



***RESIDENT'S  
INFORMATION  
GUIDE***

***3140 Gendron Road, P.O. Box 190  
Hammond, Ontario  
K0A 2A0***

***www.stmathieuresidence.com  
res\_st\_mathieu@hotmail.com***

***Tel.: 613.487.9422  
Fax.: 613.487.9423***

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## **A. GENERAL INFORMATION**

Located in the heart of the village of Hammond, only twenty minutes east of Orleans, between the local church and the community hall, Residence St-Mathieu (RSM) has a total of 54 rooms and many common areas, all on one floor. Different room models are available. The retirement home is within walking distance of the golden Age Club, a bus stop with service to Ottawa, the municipal park, a financial institution and other services. It is also located next to the new convenience store/Casse Croûte Presto Grab & Go. RSM is a residence for residents who are fully or partially self sufficient seniors. It therefore constitutes a large family with an average number of 54 to 56 residents, a staff of 16 employees and a group of volunteers.

Management and staff of the Residence St-Mathieu appreciate your interest in our residence. In this document you will become familiar with the services that we offer.

It should be noted that in the following paragraphs, the masculine is used for readability only; it refers to both men and women.

### **OUR MISSION**

Résidence St-Mathieu's mandate is to offer an inviting and warming atmosphere where everyone finds satisfaction to their personal needs, always keeping in mind that our clientele is part of a large family. Our priorities are to listen to you while providing a welcoming and secure environment, and always continuing the ongoing devotion to our residents.

## **B. RESIDENT'S RIGHTS**

The Act sets out a Residents' Bill of Rights. Operators of retirement homes must respect and promote these rights. They must also post these rights in the home and ensure staff members receive training about them.

The Residents' Bill of Rights includes:

**51. 1) EVERY RESIDENT OF A RETIREMENT HOME HAS THE FOLLOWING RIGHTS WHICH CONSTITUTE THE RESIDENTS' BILL OF RIGHTS:**

1. The right to,
  - i. know what care services are provided in the home and how much they cost,
  - ii. be informed in advance of any increases in charges for care services provided in the home,
  - iii. receive advance notice of a decision of the licensee of the home to discontinue providing a particular care service,

- iv. have the licensee of the home take reasonable steps to facilitate the resident's access to any external care providers that the resident needs, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to continue to reside in the home, and
  - v. have the licensee of the home take reasonable steps to find appropriate alternate accommodation for the resident, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to cease to reside in the home.
2. The right to apply for publicly funded care services and assessments.
  3. The right to be informed about and to apply for care services and assessments from an external care provider.
  4. The right to have his or her choice of care services provided by staff who are suitably qualified and trained to provide the services.
  5. The right to, i. participate fully in making any decision concerning any aspect of his or her care, ii. participate fully in the development, implementation, review and revision of his or her plan of care, and iii. give or refuse consent to any treatment, care or service for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent.
  6. The right not to be restrained except in accordance with the common law.
  7. The right to be afforded privacy in treatment and in caring for his or her personal needs.
  8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
  9. The right to have his or her lifestyle and choices respected and to freely pursue his or her social, cultural, religious, spiritual and other interests as long as the resident's lifestyle, choices and pursuits do not substantially interfere with the reasonable enjoyment of the home for all usual purposes by the licensee and other residents.
  10. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Authority or any other person without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else.
  11. The right to know if the home is also a care home within the meaning of the Residential Tenancies Act, 2006, and whether the residents therefore have rights and responsibilities as tenants under that Act.

### **C. WAKE-UP TIME AND PROVISION OF A MEAL**

RSM is a place where people live just as if they were home. That means that they can come and go as they wish. The resident wakes-up at the time he wishes. Breakfast is served at 8 a.m. You can go to the dining lounge in a dressing gown or already dressed for the day. Each resident is assigned a seat. Breakfast menu includes, among others, eggs and bacon on some days, white or whole-wheat toast, cereals, prunes, pancakes on some days... The other meals of the day have pre-arranged menus. It is understood that if a resident does not like a meal or has food allergies, a substitute meal will be offered. This information will be established upon admission. The menu is posted weekly in the dining room.

Meals are prepared according to Canada's Food Guide; this is what we call the support to the **provision of a meal**.

We have a snack room type kitchen open at all times. Residents can use it as they wish. Cookies, fruits, yogurts and beverages are available at all times in the snack room or in the dining lounge.

With regards to meal, your guests are welcome. We ask residents to notify the cook at least one hour before mealtime of the number of guests expected. A cost of \$ 5.00 per guest is payable to the cook.

Lunch is served at noon and dinner at 5 p.m.

#### **D. ACTIVITIES**

- On weekdays, one or two regular daily activities are planned between September and May inclusively. Among them are bingo, card tournaments, movies, physical activities, crafts and much more. In summer, the regular activities are replaced by a few more special activities such as outings (mass at the Lourdes Grotto, picnic, BBQ, etc.) In addition, we have monthly activities all year long such as a show and/or outing, etc. All activities are free.

