by Residents' Dining Committee Meetings where residents have the opportunity to make comments or suggestions concerning meals and/or meal service.

If you could like additional information about the Residents' Council and its role, you may contact: Karen Oswald, Resident Services Coordinator, ext. 223.

FAMILY COUNCIL

The main purpose of the Family Council is to improve the quality of life of the residents and to give families a voice in decisions that affect them and their loved ones in the Home. All interested family members are invited to join.

If you would like additional information about the Family Council and its role, you may contact: Karen Oswald, Resident Services Co-ordinator, ext. 223

RESIDENT FURNISHINGS

Our goal at The John M. Parrott Centre is to ensure that each resident is as comfortable as possible and that their surroundings are familiar and "home-like", while taking into consideration the restrictions associated with limited space. Residents and their families may bring in personal room decorations and small furnishings. However, in order to provide a safe and functional living environment for our residents, as well as a safe working environment for staff, the following guidelines must be adhered to.

Residents' rooms come furnished with a bed, bedside table, chest of drawers, wardrobe and a comfortable chair. These furnishings may be replaced with the residents own furnishings, however, due to space limitations and for safety reasons, we ask that you adhere to the following furniture policy:

- Personal chairs may be brought in, however, all chairs must be sturdy and stable (swivel chairs and rocking chairs are not permitted unless rocking mechanism can be locked out). Sit to stand lazy boy chairs are acceptable however cannot have the heating feature.
- All electrical devices must be inspected and approved for safety by our maintenance staff.
- Combustible articles and furnishings must be monitored through Environmental Services and all upholstered furnishings must be treated with a fire retardant product.
- Residents may replace the bedside table and small dresser with their own; however, all furnishings must be fully intact and able to be cleaned with our facility disinfectant.
- Footstools are not recommended.
- Televisions must sit comfortably in the provided built in shelf (27") or on a sturdy table 2" from all edges of the table. Televisions with the wall hanging capabilities are

permitted up to 42” however it is the responsibility of the resident or family to purchase the appropriate wall hanging device. Our maintenance staff must install the device and hang the television.

- Computers are welcome, however Internet hook-up and service is the responsibility of the resident/family.
- Photographs may be displayed on the walls. The John M. Parrott Staff will install the appropriate picture hangers, etc.
- Items may not be stored on top of the wardrobe, display areas will be limited to the shelving areas provided. Nothing is to hang from the ceiling or near any fire detection or suppression device.
- Doors to all resident rooms must close freely and tightly in keeping with fire regulations so door hanging devices for wreaths or other display items are not recommended. Furnishings cannot be placed in any areas which will hinder egress for the resident or staff evacuation.
- Floor mats are not permitted. Unfortunately, experience has shown that floor mats pose a tripping hazard and are difficult to maneuver walkers, wheelchairs, lifts, etc. over. As an alternative we encourage residents to bring in rubber-soled slippers, which can be kept by the bedside.
- All small appliances such as refrigerators, microwaves, toasters, space heaters, portable air conditioners, humidifiers, heating pads/blankets or any other heating devices are not permitted for safety reasons.
- Personal beds or mattresses are not permitted.
- Flame and fire retardant, colour co-ordinated window coverings are provided and cannot be replaced with personal draperies.

To ensure the safety of the resident and staff providing care, other furnishings may not be practical and are not permitted.

All residents' furnishings/fixtures and electrical devices will be received through the Receiving entrance so they can be inspected, treated, labeled and documented by the Environmental Services Staff prior to going to the resident's room.

Residents with personal furnishings that do not meet the above criteria will have their furnishings assessed by the Environmental Services Supervisor or in his/her absence, the Manager of Nursing Services. Items posing a safety concern or deemed unsafe will be removed.

Residents/representatives are to notify the Nursing Team Centre when furnishings or personal items are being brought in or removed from the facility in order that the Personal Effects List can be updated.

Upon discharge and when personal furnishings are no longer used for the resident, they must be removed from the facility within 14 days. Due to fire regulations and storage space, we cannot accommodate storage of such items and therefore will be disposed of if not picked up within the timeframe unless arrangements have been made, due to special circumstances. It is the policy of the John M. Parrott Centre not to accept clothing donations.

Welcome Centre

- Located at the main entrance of the facility
- The receptionist is available Monday through Friday 8:30 a.m. to 4:30 p.m.
- Comfort (trust) accounts can be accessed at the Welcome Centre from 8:30 a.m. to 4:30 p.m., Monday through Friday.



