

# **MAXVILLE MANOR**

## **RESIDENT'S HANDBOOK**

### **OUR MISSION**

*A community caring for Seniors  
A tradition of Excellence*

### **OUR VISION**

*Our vision is for Maxville Manor to be:  
A centre of excellence in integrated quality  
services to meet the needs of Seniors'*

### **OUR VALUES**

*These values guide our work:  
Excellence ~ Leadership ~ Accessibility  
Quality of Life ~ Working Together  
Being Client Centered ~ Seniors' Focused ~  
Strong Partnership*

**Maxville Manor**  
**80 Mechanic Street West, Maxville, Ontario. K0C 1T0**

**Tel: 613-527-2170 - Fax: 613-527-3103**  
**[www.maxvillemanor.ca](http://www.maxvillemanor.ca)**

Welcome to Maxville Manor

On behalf of Maxville Manor, I would like to extend a very warm welcome to you. All of us will do our best to help you adjust to living in your new home.

It is important to us that you know your surroundings and who to speak to for information, raising concerns, lodging complaints or recommending changes. We encourage you to speak freely to any member of the staff, or discuss any issue with one of the Registered Nurses and/or an elected member of the Residents' Council.

It is Maxville Manor's goal to continue to be a leader in the provision of competent and compassionate care by working collaboratively with the local health service community to ensure that the needs of our existing and future Residents are met within a network of comprehensive services.

We are pleased you have decided to become a Resident of Maxville Manor!

Do not hesitate to contact me at Extension 223 to discuss any issues or concerns that you may have or to make an appointment to do so in person.

Bernard Bouchard  
Chief Executive Officer

***Moving into a Long Term Care facility ~ Your New Home***

Every room in Maxville Manor is the "Home" of a resident. Staff is available to assist in arranging a resident's personal items according to their wishes. Space constraints may limit the size of furniture and number of mementos that can be accommodated in the room.

Maxville Manor was designed to provide residential accommodation in 3 distinct 'areas' of the home. In each of the 3 areas there are 40 residents; residing in adjacent wings accommodating 20 residents each. The care and comfort needs of residents are provided 24 hours per day, seven days per week.

Each of the three residential wings has their own dining area where all meals are served. Meals are served at 8:15 am., 12:00 noon and at 5:00 pm with a beverage pass served mid-morning and mid-afternoon and in the evening. Menus are based on Canada's Food Guide in conjunction with Ministry standards, resident input and Registered Dietitian approval and are revised seasonally. At meal time a resident selects menu choices from the posted menu. The meals are served by staff from kitchenettes adjacent to the dining areas. All residents will be supervised during meals with assistance offered as required. All food and beverage items prepared and served in-house are from approved suppliers. All outside food brought in for residents is subject to approval according to resident's specific dietary plan and according to Manor policy and procedure.

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***This Residents' Handbook is your reference to Maxville Manor Long Term Care Home Care and Services.***

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Appendices include:

Resident Bill of Rights, Trust Account Policy, Integrated Assessment Record Electronic Health System, Dental Agreement, Purchase of Service Agreement, Accommodation Agreement

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## **OWNERSHIP**

The Manor is owned by a charitable Corporation whose membership is made up of community groups in and around the Village of Maxville.

The Board of Directors is composed of representatives from each of these groups.

## **GOVERNANCE**

Maxville & District Lions Club - Maxville United Church- St. Andrew's Presbyterian Church- Township of North Stormont- Kenyon Presbyterian Church- Kenyon Agriculture Society- St. Michael and All Angels Anglican Church- St. James Roman Catholic Church- Township of North Glengarry- Maxville & District Chamber of Commerce- Community at Large (2 Representatives).

## **RESIDENTS' RIGHTS AND RESPONSIBILITIES**

Maxville Manor has a carefully defined Statement of Resident Rights and Responsibilities. It is expected that all care and services are provided in a manner that fully promotes Residents' rights and supports their abilities. If a conflict arises regarding rights and responsibilities, staff will attempt to ensure that there is a clear understanding of the issue among the involved parties, acknowledge that the situation will be investigated, and inform the involved Residents of the staff member who will be working to resolve the conflict.

A copy of the Maxville Manor Statement of Resident Rights and Responsibilities is included at the end of this booklet.

## **LONG-TERM CARE FACILITY RATES**

Ministry of Health and Long-Term Care sets rates and are posted.