#### **E. SERVICES**

- **Housekeeping** is done once a week in each room. Bedding is changed every week or as needed. Once a year, a good spring-cleaning is done in each room.
- Each resident's **laundry** is done independently of each other. You do not need to label your clothes. Laundry is done once a week. A laundry day is scheduled depending on where the room is located in the residence. Residents only have to put their clothes in a basket provided to them, to be collected on laundry day. Once cleaned, everything is returned to the resident's room. An ironing board and iron are available and can be used in the laundry room.
- A doctor is available for the RSM resident's needs and he offers **any service that a member of the College of Physicians and Surgeons of Ontario provides while engaging in the practice of medicine**. A new resident can use the services of the doctor of his choice, meaning he can keep his family physician. We will coordinate appointments and transportation, if needed. A nurse comes on a monthly basis and offers **any service that a member of the College of Nurses of Ontario provides while engaging in the practice of nursing**.
- For residents who require assistance or supervision walking in the residence, we offer this service free of charge, which we call **assistance with ambulation**.
- We can coordinate one or two free assisted baths for people with loss of autonomy or an incontinent resident, and daily sponge bath services offered by the province for eligible persons. For people with loss of autonomy who does not immediately qualify for provincial services, we provide **assistance with personal hygiene** if needed. These services are free of charge if they are on a temporary basis (for 1

month or less) while waiting for a provincial qualification program. The principle is the same for the **assistance with dressing**. A bath can be given on a regular basis with the residence staff assistance for an amount of \$ 10.00 per bath (**assistance with bathing**).

- For people who need to use incontinence products, we offer **continence care**. We can assist if necessary an incontinent resident at no additional cost. If the incontinence becomes too severe, we will complete a review of the resident needs to see if we can meet them.
- We will help **coordinate your appointments**. This means that when you have to make an appointment with a doctor outside the residence or a specialist you just need to let us know. We will then coordinate the appointment, the transportation if required and your new prescription if any. In addition, some services such as certain blood tests and respiratory (providing oxygen) may be available at no charge on site when prescribed by the doctor. We strongly recommend that a member of the family is present with the resident at a doctor's or specialist's appointment outside the residence.
- We have a **medical transportation system** in place where the driver will pick up the residents at the residence to drive them where they need to go. In addition, if needed, the driver will go with the resident to the waiting room and bring him back to the residence. This service is offered for Rockland and Ottawa, for free. We will be happy to coordinate your transportation.
- A new resident has different options for administration of medication. We strongly suggest letting us administrate their distribution, as we can assist you also with the glucose monitoring and insulin injections, which is what we call **administration of drugs or another substance**. The system we recommend is as follows. A pill pack system is prepared by the pharmacist. It is really small, sealed capsules prepared by the pharmacist. He prepares four pill packs a day, one for each meal and one for bedtime. We thus find the name of the resident, the date and time at which the drugs inside the capsule should be taken by the resident. The residence staff distributes these capsules to the tables at mealtimes while we go to the rooms for bedtime. Everything is supervised by our pharmacist as for the review of our policies and staff training in connection with the distribution. In addition, we minimize the risk of error since a report is completed after each distribution. Note that the pharmacist reviews twice a year with each resident the list of medications that are prescribed. These services offered by pharmacists are called **any service that a member of the Ontario College of Pharmacists provides while engaging in the practice of pharmacy**.
- We have staff 24 hours a day. A staff member is present at least on the floor during the evening and night (from 7 p.m. to 6:30 a.m., there is only one staff member on site while the owners can be reached at any time if necessary). During the day, it can be up to 4 employees. Staff members working at RSM are all trained in CPR, first aid and according to the law requirements for retirement homes in Ontario. In addition, they must not have a criminal record and meet public health requirements (injections and tests) required by law and the health office. We conduct two rounds per night (**night monitoring**). If we find that there is light or noise in a room, the

staff will check to ensure that the resident is doing well. Residents can reach us at any time. Each room and bathroom is equipped with a nurse call system. In case of need assistance, you simply have to pull the string and staff will be notified immediately.

- The **pharmacy** makes deliveries 5 times a week. You can therefore ask the administrator for what you need and she will contact the pharmacy to place the order. There is no delivery charge. In addition, the pharmacist will send you a monthly statement of account that you can pay at the residence. Residents will be exempted from some prescription's fees normally charged.
- A **hairstresser** comes to the residence twice a week, every Wednesdays and Thursdays. Appointments are set with her, and the costs of her services are paid by the resident.
- The residents may borrow books and films from a representative of the Clarence-Rockland municipal library who comes to the residence twice a month.
- There is a **mass** held weekly at the residence.
- Staff of the Hammond's Caisse Populaire comes to the residence on a weekly basis to provide **banking services**.
- A **nurse call system** located in each bedroom and bathroom can be used for emergencies to inform the staff in case of a need for assistance.
- The residence is equipped with an **alarm system** connected to all exterior doors to increase the safety of residents.
- The residence is equipped with a fire alarm system connected to a central and a **sprinkler system** all rooms and common areas.
- The residence is equipped with a **generator** supplying 100 percent of the electrical needs of RSM in case of electrical failure.
- A **parking** space is available to you at no additional charge.

## F. COST OF ACCOMMODATION

The monthly cost for a room varies depending on the type of room. The cost of rooms depends on its size and the number of residents it can accommodate. This cost includes everything that we have listed in this guide as well as some furnishing, bedding, towels and toilet paper. The cable and phone line are extra. In summary, the total price consists of costs related to accommodation, meals, housekeeping, laundry, activities and the access of all common areas. The resident must pay for his own telephone line and internet (\$45.00/month), cable (\$37.50/ month), personal products and costs for use of an air conditioner if required. Each resident can cool his room by obtaining an air conditioner at his own expense for their room. The cost is \$225 payable once a year in June are billed to residents with such an appliance to

cover the costs of installation, removal, storage and electricity. It should be noted that the dining room and common areas are air-conditioned. Telephone, internet and cable services must be provided by the residence and will be included in the cost of accommodation.