VISITING

Family plays an integral part in the lives of our residents and in assisting us to ensure that the needs of our residents are met, to the best of our ability. For that reason, we encourage family and relatives to become involved in as many of the activities and programs as possible. For security reasons, the main entrance will be locked at 9:00 p.m. each evening and will reopen at 8:00 a.m. Admittance to the building after hours will be restricted.

Visitors and/or family members are asked to refrain from visiting when cold and flu symptoms are present in order that we can reduce the chance of infection within the home. It is strongly recommended that visitors to the home (including children) receive an annual flu vaccination in order to protect our frail, elderly residents.

Residents wishing to go for a visit outside the Home should advise a member of the Nursing Staff and sign out in the book located at each Nursing Team Centre. This is very important as it enables us to monitor who is in or out of the Home at all times. Should you arrive back

after the front entrance is locked, please ring the doorbell and a member of our staff will let you in.

If a resident is going to be gone for an overnight visit, or will be gone for a few days, please advise the Nurse in advance and we will ensure that their medication is ready to take with them. There is a special form, which must be signed when residents go for an overnight stay. Please refer to the section entitled “Vacation and Medical Leaves”.

PASTORAL CARE

The John M. Parrott Centre encourages and supports all spiritual and religious beliefs/practices.

A Chapel is located on the east end of Macdonald Hall offering an area for quiet reflection complete with stained glass windows and a beautiful view of the Community Garden.

Non-denominational services are held throughout the week. Spiritual programs are provided on resident home areas. This is to provide for greater accessibility to residents who may not be able to travel the distance to the Chapel. All residents and families are welcome to attend. A service is also held each Sunday afternoon at 1:30 p.m. in the Chapel. These services are conducted by area Ministers on a rotational basis. Inter-faith communion services are held during the week and are posted as to the date and time.

Other important components of our pastoral care program include Memorial Services, which are conducted quarterly, and Remembrance Day Services.



The chapel is located on the main floor and features Stained glass designed by a local artisan.

HOSPITALITY SUITE

A hospitality suite has been provided for family members of residents who are very ill. It provides the family members with a place to stay should they wish to be close by around the clock or simply need a quiet place for respite in their day. Arrangements for the use of the hospitality suite will be coordinated through the Receptionist (Welcome Centre).

NURSING/MEDICAL SERVICES

Nursing services are under the supervision of our Manager of Nursing Services/Assistant Manager of Nursing Services and resident care is under the supervision of the Nursing Department. A Registered Nurse is on duty 24-hours per day.

Personal care (which includes bathing, dressing, grooming, etc.) is provided by a both male and female Personal Support Workers.

Residents may keep their personal physician provided the physician agrees to offer care in the facility on a 24-hour basis and meets the standards and criteria for attending physicians. Doctor, dentist or optometrist appointments can be arranged through the nurse at your Team Centre. Transportation is to be arranged by family members and any costs incurred are the responsibility of the resident.

The resident must provide all pertinent information regarding his/her health status and care requirements and respond to any requests for such information. The physician is authorized to provide such medical services as they deem necessary, including examination, diagnosis and treatment, while the resident is under the care of the Home. The resident shall retain the right to refuse specific treatment(s). In this instance, the resident/substitute decision maker assumes full responsibility and liability for any harm to the resident as a consequence of refusing specific treatment(s).

Medication is dispensed by Registered Nursing personnel. We ask that you not self-administer over-the-counter medications as these can conflict with prescription medications. We further ask that 24 hours notice be given when residents are going on an overnight visit, in order that a vacation pack of the resident's medication can be ready by the time they are ready to leave.

A member of the nursing staff must assist with bathing. This is for the safety of residents as falls and illness can occur during bathing. Residents are consulted re: scheduling of bathing times and we ask for your cooperation and assistance in being available during the allotted times.

ACTIVITIES/ADJUVANT DEPARTMENT

A wide range of programs and entertainment is offered throughout the home. Resident needs and preferences will serve as the foundation of program development.

A calendar of events is posted on each resident home area and in each resident's room. Copies are also available to all interested. Family and friends are welcome and encouraged to attend.

Assistance is available to residents and families when purchases such as specialized clothing, assistive devices, W/C walkers, etc. are required.

PHYSIOTHERAPY

The physiotherapist is on site 5 days a week and offers physiotherapy services throughout the home.



NUTRITIONAL SERVICES

Nutritional services are provided under the guidance of a Registered Dietitian. Upon admission, the Dietitian assesses each resident to determine dietary requirements and menu preferences.