## **OFFICIAL MINISTRY DOCUMENT BULLETINBOARD**

The Ministry of Health and Long Term Care regulations outline the required documents that must be posted in each long term care facility in Ontario. Maxville Manor's Official Ministry Document Board is located opposite the Chapel.

The following is a list of the documents that are posted there.

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1. Residents' Bill of Rights - Posted in English and French
2. Fundament Principle - Posted in English and French
3. Mission Statement
4. The Home's License and any conditions or amendments
5. Copy of the service accountability agreement between the licensee and the local LHIN.
6. Name and Telephone number of the licensee.
7. Most recent audited reconciliation report of the Minister of Health and Long Term Care: for the current year
8. All required information is posted in a conspicuous and an easily accessible location.
9. Information is provided to residents who cannot read.
10. Policies and procedures including how to obtain a copy: zero tolerance of abuse and neglect.
11. Policies and procedures including how to obtain a copy: minimizing restraining.
12. An explanation of the protections afforded under section 26 (whistle blowing protection)
13. The procedure including how to obtain a copy: initiating complaints to the home.
14. Policies and procedures including how to obtain a copy: initiating complaints to the ministry.
15. Ministry's free phone number for complaints.
16. Ministry hours of service for reporting complaints.
17. Explanation of mandatory reporting requirements.

18. Contact information for the Director (at the Ministry of Health and Long term Care) or designate to whom a mandatory report must be made.
  19. Written procedure provided by the Director for making complaints.
  20. Explanation of measures to take in case of fire or evacuation procedures.
  21. Copy of inspection reports of the last two years.
  22. Copies of orders by the MOHLTC Inspector or Director that are in effect, or have been made in the past two years.
  23. Copies of decisions of the appeal board or division court, if applicable, for the past two years.
  24. Most recent Resident Council meetings minutes.
  25. Most recent Family Council meetings minutes.
- 

### **SERVICES OF MAXVILLE MANOR**

The services listed below are all available to Maxville Manor Residents and are included in the accommodation rates:

- ✓ Resident-centered nursing and personal care 24 hours per day
- ✓ Nutritional services, 3 meals and 3 drinks/snacks provided daily and access to coffee shop
- ✓ Resident recreational and social activities and special events
- ✓ Resident transfers between units as needed
- ✓ Call system in Resident rooms and bathrooms.
- ✓ Medical care and supervision
- ✓ Pharmacy services for Resident medications
- ✓ Continence care products
- ✓ Therapeutic programs e.g.: physiotherapy
- ✓ Therapy programs
- ✓ Outdoor gardens and walkways, landscaped grounds
- ✓ Pastoral activities and services, access to Chapel

- ✓ Dietician assessment and therapeutic diets
- ✓ Housekeeping services
- ✓ Linen and personal laundry, including labeling of Resident clothing
- ✓ Maintenance of building and plant equipment
- ✓ Residents' Council
- ✓ Family Council
- ✓ Volunteer resources
- ✓ Library services
- ✓ Security systems and patrols
- ✓ Trust accounts
- ✓ Reception, mail delivery service
- ✓ General administrative services
- ✓ Computer and Internet access
- ✓ Local telephone service
- ✓ Satisfaction Surveys and Quality Improvement program
- ✓ Parking, designated handicap parking, designated Drop-off/Pick-up spaces
- ✓ Dental program-initial assessment
- ✓ Fire Safety Program, Disaster Response Plan

### **OPTIONAL SERVICES**

Optional services are available at Maxville Manor with related costs to the Resident.

It will be the choice of the Resident(s), and/or those designated with Power of Attorney, to receive or take advantage of the services.

### **Optional services that may involve an extra charge include:**

- ✓ Specialized foot care
- ✓ Alternative Therapies
- ✓ Incontinence care products that are not usually supplied by Maxville Manor's
- ✓ Dental, Denturist, Optometrist consulting services