Rent is due on the first of each month. Different forms of payment are available. This may be postdated cheques or cash. A receipt for rent is provided at the beginning of each year for accounting purposes.

This residence has a variety of styles and size in accommodation, **beginning rates** are reflected below.

Accommodation Types (Rates are based on single person occupancy)

	Regular Room	Large Room	Suite
Accommodation	\$ 1,182.00	\$ 1,297.00	\$ 1,922.00
Services (Support, Wellness and Meal Service)	<u>\$ 885.00</u>	<u>\$ 885.00</u>	<u>\$ 885.00</u>
<b>TOTAL BASIC FEE</b>	<b>\$ 2,067.00</b>	<b>\$ 2,182.00</b>	<b>\$ 2,807.00</b>

Telephone and internet services (\$45.00/month) and cable services (\$37.50/month) if desired must be provided by the residence and will be included in the cost of accommodation.

The fee for a second person occupant in a suite is \$ 885.00 per month and is Incorporated into the occupancy fees.

The adjustment of the monthly fee of accommodation is for 12 months then a notice is delivered 90 days earlier.

The approximate size of regular rooms is 215 square feet, the large rooms is 260-279 square feet, while the suites is 385-436 square feet.

#### SERVICES AVAILABLE IN CARE

For assisted bath \$ 10.00 each

All residents may purchase or obtain services as for care or other services, programs or goods from external providers if they wish.

#### **G. ADMISSION**

When a resident is admitted to the Résidence St-Mathieu, the room is freshly painted. A single bed, a night table, dresser, a blind and sheers are included. Each bathroom is provided with transfer bars, a non-slip mat in the bath, a garbage can, a

shower curtain and a bench in the bath, if requested. The phone, TV, comforter and other desired furnishings remain the resident's responsibility.

Small refrigerators are allowed while candles, toasters, small electric heaters, frying pans and microwaves are prohibited.

Residents must provide information at admission such as their social insurance number, health insurance number, etc. An admission form showing the required information is annexed to this kit. At the same time, we will check with the new resident about what he wants us to do in the event of an emergency to know if you want to be resuscitated, as our staff is trained for first aid by St. John's Ambulance and the CPR; it should be noted that the residence is equipped with a cardiac defibrillator. In addition, we will ask your doctor to complete a general questionnaire on the state of your health. This information will be used for emergencies. If we have to call an ambulance, this will give us all the information necessary for the emergency services. We can also notify the caregiver immediately to advise them of the situation. This information will be part of the care plan.

When being admitted to the Résidence St-Mathieu, it is the responsibility of residents to make a change of address at their post office and to other offices/departments (Old Age Security, CPP, HST, Ontario Health Insurance and driver's license). As needed, we can help a new resident to coordinate the connection of your new telephone line. The Annex pages explain the responsibilities of each party when being admitted.

A residency agreement must be signed by both parties at the admission of the resident.

## **H. RULES**

In the annex you will find a list of our rules that must be observed at all times by residents and all visitors to ensure harmony at all times.

All visitors are welcome as long as they are respectful of everyone in the residence.

## **I. ASSISTANCE PROGRAMS AVAILABLE**

There are different programs where we can apply for financial aid to cover part of the rent or medicines of a resident with a low income. If your financial resources are limited, please let us know and we will assist you in determining your eligibility.

In addition, provincial resources are in place for those with a moderate loss of autonomy. This means that if a resident requires assistance for personal care, whether for getting dressed or for partial bathing, we will take the necessary steps to obtain these cares at no additional cost, provided you are eligible. An assessment would be carried out to validate if the loss of autonomy is legitimate, whether temporary or permanent.

## **J. INSURANCE**

It should be noted that your personal effects are not covered for theft, fire or disaster by the residence's insurance policy. It is therefore recommended that you take out an insurance policy meeting your needs which should also cover you for civil liability. In addition, it is understood that residents should keep only minimal amounts of cash in their room. The residence assumes no responsibility for any object or amount of money lost or stolen. We will, however, do everything in our power to locate the loss.

## **K. FOLLOWING A DEATH**

Following the death of a resident, only the executor will have access to the room. It is therefore up to him to release the room as agreed between the two parties.

## **L. SUGGESTION/COMPLAINT FORM**

Everyone is invited to share their comments or suggestions by completing the form for that purpose. These forms are available on the residence's bulletin board. Our policy of complaints is also displayed on the residence's bulletin board while a copy is also included further in this document.

## **M. RESPONSIBILITY OF THE FAMILY**

The resident's family can cooperate with Résidence St-Mathieu for the purposes of ensuring that a resident receives adequate care and the healthiest environment. How?

Several ways of maintaining this cooperation are given below.

- Let us know of any medical changes in the resident's condition so that he can receive adequate care.
- Ensure that he has all the supplies necessary for his personal hygiene, and that he has appropriate clothing for each season.
- Help him with housekeeping and the organization of the contents of his drawers and personal effects, since these items are off-limits to staff members of the residence

## **N. RESPONSIBILITY OF THE RESIDENT**

To ensure that a resident is at ease as soon as possible and lives peacefully, he must respect the rules of the residence and ensure that his visitors do the same. It is important to respect the people around you. In addition, you should maintain good personal hygiene at all times, and to try to maintain your physical autonomy with regular exercise. It is very important to let us know if you are experiencing any discomfort, so that we can put in place the resources to help you. For a matter of safety, it is important to keep your room in good order. Thank you for your cooperation.