The Home serves three nutritious meals daily, which are prepared on-site. Snacks and beverages are served between meals. Our goal is to provide a nourishing, well balanced diet which takes into account individual likes and dislikes as much as possible. An alternative selection is available if the posted menu is not to your taste. Residents should feel free to request second helpings or larger portions if they desire.

Each Resident Home Area has its own dining room that seats twenty-eight (28) residents. This new dining concept allows for smaller, familiar gatherings and a more peaceful dining experience. In keeping with our policy, only food prepared in the facility will be served to residents in the dining room.

There is a Continental Breakfast for late risers.

There is a resident nourishment area in each dining room. Family may use the facilities in the nourishment area to prepare a resident snack. It contains a fridge, kettle and microwave. Your assistance in keeping these areas clean and tidy is appreciated. Food must be labeled and dated before being placed in the fridge for a resident.

Snacks and nourishments will still be offered throughout the RHA as we have done in the past.

Meal Times

Breakfast	-	8:15-9:00 a.m.
Lunch	-	12:15-1:00 p.m.
Supper	-	5:00-5:45 p.m.

Visitors are always welcome and can dine with residents in the Family Dining Room on their RHA by purchasing a visitor meal ticket from the Welcome Centre between 8:30 a.m. and 4:30 p.m. At least 24 hour prior notice is requested when visitors are staying to dine.

Special diets are on doctor's orders and for this reason we ask that residents not share food with tablemates, as your food may not be suitable to your tablemate's diet. Service in the dining rooms is staggered so that no individual is always served first or last.

Your suggestions are welcomed, as they will help us to serve you better. Residents are also encouraged to attend our monthly Dining Committee Meetings, which are held directly following the Residents' Council meeting. All residents are welcome to attend with any comments or suggestions they may have.



Resident Dining Room

FOODS PREPARED OFF-SITE

Residents, family and friends are encouraged to adhere to the following guidelines when bringing food into the home for residents:

Please ensure food is within the resident's diet restrictions, if any. If you are unsure, please check with the Registered Nursing staff.

Small amounts of non-hazardous foods may be stored in the resident's room. Items requiring refrigeration may be stored in the dining room fridge providing it is labelled and dated.

Non-Hazardous foods include foods such as:

- Tarts, cakes, candies, cookies
- Snack foods
- Crackers
- Fresh fruit and vegetables

As residents are offered 3 meals and 3 snacks a day, we suggest bringing in enough food for one snack only.

Due to health regulations, Dietary Staff is unable to serve any food to a resident that is not purchased and prepared by John M. Parrott Centre staff. Foods that you bring in should be ready to eat. For example, if you bring in an apple or a tomato, it should be washed, peeled and sliced when you give it to the resident.

Restaurant food (from a Public Health Inspected kitchen) may be brought in provided it is consumed by the resident while it is still hot.

Please note: Residents who are identified to be at nutritional risk, are receiving palliative care, or are on restrictive therapeutic diets will be visited by the Dietitian to arrange meal service modifications.

VENDING

Vending machines are available immediately adjacent to the Welcome Centre.

VILLAGE SQUARE

A Tea Room equipped with tables and chairs is available to sit and relax and enjoy your refreshments.

TELEPHONE SERVICE

There is a Bell payphone located on the Main Floor adjacent to the front entrance.

Residential telephone service is an optional service for residents wishing to have their own telephone. The telephone provider is Bell Canada. The resident must contact Bell Canada directly at 310-2355 or 1-866-310-2355 and arrange for the connection and to discuss long distance plan and payment options. Also Cogeco has a phone service 1-800-267-9000.

CABLE

This is an optional service for residents wishing to have cable hookup. The cable provider is Cogeco. The resident must contact Cogeco directly at 1-800-267-9000 and arrange for the connection and to discuss cable package and payment options.

LIBRARY SERVICES

A small library, for the enjoyment of residents, is located in on the 2nd Floor. It includes a good supply of large print books and novels, which are supplied by the Lennox & Addington County Library System. Residents should feel free to borrow this reading material. It is not necessary to check these books in or out, but please return them in a timely fashion as a courtesy to the other residents.

PUBLIC WASHROOMS

Public Washrooms are located just inside the main entrance, to the left of the Welcome Centre (Main Floor) and off the Sun Room (Second Floor).

ELEVATORS

There are three elevators available for use by residents, visitors and staff. The elevator will not access the basement level unless operated by an access card.