- ✓ Scribing of dentures for identification
- ✓ Eyeglasses, hearing aids and hearing aid batteries
- ✓ Hairdressing and barber services
- ✓ Paid Resident-Companion
- ✓ Ironing, Dry-cleaning & Alterations
- ✓ Alcoholic beverages provided to a Resident
- ✓ Newspaper subscription (personal)
- ✓ Non-prescription drugs, medication and treatment products not available through the Ontario government pharmaceutical and medical supplies
- ✓ Preferred accommodation (private or semi-private rooms)
- ✓ Rental or purchase of walkers, wheelchairs and geriatric chairs
- ✓ Telephone connection and monthly charges for Resident's personal use
- ✓ Repairs to personal property
- ✓ Transportation services (Taxi, Handi-Van, Volunteer Driver Service, etc.)
- ✓ Catering Services for private in-house functions
- ✓ Corner Store and Social Pub/Bingo/Keno
- ✓ In-house sales of adaptive clothing
- ✓ Meals and snacks for visitors available at the coffee shop
- ✓ Air-conditioning unit in room
- ✓ Cable television, Satellite and Internet connections,
- ✓ Recreation Outings with applicable fees for admissions and food

### **Note**

The Resident or the Resident's Power of Attorney for Personal Services must authorize, or arrange for any of the above list of optional services.

### **MAXVILLE MANOR'S UNITS**

Maxville Manor provides care to respond to the individual needs of each

Resident. Varying degrees of assistance, support and service are available to our Residents to ensure their needs are met and at the same time their individuality and independence are encouraged. Staff deployment is based on the assessed medical, behavioural and social requirements of our Residents.

Maxville Manor's Special Care area (Stormont & Glengarry wings) has staffing and care adapted to the functional needs of the cognitively impaired.

Maxville Manor staff provide Residents with opportunities, support and encouragement to assist them to choose their priorities of daily life. It is understood that some Residents may not choose to or be able to use these supports and services.

## **CONTACTS**

<b><u>Unit</u></b>	<b><u>Sub-Unit</u></b>	<b><u>Tel. Ext.</u></b>	<b><u>Room No's</u></b>
<b><u>Roxborough Wing</u></b>			
	<b><u>F wing</u></b>	<b><u>231 or 303</u></b>	<b><u>703-718</u></b>
<b><u>Kenyon Wing</u></b>			
	<b><u>G wing</u></b>	<b><u>242 or 303</u></b>	<b><u>605-627</u></b>
<b><u>Prescott Wing</u></b>			
	<b><u>E wing</u></b>	<b><u>233 or 302</u></b>	<b><u>515-535</u></b>
<b><u>Osie F. Villeneuve Wing</u></b>			
	<b><u>D wing</u></b>	<b><u>248 or 302</u></b>	<b><u>403-422</u></b>

<u>Stormont Wing</u>	<u>Special Care</u>		
	<u>B wing</u>	<u>252 or 301</u>	<u>215-235</u>
<u>Glengarry Wing</u>	<u>Special Care</u>		
	<u>C wing</u>	<u>251 or 301</u>	<u>315-334</u>


### **RN in charge of building can be reached at Ext.324**

The Ministry of Health specifies standards of care within long-term care facilities. Maxville Manor would like each Resident and his/her family to feel comfortable in asking questions or bringing forward suggestions and concerns

### **STAFF DIRECTORY**

Please note that the voice mail system at Maxville Manor is confidential.

Office hours for managers are generally from 8:30 a.m. until 4:30 p.m.

	<b>Name</b>	<b>Ext</b> 	
Executive Director	Bernard Bouchard	223	
Director of Care	Kelly Boisvenue	225	
Director of Environmental Services	Rob MacDougall	230	
Food Services (Sodexo)	David Rhodes	229	
Director of Activities	Dina Murray MacDonald	227	

Director of Outreach & Volunteer Services	Phyllis Burtenshaw Lalonde	228	
Director of Staff Development	Suzanne MacDonald	224	
Administration - Reception	Tina Charron	0	
Administration - Finance	Deirdre Hill	235	
Medical Doctor	Contact: R.N. on Duty in Resident's Unit		

## **INFORMATION ABOUT MAXVILLE MANOR'S SERVICES & POLICIES**

### **ADVANCE DIRECTIVES FOR CARE / LIVING WILLS**

An advanced directive for care is a written statement of a person's preferences concerning treatment, particularly when faced with a life-threatening situation. This includes cardiopulmonary resuscitation (CPR).

Please discuss this issue with the Physician, Director of Care or any of the Registered Staff.

### **ADVOCACY**

In assuming responsibility for a considerable portion of the care of the Resident, Maxville Manor assumes an advocacy role. Residents are always encouraged to participate fully in making decisions concerning their care.