## O. CONFIDENTIALITY POLICY

Résidence St-Mathieu understands the importance of a person's private life. As an operator of a residence for retired people, we have the professional and legal obligation to keep any personal information we receive confidential. Our relationship with our clientele is based on trust and we pledge to keep it this way. We have adopted the following protection of privacy policy in order to demonstrate the value we place on the protection of your privacy in relation to your personal information.

### Purpose of this Policy

This policy covers the handling of personal information you divulge to us.

### Why do we collect personal information?

We request personal information in order to:

- know the residents who are in our care;
- obtain services;
- meet legal and regulatory requirements;
- communicate with you and your family to provide information about our residence upon your request.

### How do we use this personal information?

- a. Personal information which has been communicated to us is not sold, rented or disclosed.
- b. We do not share your personal information with any third party unless required by law, if authorized clearly by you, or if we offer you a service or product through another company or organization that needs this information.
- c. We take all reasonable precautions to ensure that your personal information is safe, not lost, not modified, and not disclosed.

### Access to your personal information

- a. You may request access to any personal information that we hold about you and you can request that this information be corrected or modified. However, we reserve the right to confirm your identity by asking you to present identification documents before approving your application.
- b. If we are not able to authorize access to personal information about you, we will provide reasons for the denial.

If you would like more information about the use of your personal information shared with us, or if you want to access your personal information, cancel a consent given in advance or make a complaint, please write to us at the address shown at the end of this document.

If you are not satisfied with our response, you can contact the Privacy Commissioner of Canada at 112 Kent St., Ottawa (Ontario) K1A 1H3.

**P. POLICY OF ZERO TOLERANCE OF ABUSE NEGLECT**

The abuse and neglect include any action, intentional or not, by a caregiver or any other person who causes injury or risk of injury that compromise the welfare or safety of an older and fragile person.

Abuse whether physical, psychological, sexual, financial or other ... is something that won't be tolerated at all time by the residence's management.

We strongly encourage our staff and anyone working in the residence to come forward to denounce any situations and let us know if they suspect any kind of abuse. In all cases, we commit ourselves not to exercise any kind of retaliation against any person who completes a report.

There is no excuse for violence! Situations or personal problems experienced by caregivers or family members do not excuse the actions of violence against the elderly. Any problems can sometimes be contributing factors, but they in no way justify violence.

Everyone deserves to be treated with respect and dignity.

## **Q. POLICY FOR PROTECTION AGAINST ABUSE AND NEGLECT**

Article 67 of the Retirement Homes Act, 2010

- (1) The retirement home's owners shall protect residents of the home from abuse by anyone.
- (2) The retirement home's owners shall ensure that the staff of the home does not neglect the residents.
- (3) The duties in subsections (1) and (2) do not apply if a resident is absent from the retirement home, unless the resident continues to receive care services from the licensee or the staff of the home.
- (4) The retirement home's owners ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents and ensure that the policy is complied with.
- (5) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents shall,

- (a) clearly set out what constitutes abuse and neglect;

Maltreating a resident may be described by an abuse of power, confidence, respect or intimacy inherent in the therapeutic relationship. Abuse can take many forms:

- The negligence; (eg missing to provide the services/goods necessary for life)
- The verbal/emotional violence, (eg yelling at a resident or insulting)
- The physical violence; (eg hitting a resident or causing discomfort.)
- The financial abuse; (eg soliciting gifts from a resident.)
- The sexual violence (eg. touching a resident inappropriately).

- (b) provide that abuse and neglect are not to be tolerated;

The mistreatment of residents constitute a fault for which the residence's management does not tolerate and process through various means. The management investigates complaints and reports submitted to them about it. This investigation may result in disciplinary action, a temporary work stoppage, a dismissal or it can go as far as notifying the police.

- (c) provide for a program for preventing abuse and neglect;

Many circumstances can lead to abuse and neglect. That's why the management has implemented several initiatives to prevent or stop abuse.

-With the hiring, new staff members must attend many training sessions among others, one on our zero-tolerance policy of abuse and neglect. Proof of assistance in the training and consent to comply with this policy is on file.

-The Recycling is a measure established to help the employee to think about the events that happened to comprise the application of standards in place. Thus, it can improve its delivery of care in the future in similar events;

-The management offers the GPA training (Gentle Persuasive Approach) being an educational program that helps the employee to understand abuse and to develop prevention strategies;

The management ensures that the employee does not work too much and that he has the time needed to provide care to a resident;

The manager is always available to staff member by giving them advice and supporting them in their workload;

-The management ensures that the employee has enough days off, holidays and days where he may be absent for reasons of illness, if needed;

-The management ensures to have in place all the information required for the employee in order to provide care to residents;

-The management ensures to have in place the equipment and supplies needed to provide appropriate care to residents;

-Annually, the management will evaluate the effectiveness of the policy and make the necessary changes to prevent abuse or neglect;

-The management regularly rounds up with residents to see if the services are prescribed appropriately;

The policy of zero tolerance of abuse and neglect is displayed in the hallway of the residence and is in each of the staff members binder;

-With the admission of a new resident, he is informed of the existence of the policy and a copy is given to him;

Managers ensure to be available at all times to assist by providing literature and tips that could help staff members in their relationships with residents who need more attention and/or care. They ensure that the work environment is always nice and quiet.

- (d) contain an explanation of the duty under section 75 to report to the Registrar the matters specified in that section;

RHRA can be reached/advised by phone in case of a prejudice or risk of injury to a retirement home's resident such as abuse or negligence of provision of care or inappropriate treatment of an unlawful act or misuse of money. Anyone who suspects a prejudice, has the obligation to report to RHRA at 1-855-275-7472. While having the ability to remain anonymous, residents can report any prejudice, but they are not required.