VERANDAH

Access to a large verandah is gained from the Sun Room or the Library/Lounge in the Centre Core on Second Floor. This verandah runs along the front of the building over the main entrance and offers beautiful panoramic views. There is a covered as well as an uncovered area to be enjoyed by all residents of the home.

COMMUNITY GARDEN

The Community Garden is accessible through the doors at the east end of Macdonald Hall or from the front verandah. Everyone is invited to enjoy the walkways throughout the garden, the gazebo and the relaxing sights and sounds of the water feature.



Each resident has a window with a view.

Access to Outdoors

Each resident home area offers access to the outdoors. Home areas on the Main Floor have private covered verandahs leading out to the home garden area. Home areas on Second Floor have private covered verandahs offering beautiful views overlooking the home gardens.

To gain access, a code is required (if the door is not already on bypass, as indicated by a yellow light on the keypad). Please ask a staff member for assistance.

To re-enter the building you must press the wheelchair access button.

HOUSEKEEPING, LAUNDRY AND MAINTENANCE SERVICES

Our Environmental Services Supervisor is responsible for all housekeeping, laundry and maintenance services within the building.

All rooms are completely furnished, however residents may bring in personal articles subject to safety requirements and the rights of other residents. Please refer to “Resident Furnishings” section for more information.

Cleanliness and infection control are of utmost importance to the housekeeping team so your assistance is appreciated in keeping dresser tops clutter free in order to help staff keep furnishings dusted and clean. Please also consider this when bringing in personal furnishings as we use a high level disinfectant for cleaning and damage to wooden surfaces can occur.

Alterations or mending of clothing is the responsibility of the resident or their family. Alterations or mending services can be arranged on a fee for service basis.

We also ask that personal belongings be labeled (where possible) to assist us in locating it in the event it is misplaced.

All electronic equipment must be CSA approved and inspected by our maintenance department prior to use to ensure that cords, plugs, etc., are in good condition.

If you would like to have pictures or articles hung on the wall, please have a member of our Maintenance Department look after this for you.

LAUNDRY SERVICES

The John M. Parrott Centre’s “linen” laundry functions are performed by an offsite central laundry service out of Ottawa.

The John M. Parrott Centre provides daily onsite laundering services for “personal” clothing and bedding.

To avoid the risk of lost clothing, all personal laundry coming into the home must be labeled.

On admission, clothing will be taken directly to our facility laundry room to be washed and labeled. All items will be returned within 24 hours.

Any items brought in following admission are to be bagged in a clear plastic bag and left at the nursing station with a label on it indicating the resident’s name, home area and room number. Housekeeping check daily for any clothing and will have the item labeled and returned to the resident.

In spite of all efforts to reduce the occurrence of lost items, it can occur from time to time. The Home has procedures to follow to address reports of lost clothing/items. Please report concerns to any staff member and they will initiate the process. All efforts will be made to

locate the missing items however the Home does not take responsibility for lost or damaged items.

As closet space is limited, we ask that seasonal clothing be changed out and taken home for storage and to please limit the amount of clothing being brought in as this helps to reduce wrinkling of clothing in the cupboards from overloading.

Please keep in mind the care requirements of the clothing brought in as certain fabrics (i.e. wool) require special care that is not compatible with commercial laundry systems.

Dry cleaning services and costs are the responsibility of the resident or power of attorney. Framing DAISY, 7 Dundas Street East, is a drop off location for Hillary's Drycleaners.

The following is a guide to articles of clothing to bring upon admission. However, nursing and/or housekeeping staff will be pleased to provide you with more personalized suggestions once you or your loved one has settled in.

Clothing Guide:

5 outfits	2 housecoats	5 nightwear
5 sets of underclothing (bra, panties, undershirts, socks)		
2 pair slippers	2 pair of shoes	Seasonal outerwear

Alterations for articles of clothing is the responsibility of the resident or their family. Alterations or mending services can be arranged on a fee for service basis.

SMOKING

Residents who are able to smoke independently without supervision are permitted to smoke outside the main entrance of the building only. Residents in Lilac Knoll are permitted to smoke in the RHA garden (but not within 9 metres of an entrance or exit door).

Smoking by staff or visitors is not permitted within the facility or in the RHA gardens.

Smoking is not permitted on verandahs/balconies or within 9 metres of any entrance to the building.

PARKING

Free parking is available in the designated parking area for resident families, friends and guests located at the front of the building (east side). Parking in the fire zone with the exception of drop off/pick up is prohibited – the by-law requires that a driver remain in the vehicle at all times.