The Resident/designate is asked to identify the person/s who Maxville Manor should notify in case of an emergency. The Resident or his/her next-of-kin will also be asked if the Resident has given anyone Power of Attorney. Having a Power of Attorney for Property allows the designated person to act on the Resident's behalf in a situation when the Resident could not act for his/herself in relation to property and finances. Power of Attorney for Property can handle the Resident's finances and can sign in relation to his/her assets. A Power of Attorney for Personal Care can make personal care decisions, for example, treatments, medical procedures. Powers of Attorney can be designated by a lawyer or by an authorized person. Maxville Manor must be notified of any changes in these agreements.

### **AIR CONDITIONING**

Resident areas, which are air-conditioned, include the Townsquare (center block) and the dining rooms. Please help to keep these areas cool by keeping the doors and windows closed during warm weather. Individual Resident rooms are not air-conditioned, but residents are welcomed to install window air conditioners in their rooms at a small monthly cost.

### **ALCOHOL AND SOCIAL PUB**

Alcohol may be consumed within reason, unless your physician feels that it is contraindicated by your condition or the medication prescribed to you. Beer, spirits and wine may be purchased at designated time on resident activity calendar. There is a limit of 2 alcoholic beverages per day unless otherwise ordered by doctor.

### **CARE: ASSESSMENT AND PLANNING**

Once admitted, staff persons of various disciplines assess the Resident's care needs. Nursing and medical assessments of resident capabilities as well as health needs are completed in consultation with the resident and



family. The Activity Staff assess the Resident's interest in participating in Maxville Manor's recreational programs. The Dietician does a nutritional assessment. The Physiotherapist will assess functional and mobility needs. The appropriate Chaplain may become involved as needed. A Coordinated Resident Assessment and Care Plan of the Resident's basic needs is developed within 24 hours of admittance. A full Assessment and Multidisciplinary Care Plan is completed within 21 days from date of admittance.

Residents, families and other next-of-kin are very much involved in the assessment and planning of care. Concerns may be brought to the attention of the unit nursing staff or the staff of other departments at any time.

Each Resident's care needs are reassessed quarterly or when there is a change in the Resident's health status, needs or abilities. Families are contacted and consulted prior to the completion of each review.

### **CARE CONFERENCES**

A Care Conference is a multidisciplinary meeting including the physician held within 6 weeks of admission and annually thereafter to review the Resident's plan of care. Staff will contact the Resident and person with Power of Care to arrange a date and time for each conference. A care conference may be arranged more frequently depending upon Resident needs.

### **CATERING SERVICES**

Space and catering services are available with notice to Residents and families for birthdays, anniversaries or other special occasions being held at Maxville Manor. Please contact the Food Services office (extension

229) directly for specific information when planning a function, and the Activity Director (extension 227) for space availability and required setup.

### **CHARITABLE DONATIONS and MEMORIAL GIFTS**

Maxville Manor, as a community-based charity, relies on the generosity of Residents, families and friends to help to continue to offering the quality of the service that make this facility and organization unique.

We gratefully acknowledge the support of all those who give to our Foundation. For more information on arranging for a memorial donation, bequest or other form of gift, please contact the Administration Office.

#### **Please remember Maxville Manor and its Foundation when you:**

- ♥ make financial donations,
- ♥ remember a loved one at time of his/her death,
- ♥ prepare your will or help prepare the will of a family member,
- ♥ wish to celebrate some special event or anniversary by giving, thereby enriching the lives of others.

The Maxville Manor Foundation is a registered charitable foundation, established in the year 2000 to increase public awareness and gain financial support for future development and special projects of the Manor.

The Foundation's goal is to raise money to fund new initiatives, which contribute to improving the quality of life for our seniors. It is overseen by a Board of Directors that has, as its prime goal, the development and improvement of Maxville Manor.

The Foundation carries out a number of activities yearly. These are well advertised within Maxville Manor and in the local media. Periodically a

newsletter is prepared. All those associated with Maxville Manor are encouraged to get actively involved. The Foundation is always looking for people to take an active role by:

- ♥ volunteering their services at specific events
- ♥ assuming some planning responsibilities
- ♥ donating monies and/or gifts to the Foundation - donations may be designated to specific uses

Tax receipts are issued for all donations of \$10.00 or more.

### **CLOTHING**

Upon admission, all belongings of a Resident are marked to avoid losses. We ask each Resident and family member to advise the staff of any items brought in or removed.