- (e) contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;

The management of the residence will complete an abuse and neglect investigation followed by a report. The survey will be conducted by authorized staff members as described below:

-They notify all persons involved, and within 12 hours;

-They meet the person who completed the report in order to obtain his perception, his history and the facts about allegations of abuse or neglect;

They will meet the vulnerable person to complete a report allegations about abuse or neglect;

They will order any person to provide information or produce records, documents or anything that could be useful to the investigation;

They will proceed promptly to the analysis of each case of abuse or neglect.

If there is suspicion of abuse or neglect following the preliminary investigation, the management will take the necessary security measures to secure the vulnerable Reg 15 (3) a)

Whenever possible, a consistent response will be given to the person who filed the complaint within 5 working days of receipt. If the management can't give an answer before that time, they will give a reasonable date to the person making the complaint.

(f) set out the consequences for those who abuse or neglect residents;

The mistreatment of a resident by someone (the author, being a family member, an external service provider, a volunteer or another resident) constitutes misconduct that the residence's management team does not tolerate and we will promptly take care of it using different means. The investigation may lead to:

- Disciplinary measurements where the employee will receive the help he needs;
- If the author is a resident's family member, we will ask him not coming to the residence for the time of the investigation and never come back in the event he is found guilty; if he would absolutely need to come to the residence, being related to a resident, we are going to organize the meeting between the author and his relative, to take place in an isolated place where the risk that the author meets the victim is minimal. If the author is a visitor or a volunteer, we will ask him not coming to the residence for the time of the investigation and never come back in the event that he would be found guilty. If the author is an external service, we will ask the employer not to send his employee to the residence for the time of the investigation to avoid any contact with the victim; in the event he is found guilty, we will ask the employer not sending him ever. If the author is another resident we will attempt to locate their rooms in different areas of the residence; we will also try to sit them in different areas in the dining lounge to minimize their contacts; if the author is found guilty, we will ask him to leave the residence as soon as possible. In the event that a resident is the author and if it is a case of behavior, we will put into practice the elements of our behavior management policy that could help the situation;
- A temporary cessation of work while the employee will wait for the outcome of the charge;
- A dismissal following evidence and grounds established by surveys;
- If the abuse is a criminal offense, a statement to the police will be immediately reported.

(g) comply with the prescribed requirements, if any, respecting the matters described in clauses (a) to (f); and

(h) deal with the additional matters, if any, that are prescribed.

Policy of zero tolerance of abuse and neglect – Regulation 15

(1) The program for preventing abuse and neglect described in clause 67 (5) (c) of the Act shall entail training and retraining requirements for all staff of the retirement home, including,

- (a) training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care;

The management ensures that there is no abuse of power by caregivers by applying all set strategies developed in Article 67 (5) c) and making sure the staff members understand the vulnerable situation in which the resident is found.

- (b) situations that may lead to abuse and neglect and how to avoid such situations.

Managers ensure that forward strategies developed in Article 67 (5) c) are practiced to prevent abuse.

- (2) The procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents described in clause 67 (5) (e) of the Act shall include details outlining who will undertake the investigation and who will be informed of the investigation.

Once a complaint of abuse and neglect is made, the owners will be responsible for the investigation and notify any person concerned or the resident, his agent and the person who is accused.

- (3) The policy to promote zero tolerance of abuse and neglect of residents described in subsection 67 (4) of the Act shall,

- (a) contains procedures and interventions to assist and support residents who have been abused or neglected or allegedly abused or neglected;

While the management will proceed with their investigation, they will ensure that the victim is protected:

- The residence's staff is going to start with a full assessment of the resident asking him many questions, taking his vital signs and sending him to the hospital or by notifying the police force if deemed appropriate to do so;
- They will make sure that the person accused of abuse and/or neglect, has no direct contact with the resident, until the investigation is complete, and the employee can return to its regular workload;
- The victim of abuse and neglect will receive all necessary support to comfort and be reassured of his security. He will also be informed of the outcome of the investigation and the return of the employee.

- (b) contain procedures and interventions to deal with persons who have abused or neglected or allegedly abused or neglected residents, as appropriate;

While the management will complete their investigation, they will ensure that the accused person has no contact with the victim and that:

- The rehabilitation of the employee is going to be completed so that he can reflect on the events and to make sure the same situation does not happen again.

- (c) identify measures and strategies to prevent abuse and neglect;

- (d) provide that the licensee of the retirement home shall ensure that the resident's substitute decision-makers, if any, and any other person specified by the resident,
- (i) are notified immediately upon the licensee becoming aware of an alleged, suspected or witnessed incident of abuse or neglect of a resident that has resulted in a physical injury or pain to a resident or that causes distress to a resident that could potentially be detrimental to a resident's health or well-being;

When the management is aware of an incident, they must warn anyone involved in the complaint of abuse, alleged, suspected or witnessed, including the resident or his agent and the person who inflicted the abuse;

- (ii) are notified within 12 hours upon the licensee becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect of a resident;

The management must warn anyone involved within 12 hours.

- (e) provide that the licensee of the retirement home shall ensure that the resident and the resident's substitute decision-makers, if any, are notified of the results of an investigation described in clause 67 (5) (e) of the Act immediately upon the completion of the investigation;

Following the analysis of the investigation, the owners/management ensure promptly to inform all persons concerned and the victim, his agent and the accused, of the investigation's outcome, consequences, changes and modifications to ensure that the situation does not happen again.