PETS

Family pets are welcome to come for a visit provided their vaccinations are up-to-date, that the safety of residents and their property are respected, and that the pet poses no health risk.

Families are asked to submit a copy of the current pet vaccinations to the home. We also ask that pets be kept on a leash and supervised at all times. Larger dogs are required to wear a muzzle. Owners are responsible to clean up after pets.

NEWSPAPERS

The John M. Parrott Centre provides local newspapers, which are delivered to the Macdonald Hall, the Library/Lounge and the Tea Room.

Residents wishing to receive a personal subscription must make those arrangements themselves and are responsible for the cost. Personal subscriptions will be delivered to the Team Centre of the resident home area on which the resident resides.

HAIRDRESSING / BARBER SERVICES

Village Salon (613-354-8275)

The hairdressing salon is located in the Centre Core area on the Second Floor. Hours of operation are flexible Monday through Friday from 8 a.m. to 8 p.m. according to prescheduled bookings and Saturday by appointment only for special occasions. Please see rates and services information attached.

AUXILIARY / VILLAGE SHOPPE

The auxiliary tuck shop is located adjacent to the vending area. The auxiliary operate and equip the tuck shop with articles such as stamps, greeting cards, sweets, snacks, gifts and other incidental supplies. The hours of operation are Monday to Friday, 1:00 p.m. to 2:00 p.m.

If interested in becoming a member of the Auxiliary, please contact our front office for the dates and times of Auxiliary General Meetings.

Lenadco Auxiliary Memorial Fund is a registered charitable organization that issues receipts to donors. Information available at all local funeral homes.

VOLUNTEER SERVICES

We are also very grateful here at The John M. Parrott Centre to have the much needed support and assistance of our many volunteers. These individuals deserve a world of praise for their tremendous donation of time and energy, which they give so freely to help out with the many programs and services offered throughout the Home. Some activities would not be available or as successful without the help of this wonderful group. Friendly visiting is especially enjoyable for both resident and volunteer. If you think you might be interested in becoming a volunteer at The John M. Parrott Centre or would like more information about this service, please contact Karen Oswald, Resident Services Coordinator at 354-3306, ext. 223

SAFETY/EMERGENCY PLANNING

Safety within The John M. Parrott Centre is of prime importance. Each resident has access to a nurse call bell, which is located at the head of each bed. The bell may also be attached to the bed linen to provide easier access. There are also call bells in all resident washrooms and on the walls in common areas.

All resident home areas are operating on a pager system. The pager system is designed to deliver a prompt response to resident needs. Nursing staff in all areas carry pagers. When the call bell in the resident's room is activated, the call is sent first to the Personal Support Worker (PSW) assigned to that particular resident. If the call is not answered in an allotted period of time, it is forwarded to the RPN in charge. If the RPN does not respond in an allotted time, the call then goes to the RN Team Leader.

All emergency exit doors are equipped with an alarm that rings on all pagers and registered staff phones if opened. Access to the building is through the front door.

Residents who tend to wander will be provided with an identification (Roam Alert) bracelet. We would ask that visitors refrain from assisting residents to exit the building without advising a staff member first.

All residents should be aware of "WET FLOOR" signs which staff use after mopping floors and wiping up spills.

Exit doors are identified with lit "EXIT" signs. Pull stations are located near each exit door. There is a designated Emergency and Communications Coordinator onsite at all times. If you discover a fire, pull the fire alarm. When the Emergency Coordinator arrives, you are to take your instructions from that individual. Should the alarm sound when a resident is in their room, they should remain in their room until a staff member comes to assist them.

The John M. Parrott Centre's Contingency Planning document and Emergency Response document is located at the Business Office (Main Floor) should residents or family wish to view it.

As part of the hiring process, and on an annual basis, all staff is trained on fire safety procedures and the handling of hazardous materials.

The use of open flames (birthday candles, etc.) is not permitted at The John M. Parrott Centre.

Fire Safety Plan

- It is recommended that residents and visitors become familiar with Fire & Safety procedures
- It is recommended that residents and visitors become familiar with Fire Exit Doors located on all floors
- DO NOT USE THE ELEVATOR IN THE CASE OF A FIRE
- If the alarm sounds, you will hear the paging system announce “CODE RED” (fire alarm signal) and the location of the fire
- If you are in a resident’s room, close the door and remain with the resident. Staff will be sent to your location.
- If you are in any other part of the RHA, stay in that location and take instruction from staff
- Once the emergency is cancelled, you will hear “All Clear” announced on the paging system.