Personal laundry is done on the premises at no extra charge. Alterations and dry-cleaning services are available at additional costs and are charged to the Resident's account.

Residents are dressed in their own clothing each day, therefore an adequate supply of clothing is essential. Washable permanent press clothing is preferred.

### **COMMUNICATION SUGGESTIONS**

Maxville Manor Residents may exhibit some degree of impairment in their vision, hearing and cognitive abilities. As a result, the communication process can, be more difficult. To interact more effectively with Residents you should:

1. Approach the person face to face, at his/her level and establish eye contact.
2. Tell the person who you are and why you are approaching him/her.

3. Speak slowly and in lower tones. It may help to speak in a slightly louder voice but shouting is not helpful. If the person is wearing a hearing aid, do not assume it is turned on.
4. Use gestures and/or physical cues to help the person understand the idea you are trying to share.
5. Use short sentences with the most important words at the end of the sentence.
6. If the person does not understand your message, try again using different words and non-verbal cues.
7. Be patient! Give the person extra time to respond to your communication. It is not unusual for an elderly person's response time to be delayed or for him/her to use a similar but incorrect word.

Listening is a very important part of communication. It is one of one of the most important things that you can do for the person. Taking the time to listen conveys that he/she is important and that you care.

### **COMPLAINTS AND CONCERNS**

All residents and/or families and clients have the right to voice their concerns and complaints, and to have them addressed in a timely manner

The concerned person can share the issue with a staff member, department manager, resident's council, family council, executive director or board member, and/or the provincial government. The ministry's toll free number for making complaints is posted on the Official Ministry Document Bulletin board located opposite the Chapel.

Maxville Manor encourages residents and families to express their concern to one of the above mentioned; prior to contacting the provincial government. In so doing it is anticipated that most issues will be dealt with to the satisfaction of all concerned.

## **CONFIDENTIALITY OF RESIDENTS' INFORMATION AND RECORDS**

All records, reports and information concerning the Residents of Maxville Manor are treated with the utmost confidentiality.

Many of the Residents at Maxville Manor feel very much "at home" and confide in the staff. Facts intimate to Residents will not be disclosed or discussed with other employees, Residents and other people, except during professional meetings when the information may have a direct impact on the Resident's health and the provision of care. Staff are aware that discussions of any matter pertaining to Residents and their respective care is not to be done in public places, or areas where others present are able to overhear the conversation.

## **CONSENT**

Consent is required for admission, discharge, for treatment, for sharing of Resident information, and to authorize purchase of goods or services on behalf of a Resident.

The Resident or his/her Power of Attorney may provide consent. Depending on the situation, staff will ask for consent in writing or verbally.

## **DEATH**

Whenever possible, the family is notified by a registered staff member that a Resident may be in a palliative-care phase. Families are encouraged and supported to be with the Resident at this time. Residents remain in their own room unless specific direction has been given for transfer to a hospital. (See palliative care)

Following a Resident's death at Maxville Manor a nursing staff member will contact a funeral home in accordance with directions that have been provided. A family member must also contact the funeral home.

Families are asked to notify the Administration Office as to the identity and address of the deceased Resident's Executor/Executrix. A related financial statement will be mailed to the identified individual.

The Resident's health card is destroyed following submission of a report to the Ministry of Health.

An annual "Memorial Service" is held to honour the memory of deceased Maxville Manor Residents. Families are invited by mail to attend this service.

### **DECORATING**

The Manor encourages Residents and families to participate in decorating their rooms, including pictures, furniture (lounge chair, TV, dresser) dry-strippable wallpaper border, etc. Familiar personal items can assist the Resident in settling into an unfamiliar environment making the transition easier.

Please ensure that curtains and/or decorative materials are made of fire resistant materials. Proof of treatment is required or a CSA tag.

Residents are requested to contact the Director of Environmental Services if you have plans to change the décor of their room

### **DENTAL SERVICES**

New Residents have an oral assessment as part of the admission medical and nursing assessments. When Residents require dental treatment or other services not provided by Maxville Manor, assistance will be provided to arrange a referral to a dentist or other dental personnel of the Resident's choice. This can only be done when the Resident or his/her Power of Attorney has authorized payment and plans for transportation have been made. Dentures must be marked for easy identification. This can be done on-site for a small fee or off-site.