- (f) provide that the licensee of the retirement home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence; and

- (g) provide that the licensee of the retirement home shall ensure that,

- (i) an analysis of every incident of abuse or neglect of a resident at the home is undertaken promptly after the licensee becomes aware of it,

- (ii) at least once in every calendar year, an evaluation is made to determine the effectiveness of the policy and what changes and improvements are required to prevent further occurrences of abuse and neglect of residents,

- (iii) the results of the analysis undertaken under subclause (i) are considered in the evaluation mentioned in subclause (ii),

- (iv) the changes and improvements mentioned in subclause (ii) are promptly implemented, and

- (v) a written record of everything provided for in subclauses (ii) and (iv) and the date of the evaluation, the names of the persons who participated in the evaluation and the date that the changes and improvements were implemented is promptly prepared.

There is no excuse for violence! Situations or personal problems experienced by caregivers or family members do not excuse the actions of violence against the elderly. Any problems can sometimes be contributing factors, but they in no way justify violence.

## **R. POLICY/PROCEDURE OF COMPLAINTS**

### Policy

Résidence St-Mathieu believes that if a resident, family members, SDM, or others wish to make a complaint or register a concern they should find it easy to do so. It is the home's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments are taken seriously.

### Aim

As per the RHA Reg. 59(1) every retirement home shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

### Procedure

Resident, family members, SDMs or other wishing to make a complaint should follow the procedure outlined below: As per Reg. 59(1):

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. The complaint shall be resolved, if possible, and a response that complies with (paragraph 4) provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days or receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.
4. A response shall be made to the person, who made the complaint, indicating,
  - i) What the home has done to resolve the complaint, or
  - ii) That the home believes the complaint to be unfounded and the reasons for the belief.

### Verbal Complaints

- Verbal complaints may be made at any time to the department head or administrator at any time for immediate discussion / resolution
- Front line care staff who receives a verbal oral complaint should seek to solve the problem immediately if possible.
- If staff cannot solve the problem immediately they should offer to get the manager to deal with the problem.
- All contact with the complainant should be polite, courteous and sympathetic.
- At all times staff should remain calm and respectful.
- Staff should not accept blame, make excuses or blame other staff.
- If the complaint is being made on behalf of someone else, it must first be verified that the complainant has permission to speak on behalf of that person, especially if confidential information is involved. Unless the complainant is the SDM and has the right and power to act on behalf of the resident

- After talking the problem through, each manager or the member of staff dealing with the complaint should suggest a course of action to resolve the complaint. If this course of action is acceptable then the member of staff should clarify the agreement with the complainant and agree a way in which the results of the complaint will be communicated to the complainant (i.e. through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant then the member of staff or  
 Manager should ask the complainant to put their complaint in writing to the establishment and give them a copy of the complaints procedure and form for completion.
- In both cases details of the complaints should be recorded on a Summary Complaints form and handed to the Manager.

If the home is able to resolve the verbal complaint within 24 hours of the complaint being received, there is no need to keep a written record and review for analysis and trends – RHA (59 (2) and (3) do not apply

With respect to verbal complaints that the licensee is able to resolve within 24 hours of the complaint being received, it is not necessary to keep a written record and review, analyze or track.

#### Written Complaints

As per Reg. 59 (2) the home shall ensure that a written record is kept in the retirement home that includes,

The nature of each verbal or written complaint

- The date that the complaint was received
- They type of action taken to resolve the complaint, including the date of the action, time frames for the actions to be taken and any follow up action required
- The final resolution, if any, of the complaint
- Every date on which any response was provided to the complainant and the description of the response, and
- Any response made in turn to the complainant

#### Process:

- A home should have a system in place to enable residents, family, SDMs and other to understand the process for complaints and to file a written complaint
- Post in an easily accessible, visible place the home's internal complaints procedure
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the service user but on the service user's behalf, then consent of the service user, preferable in writing, must be obtained from the complainant
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate
- At the meeting a detailed explanation of the results of the investigation should be given
- Such a meeting gives the establishment the opportunity to show the complainant that the matter has been taken seriously and has been thorough investigated
- After the meeting, or if the complainant does not want to attend meeting, a written account of the investigation should be sent to the complainant.

- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcoming in the establishment's procedures should be identified and acted upon.

#### Analysis and Trends:

If there is a written complaint, as per 59(3) the licensee shall ensure that

- (a) The written record is reviewed and analyzed for trends at least quarterly
- (b) The results of the review and analysis are taken into account in determining what improvement are required in the retirement home; and
- (c) A written record is kept of each review and the improvement made in response.

#### Training

The General Manager is responsible for organizing and co-ordination training.

All staff should be trained in dealing with, and responding to, complaints. Complaints policy training should be included in the induction training for all new staff and in-house training sessions on handling complaints should be conducted at least annually and all relevant staff should attend.