Fire Drills

The Home is required to conduct three monthly fire drills. The purpose is to ensure that residents, staff and visitors are totally familiar with our Fire and Safety procedures.

Points to Remember

1. The safety of our residents always comes first. However, never put yourself in a dangerous situation.
2. In the case of smoke or fire, sound the nearest alarm. Activate a pull-station and close doors to fire area—isolate the fire.
3. A closed door will help confine a fire and slow the spread of smoke.

Please Avoid Using Scented Products

Due to the increasing occurrence of sensitivity to scents by staff and other residents, we ask that residents and visitors avoid using scented products. This includes deodorant, after shave, shampoo, hair spray, cologne, soap or any other personal care products.

For safety reasons, the use of aerosol cans is not permitted.

PERSONAL VALUABLES

The John M. Parrott Centre does not assume responsibility for loss or damage to residents' personal belongings (i.e. clothing, jewellery, furnishings, etc.). Therefore, if you are concerned about the possible loss of valuable possessions, we encourage residents and family to keep these at home. The insuring of possessions is the responsibility of the resident. We discourage residents from keeping large sums of money (preferably not more than \$5 or \$10) in their room. As an alternative, it is recommended that residents take advantage of our Comfort Account system and withdraw small amounts as needed.

MAIL

Outgoing mail may be deposited in the Mail Box at the Village Shoppe in the main lobby. Canada Post picks up mail at noon Monday through Friday. Stamps can be purchased at the Village Shoppe. Incoming mail will be delivered to your room by staff, Monday through Friday.

We further ask that (where possible) vendor invoices, which are the residents' or family members' responsibility, not be forwarded to the Home. Unfortunately, this situation can create confusion as our office staff is not always certain whether the billing/correspondence should be directed to the resident or the family member. If correspondence or billings for the resident are being directed to The John M. Parrott Centre, advise our front office.

E-MAIL A RESIDENT

To send a message to one of our residents, e-mail us at resident@lennox-addington.on.ca. Include the resident's name, and home area if you know it, and your full name and address. We will print your message and hand-deliver it.

Keep your message simple. Remember, this is not a private service, so treat your e-mail as if it were a postcard. Do not write anything you wouldn't want others to see. Unfortunately, this is a one-way service.

DONATIONS

The John M. Parrott Centre is grateful for the support received from all donors in the furtherance of our Mission. Donations are used to supplement the funding received from the Ministry of Health and Long Term Care and the County of Lennox and Addington to provide extras to enhance the care and services we provide to our residents.

The John M. Parrott Centre appreciates all levels of contribution. All donations of over \$10 will be receipted for income tax purposes.

Direct your donation to the Fund you wish to support!

There are specific funds provided to allow "special direction" of your donation.

Life Enrichment Fund

The Life Enrichment Fund is used to provide entertainment and activity programs for our residents. Donations to this fund will help enrich the quality of life for our residents.

Alzheimer Care Fund

The Alzheimer Care Fund is used to finance programs and equipment for those with special needs. Donating to this fund will help to provide specialized equipment and programs in our Special Care Unit.

Equipment Renewal Fund

The Equipment Renewal Fund is used to provide equipment, and furnishings, for our residents on an ongoing basis. New advanced equipment is needed as residents' needs change. Furnishings also need to be upgraded or replaced.

Staff Education Fund

The Staff Education Fund is used to enable educational courses that contribute to the professional development of our staff. Donating to this fund will allow staff to have access to upgrading their skills and education.

Gifts having a value of more than \$500 will be recognized on the Donor Recognition Board.



The Donor Recognition Board is an enduring symbol of commitment and caring.

The John M. Parrott Centre gratefully accepts memorial donations. Many families request that relatives and friends make an “In Memoriam” donation when they lose a loved one. It is a meaningful way to express sympathy to the bereaved family. When you make an “In Memoriam” donation to The John M. Parrott Centre, you leave a lasting legacy in the name of the deceased while contributing to the comfort of our residents. The name of the individual named for Memorial Donations will be posted on the Donor Recognition Board when donations in excess of \$250 are received in their name.

Other Donation Opportunities:

Engraved Stepping Stones can be placed in the Community Garden and/or an RHA Garden for a donation of \$350. The stepping stone will be inscribed with your name, or the name of someone you wish to honour or remember.



Family members may wish to have a tree planted on the grounds of The John M. Parrott Centre in memory of or in honour of someone. A donation of \$1,000 will allow for the planting and the name being added to recognition on the Donor Recognition Board.



Furnishing for a Resident Room can be supported by a donation of \$2,000. A recognition plaque is placed outside a resident room in recognition of this gift.