Maxville Manor has a contract with the Dental Outreach Group to provide onsite dental hygiene for Residents. The Dental Outreach Group will contact Resident/family directly regarding fees to deliver treatment.

Arrangements will be made to provide emergency dental services for Residents as required, when the Resident or his/her Power of Attorney for Personal Care authorizes payment.

### **DIETARY DEPARTMENT**

Maxville Manor provides three nutritious meals per day plus three snacks/drinks based on Canada's Food Guide to meet the nutritional needs of the residents. Meals are prepared in our main kitchen and served from the resident dining room kitchenettes.

Special diets are offered and monitored by the Medical Director, consulting Registered Dietitian, Manager of Nutrition Services, Dietary and Nursing Staff.

The menu is based on a rotating three-week cycle, implemented seasonally (spring/ summer and fall/winter) and reflects suggestions from residents living in the Manor. Menus also include seasonal and special function catering to compliment the cycle-menus.

The Town Square Coffee Shop is open to residents (at no charge) on a daily basis. Visitors and family members are welcome to join residents for meals in Town Square. There is a charge for this service and advance notice is required for large groups or special caterings.

The Coffee Shop is open from 8am to 1pm; 2pm to 4pm; daily and is closed only on Christmas and New Years Day.

Non-perishable food is allowed in a Resident's room as long as it is stored in a proper manner. Similarly, perishable foods brought in for a resident, must be refrigerated, dated and labeled adequately. All other outside perishable food is not allowed.

### **DISCHARGE FROM MAXVILLE MANOR**

A Resident's condition may change sufficiently to consider discharge to another community living arrangement or facility. Maxville Manor staff

will make every effort to assist the Resident and his/her Power of Attorney in discharge planning.

If you are thinking about the possibility of discharge, please discuss this matter with the unit nursing staff. The Community Care Access Centre is available to assist Residents with discharge planning to alternate Long-Term Care facilities.

### **DISCHARGE FOLLOWING TRANSFER TO HOSPITAL**

Upon transfer to an acute care hospital for medical or surgical care, a Resident is entitled to 30 days of medical leave. Upon transfer to a hospital for psychiatric care, a Resident is entitled to 60 days of psychiatric leave.

Maxville Manor must discharge a Resident if the hospital indicates that the Resident cannot return to Maxville Manor within the available medical leave period due to changes in the Resident's condition or care needs.

### **DOCUMENTATION AND MINISTRY CLASSIFICATION**

Maxville Manor maintains a clinical record and an administrative record for each Resident. Ministry funding for nursing and personal care is based on the documented needs of all of the Residents in Maxville Manor subject to Ministry review of the records.

### **EYE EXAMS**

An Optometrist comes to the Manor twice a year, usually in the Spring and Fall. They do eye exams and recommendations are left with the Doctor or Nurse Practitioner. Power of Care is notified prior to any changes made.



## **ELECTRICAL APPLIANCES**

All electrical appliances brought into Maxville Manor for Residents must be CSA approved or safety-checked by the maintenance department. This safety ruling applies to televisions, radios, lamps, fans, electric clocks, etc. Hair dryers, kettles, electric blankets and other appliances with heating elements are generally not permitted due to the risk of fire. Circuits must never be overloaded through the use of octopus plugs. Only CSA approved power bars may be used.

In situations where Residents have a particular need for other electrical appliances, approval from the Director of Environmental Services is required. We reserve the right to limit the number of electrical appliances being used

## **EMERGENCY RESPONSE**

Situations involving fire are covered by Maxville Manor's Emergency Manual and discussed in the "Fire Regulations" section.

Other situations involving the physical integrity of the building are covered by Maxville Manor's Disaster Plan which is related to the local disaster response network.

The emergency response to a life threatening health crisis of a Resident varies according to the Resident's or their representative's written direction to Maxville Manor. There is defibrillator resuscitation equipment at Maxville Manor. Registered staff are trained to provide CPR and Maxville Manor relies upon the "911" emergency response available within the Maxville community.

## **EMPLOYEES**

The Manor employs approximately 160 staff.

## **ENVIRONMENTAL SERVICES**

Our cleaning staff ensure that all areas of the building are clean and safe for everyone.

The building is heated with a perimeter water heating system as well as a forced air system that allows us to bring in fresh air to all areas, year round. The center section of the building is air-conditioned. Residents may arrange to have air-conditioning units installed in their rooms; however, there is an additional \$20.00 monthly power charge levied for this service.