**Complaint Form**

Residence

Name: \_\_\_\_\_

Address:

\_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

**COMPLAINT**

Name of Complainant: \_\_\_\_\_

Relationship to Resident: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

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\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

## Acknowledgement Receipt of Complaint

Residence Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### Resident Information

Name

(Last, First, Middle): \_\_\_\_\_

Suite No: \_\_\_\_\_ Phone No: \_\_\_\_\_

### Person Registering Compliant

Name

(Last, First, Middle): \_\_\_\_\_

Address:

\_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Relationship to Resident: \_\_\_\_\_

Date of complaint: \_\_\_\_\_

## **S. CHAMPLAIN-CORNWALL COMMUNITY CARE ACCESS CENTRE**

For general information purposes, the Champlain-Cornwall Community Care Access Centre coordinates, which care access centre is accredited for the region where the residence is located are:

Phone numbers: 613-936-1171 or 1800-267-0852

Website: [www.cornwall.ca/en/webadmin/ccac.asp](http://www.cornwall.ca/en/webadmin/ccac.asp)

Mailing address:  
709 Cotton Mill Street  
Cornwall, ON  
K6H 7K7

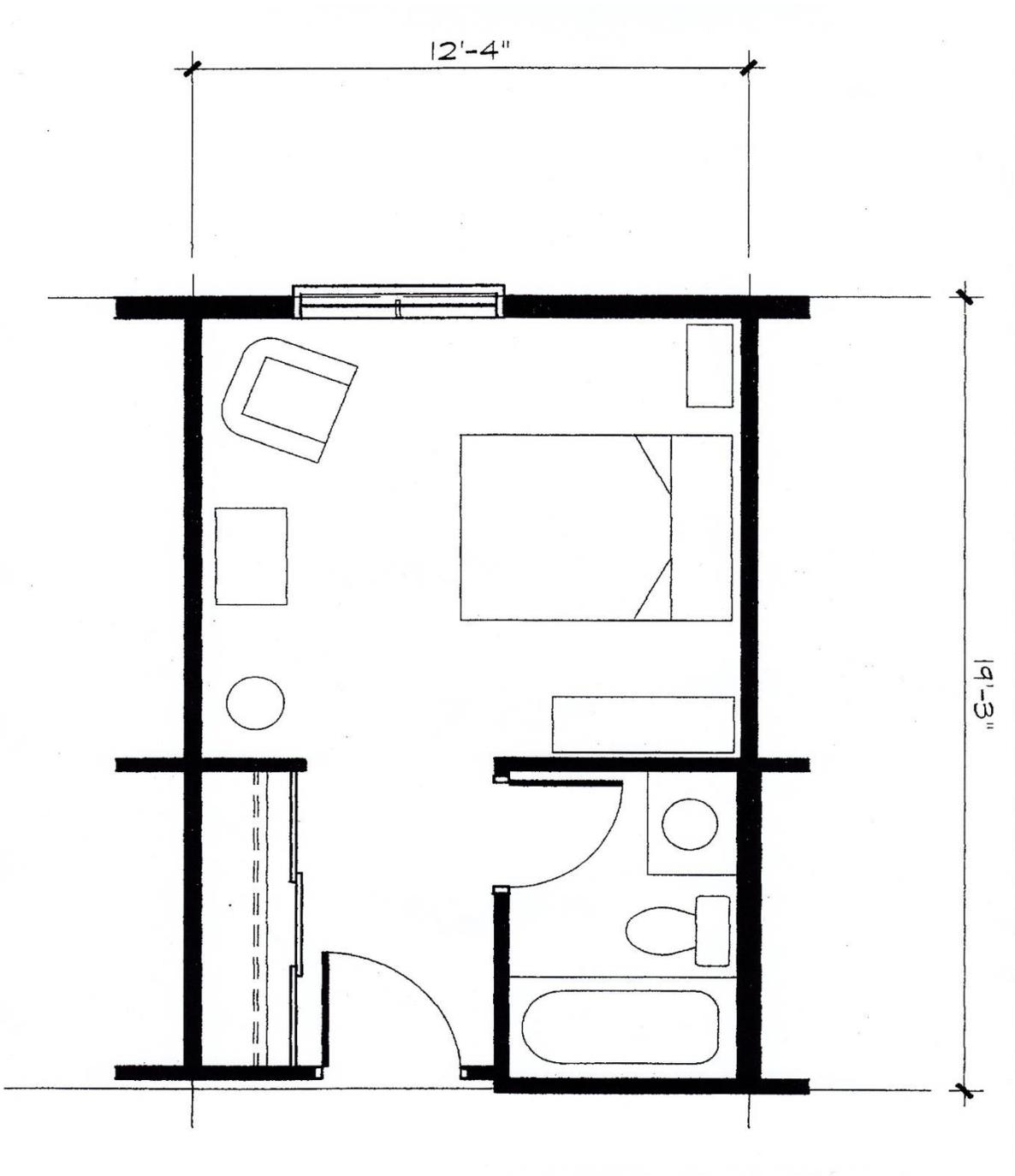
This document was created to answer the most common questions of new residents.

Please do not hesitate to contact us for more information.

Nicole Normand and Luc Lamarre, owners  
Résidence St-Mathieu Inc.                      Tel.: (613) 487-9422  
3140 Gendron Road, P.O. Box 190              Fax : (613) 487-9423  
Hammond (ON)                                      Website : [www.stmathieuresidence.com](http://www.stmathieuresidence.com)  
K0A 2A0    Email: [residence\\_st\\_mathieu@hotmail.com](mailto:residence_st_mathieu@hotmail.com)

# ***ANNEXES***

Plan of a regular room standard size



## *Admission*

### *Tasks performed by RSM during a move.*

-We will ask for your medications to be transferred to the pharmacy that the residence uses to obtain its residents' medicines, if desired.

I, \_\_\_\_\_, hereby ask that Résidence St-Mathieu request in my name that my medicines be transferred from my pharmacy (\_\_\_\_\_) to the pharmacy that provides medicines to the residents of the RSM.