Donations can make a world of difference.

The Village Salon

At
The John M. Parrott Centre

354-8275

Services and rates for in-house residents effective July 1, 2014

Barbering

Men's Cut	\$10.00
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Hairdressing Services

Wash	\$6.50
Rinse	\$5.00
Cut	\$16.00
Shampoo/Set	\$15.00
Cut and Set	\$23.00
Colour	\$36.00
Colour and Cut	\$42.00
Perm	\$46.00
Highlights	\$45.00

Upon admission, a Service Authorization form must be completed and submitted to the Hair Salon.

Have we covered everything you need to know?”

If you have any comments or suggestions on how to improve the Resident Guidebook we would be pleased to hear from you.

Please use the space below and drop off at the Welcome Centre to the attention of Marion Landon.

Thank you.

Marion Landon
Administrative Supervisor, The John M. Parrott Centre
354-3306, ext. 224

RESIDENTS' BILL OF RIGHTS

Long Term Care Homes Act (LTCHA), 2007

Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

Every resident has the right to be protected from abuse.

Every resident has the right not to be neglected by the licensee or staff.

Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

Every resident has the right to live in a safe and clean environment.

Every resident has the right to exercise the rights of a citizen.

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

Every resident has the right to be afforded privacy in treatment and caring for his or her personal needs.

Every resident has the right to have his or her participation in decision-making respected.

Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.

Every resident has the right to:

- i. participate fully in the development, implementation, review and revision of his or her plan of care,
- ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
- iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
- iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

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.

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. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

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

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.

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

- i. the 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 VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
- iv. staff members,
- v. government officials,
- vi. any other person inside or outside the long-term care home.

Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.

Every resident has the right to have his or her lifestyle and choices respected.

Every resident has the right to participate in the Residents' Council.

Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.

Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

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.

Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

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

RESIDENT OBLIGATIONS AND RESPONSIBILITIES

As with resident rights, there are also obligations and responsibilities which residents have to their fellow Residents and staff, within the facility in which they are receiving care or shelter.

It is, therefore, the responsibility of the Resident:

1. To treat one's fellow Residents, roommates, table companions, and staff with courtesy and consideration and to keep in mind their rights at all times.
2. To observe at all times the "*No Smoking*" regulations for one's own protection and that of other Residents and staff.
3. To respond as directed (with promptness) during fire and disaster drills.
4. To use with care and respect all equipment, furnishings, supplies and linens of the facility.
5. To consider that other residents may require more assistance, more urgently, than oneself. One cannot always be first.
6. To provide accurate information to staff concerning all aspects of your mental, physical and financial status and to keep them informed of any changes.
7. To report information that requires attention such as safety hazards, security, abuse or anything else you feel is wrong or unusual.
8. To give staff, at any level, the opportunity to correct a complaint or grievance as per the Complaint Policy.
9. To follow the Facility's policies and procedures as they affect the residents' daily routine, providing they do not infringe on their rights.

Quality resident care requires a strong team effort – not only among our staff, but with the resident in our care and the extended family. Each of us can support this by treating others like we would like to be treated in accordance with the following principles:

Respect

We treat all others with respect and dignity at all times. Respect means consideration, politeness and courtesy in what we say and write and in our actions. Even when we may disagree with the ideas or beliefs of another person, we strive to understand and accept the differences in perspective. We use the power of our words and actions to demonstrate our commitment to the home's values.

Equality

Everyone in our home is equally valued no matter what their role in our organization. We strive to create a climate of understanding and mutual respect for the dignity and worth of each person so they feel a valuable part of our organization. Diversity is valued (i.e. differences in race, nationality or ethnic origin, colour, religion, age, gender, sexual orientation, marital status, family status or disability). We promote equality and the acceptance of people from diverse backgrounds, communities and cultures.

Accountability

We are each accountable for demonstrating appropriate and professional behaviour. We take responsibility, are prepared to answer for our actions, and act with integrity and honesty. We build trust and teamwork by doing the right thing and resolving problems in which we have played a role.

Leadership

We lead by example. No matter what our role in the home, each of us takes the lead in modeling respectful behaviour even when those around us may not be doing the same. We have the courage to ask to be treated fairly ourselves, to stand up for others and to bring incidents of disrespectful behaviour to management's attention.