### **FAMILIES**

Families of Residents and significant others are encouraged to maintain an active relationship with Maxville Manor Residents. Creating a friendly and open atmosphere is important for establishing this good relationship. Positive involvement and interaction between staff and the Resident's family often means the difference between success and failure in the Resident's adjustment to Maxville Manor. Families are encouraged to participate with the Resident in Maxville Manor's activities.

### **FAMILY COUNCIL**

The Family Council is a group of family/friends of Residents who meet on a regular basis. The family is to build consensus to improve the care and experience of residents of the manor. Enhancing resident involvement provides stimulation which in turn proves their quality of life.

Information on family council matters can be found on their communication board at the entrance to the Day Center.

Anyone wanting to participate is encouraged to contact the Activities Director @ (613) 527 2170 ext 227.

### **FAX**

Maxville Manor has a fax machine at the Business Office. Maxville Manor's fax number is (613) 527-3103. There will be a charge for sending long distance faxing. Fax messages addressed to Residents will be forwarded to Residents via the in-house mail system.

## **FIRE REGULATIONS**

We are required to have monthly fire drills, and these will occur at varying times. All Residents must participate in these drills.

All rooms have smoke detectors and fire sprinkler heads installed. There are also fire extinguishers located throughout the building.

When you hear an alarm sound, do not panic. Our Staff is well trained in the event of a fire or other disaster and will assist you as necessary.

### **When the alarm sounds if possible:**

1. Close your door.
2. Put on slippers or shoes
3. Take a blanket or coat
4. Remain in your room and await instructions from staff as to which exit to use.

Otherwise staff will assist you

Every Resident must be shown the fire safety plan as it affects him/her; and participate in regular fire drills. Residents are regularly instructed in the procedures that they are to follow. There are fire pull stations in all areas of Maxville Manor. Until the Fire Department arrives the staff are responsible for the safety of Residents.

Each month, Maxville Manor has a fire drill, during which time staff, volunteers, visitors and Residents practice clearly defined procedures as if there were a real fire. Do not hesitate to ask questions.

Because of fire regulations, Residents may not have some electrical appliances such as kettles in their rooms. As well, Residents are not permitted to have open flame such as a lighted candle in their room.

**FOOT CARE**

Residents have a foot assessment as part of the admission procedure and monitored for any changes by staff.

Advanced foot care will be provided only by chiropodists, podiatrists or qualified registered nursing personnel. This latter care will be done on a fee-for-service basis, on the authorization by the Resident or his/her Power of Attorney.

**FUND-RAISING**

Individuals and groups who wish to raise monies for Maxville Manor, must apply in writing for prior approval to the Chief Executive Officer.

Under the direction of the Foundation, Maxville Manor has its own ongoing fundraising campaign. With reduced public funding and fiscal restraints, Maxville Manor accepts donations for specific equipment and projects. Please contact the Chief Executive Officer for more information.

**FUNERAL ARRANGEMENTS**

Residents and their families are asked to provide information on pre-arranged funeral arrangements that include the name of the funeral home and contact information. Families are asked to remove resident belongings as soon as possible after death.

**FURNITURE**

The Manor provides a bed and a small dresser for each Resident. Residents and families are invited to bring in some of their favorite pieces of furniture and décor. [Note: Please check that any fabric brought into the building is fire retardant.]

Each resident has different needs for comfortable furniture and familiar items from home. The safety of the residents and staff, the rooms size, and the ease of maintaining cleanliness must be considered when items are brought into the manor. Families and residents are encouraged to talk to the unit staff about a residents current needs and wishes. The Maxville Manor isn't responsible for tenant liability insurance for his/her belongings.

### **GARDENING**

Residents interested in gardening can participate in seasonal horticultural activities with the recreation staff.

### **GIFTS**

Staff and volunteers are not to solicit and/or accept monetary gifts or significant gifts-in-kind from Residents, families or significant others.

### **HAIRSTYLIST**

A hairstylist works in the manor salon, appointments can be made directly or through the registered staff. Refer to posted hours at the salon.

Please note that the costs for these services will be charged to the residents account.

### **HEALTH INSURANCE CARDS**

A Resident's Ontario Health Insurance card is required upon admission and is secured at the Nursing Station in the Resident's care area. From this location it can be taken out by the Resident or attendant when going to a doctor's office, for medical testing, on discharge, or on vacation leave.