\_\_\_\_\_  
Signature of the Resident

\_\_\_\_\_  
Date

## *Admission*

### *Tasks to be performed by the new resident when moving.*

- We encourage you to complete the change of address at:
  - H.S.T Department
  - Old Age Security
  - Revenue Canada
  - Canada Pension Plan
  - Ontario Health Insurance
  - Driver's Licence
  - Post Office
- *Ask the family doctor to complete the "Medical Record" form provided by the residence.*
- *Notify people who correspond with you of the change of address.*
- *Provide the information required on the form "Admission – Information Record".*

*Your new address is*

*3140, Gendron Road, P.O. Box 190, Hammond, Ontario  
K0A 2A0*

*Room \_\_\_\_\_*

- *Check with your insurance broker about you insurance coverage.*

# Admission Room Rental Form Résidence St-Mathieu

3140 Gendron Road, P.O. Box 190  
Hammond, Ontario  
K0A 2A0

[www.stmathieuresidence.com](http://www.stmathieuresidence.com)      [res\\_st\\_mathieu@hotmail.com](mailto:res_st_mathieu@hotmail.com)

Tel.: 613.487.9422  
Fax.: 613.487.9423

Please complete the attached form which the general information required, so we can enter it in our database.



Room Rental Form

General Information		
Family Name	Name/Initials	
Civic/Postal Addresses	City/Village/Province	
Postal Code	Telephone No.	
Date of Birth (DD/MM/YYYY)	Health Card No.	
	Expiry Date	
Social Insurance No.		
Room Information		
Room Preference	Entry Date	Type of Room
		Regular: Double:
Furnishing		
I bring my own furniture :		
I need the following furniture :		
_____		
_____		
Private Service	Cost per Month	Cost guaranteed until:
Cable :		
Telephone :		

Vehicle Information Make	Color	Plate No.
Contact persons in Case of Emergency		
Name	Home Phone	Work Phone
Name	Home Phone	Work Phone
Name	Home Phone	Work Phone
Name of Doctor	Phone no. 1	Phone no. 2

Special Need	
Food	Health
Products	Allergies
Other	

I, \_\_\_\_\_, confirm that I agree to all rules and conditions described in the Résidence St-Mathieu's Resident's Information Guide; a Residency Agreement will also need to be signed later.

I agree to give a \$500.00 deposit to secure the booking of a room at Résidence St-Mathieu located in Hammond. This amount will be cashed immediately and is non-refundable. This deposit will be applied to my first month's rent.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Medical Record

## Résidence St-Mathieu

3140 Gendron Road, P.O. Box 190

Hammond, Ontario

K0A 2A0

[www.stmathieuresidence.com](http://www.stmathieuresidence.com)

[res\\_st\\_mathieu@hotmail.com](mailto:res_st_mathieu@hotmail.com)

Tel.: 613.487.9422

Fax.: 613.487.9423

Please fill out the attached medical record 1 and have the attached medical record 2 completed by your family doctor to provide us with the basic information about the state of your health.



## *Medical Record 1*

<b>General Information</b>	
Last Name	First Name/Initials
Room Number	Date of admission
Health Card No. (OHIP)	Date of Birth
Gender	Previous Address
Religion	Family Doctor Name/Phone Number/Address
<p>In case of emergency please contact:</p>  <p>In case of emergency do you request the staff of Residence St-Mathieu Hammond performs CPR?            Is there a DNR signed?</p>	

<b>Medical Information</b>	
Allergies Yes _____ No _____ Details:	Diabetic Yes _____ No _____ Details:
Medical History:	

# Résidence St-Mathieu Inc.

3140 Gendron Road, P.O. Box 190, Hammond, Ontario, K0A 2A0

Tel: (613) 487-9422

Fax: (613) 487-9423

## Medical Record 2

<b>Surname</b>	<b>Sex:</b>	
<b>First name</b>		
<b>Date of birth (d/m/y)</b>		
<b>Health Insurance Number</b>		
<b>Family Doctor</b>	<b>Tel.:</b>	
<b>Medical History</b>	<b>Cardiac</b> <b>Asthma</b> <b>Emphysema</b> <b>Bronchitis</b> <b>Other</b> _____	<b>Stroke/TIA</b> <b>Hypertension</b> <b>Convulsions</b> <b>Diabetes</b>
<b>Medications</b>	<b>Please attach a list of medications</b>	
<b>Date and reason for last hospitalization</b>		
<b>Allergies</b>	<b>NKA</b> <b>ASA</b> <b>SULFA</b>	<b>PENICILLIN</b> <b>OTHERS</b> _____
<b>Others</b>		
<b>Normal vital signs:</b>	<b>BP:</b> _____	<b>PULSE:</b> _____ <b>Comments:</b>
<b>Date:</b> _____		
<b>By:</b> _____		

## **Reminder to residents of certain rules to be followed to ensure harmony in the Residence**

It would be ideal for all concerned if we respect these rules. In addition, we are always receptive to your comments, made as written suggestions, or expressed directly to management.

1. Access to the kitchen is prohibited to everyone except those authorized by management.
2. Smoking is strictly prohibited in the residence. It is necessary to go outside the building to the designated areas.
3. It is very important that you advise us if you are going to be absent from meals, or away overnight.
4. We offer bedside service only to people who are ill and unable to leave their room.
5. Please do not take beverages other than water from the dining room.
6. As a matter of safety, we ask you not to get up at mealtime.
7. Please do not take dishes from the dining room.
8. Your laundry will only be washed on the day you are scheduled, unless necessary otherwise.
9. Lighting candles or plugging in an electric heater in your room is prohibited.
10. Making holes in your room's doors is prohibited.

We greatly encourage your participation in our regular or special activities. Participating is a way of socializing, which is excellent for your health. Thank you for your cooperation!

The Management