It's the right thing to do

The John M. Parrott Centre is divided into six (6) Resident Home Areas (RHA). Each RHA is home to 28 residents. The Resident Home areas are named as follows:

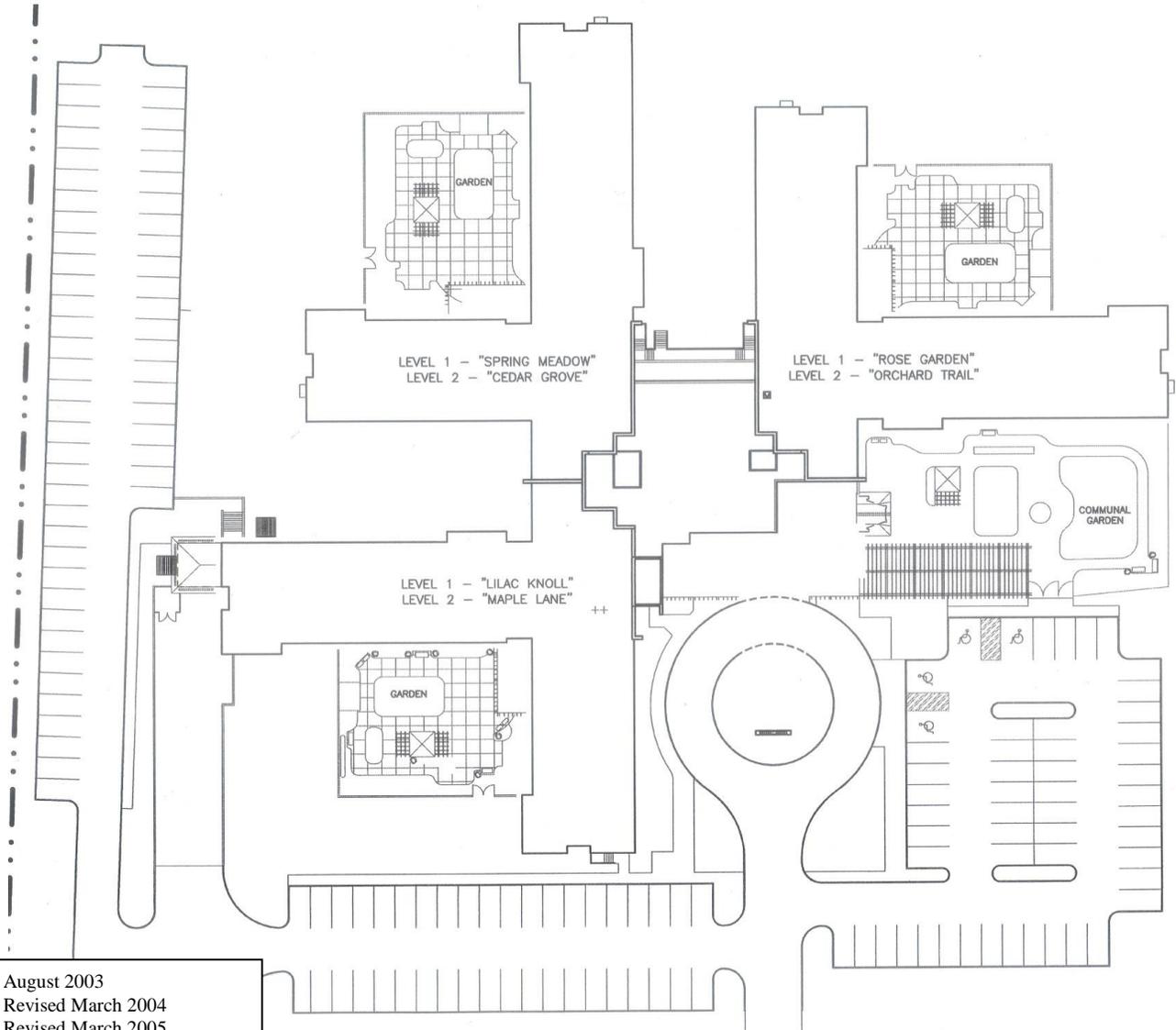
Main Floor

- A wing – Lilac Knoll
- B wing – Spring Meadow
- C wing – Rose Garden

Second Floor

- A wing – Maple Lane
- B wing – Cedar Grove
- C wing – Orchard Trail

All resident home areas have the same layout.



August 2003
 Revised March 2004
 Revised March 2005
Revised December 2005
Revised June 2006
Revised July 2007
Revised June 2008
Revised November 2008
Revised June 2009
Revised March 2010
Revised June 2010
 Revised January 2011
 Revised June 2011
 Revised December 2013
 Revised June 2014
 Revised February 2015
 Revised May 2015