The Director of Care notifies OHIP of your new address upon admission. Replacement cards can be ordered due to loss, damage or updating on

behalf of the Resident. Upon death, the Ministry of Health is notified by the Manor and the card is destroyed.

### **HEARING**

We contract with HearCanada. A Hearing Instrument Specialist visits Residents at the Manor who have hearing aids. The Hearing Instrument Specialist can do a hearing assessment on site if a resident is unable to go to the office for the test. This service is covered by OHIP.

### **HOSPITALIZATION**

When a Resident requires medical or psychiatric testing or care which cannot be provided at Maxville Manor, they are transferred to hospital. If the Resident is admitted to hospital, they remain a Maxville Manor Resident and charges accrue. When the Resident is ready for discharge, the registered staff are informed by the hospital.

Note: “Leaves of Absence” policies.

### **HOUSEKEEPING**

Resident rooms and public areas are cleaned daily. A thorough cleaning is completed annually and before new resident moves in.

### **INFECTION CONTROL**

Frequent and appropriate hand washing and use of a hand sanitizer, is the most important factor in preventing the spread of infection. This practice is recommended for all Residents, staff and volunteers and visitors. Hand sanitizers are available throughout the Manor.

Any Resident feeling unwell is encouraged to inform the staff, and will then be assessed by his or her nurse. Visitor feeling unwell are requested to postpone their visits to the Manor.

If a number of Residents are ill, Maxville Manor works with the local Health Unit and takes appropriate actions to reduce the chance of the infection spreading. This may result in the cancellation of home-wide activities and possibly restriction of access into the Manor. Notices indicating the type of infection present during an outbreak will be posted at the front entrance and at each nursing station. This information is also posted on the Eastern Ontario Health Unit Website.

### **INSURANCE**

It is recommended that Residents or power of care arrange for private insurance coverage (tenant) for loss or damage of personal items while at Maxville Manor as this is not provided by Maxville Manor's insurance coverage. Residents are asked not keep large amounts of cash or valuable jewelry in your room.

### **INTERNET**

Residents may choose to have their own computer system installed in their room. Applicable charges are the responsibility of the resident.

Residents may have access to the internet through the guest Wi-Fi setting. Volunteer assistance can be arranged by the Director of Outreach & Volunteer Services; to assist Residents with internet and e-mail use and computer basics.

### **LEAVES OF ABSENCE**

Article 138 of the LTCH Act /Regulations state:

“A licensee of a long-term care home shall ensure that when a long-stay resident of the home returns from a medical absence, psychiatric absence, casual absence, or vacation absence, the resident receives the same class of accommodation, the same room, and the same bed in the room, that the resident had before the absence.

If the following requirements are met:

- a) In the case of a medical absence, that the length of the medical absence does not exceed 30 days;
- b) In the case of a psychiatric absence, that the length of the psychiatric absence does not exceed 60 days;
- c) In the case of a casual absence during the period between midnight on a Saturday and midnight on the following Saturday, that the total length of the resident's casual absences during the period does not exceed 48 hours.
- d) In the case of a vacation absence, that the total length of the resident's vacation absences during the calendar year does not exceed 21 days."

**NOTE:** If going on casual or vacation leave please give advance notice, to the Registered staff person on duty, for provision of medication during the absence.

### **LIBRARY SERVICE**

Our library service circulates throughout the Manor; and the various sitting rooms have many books available. In addition, the Community Library supplies us with other books or they can arrange to have a particular book, not in stock at the Manor, delivered to a resident. Large print and audio books are also available.

### **LIFE HISTORY PROJECT**

Each resident and family is encouraged to bring photos and their history that capture major events and themes in their life. With permission, these are copied and a special poster is made and mounted outside the resident's room. This becomes a keepsake; and remains with the Resident and family. The Activities department staff will coordinate this.



### **LIFE LAB**

When a resident is admitted to Maxville Manor, the Doctor or Nurse Practitioner will do an admission physical. As part of the admission physical, blood work will be ordered according to the diagnosis. Life Lab comes to the Manor every Thursday morning before breakfast. There is no cost to the resident unless the blood test is not covered by OHIP. If it is not covered, the resident/POA would have to agree to the cost prior to the test. Life Labs can also do EKG's and Holter monitors if and when ordered by our Doctor or Nurse Practitioner.

### **LINENS BEDDING**

Residents may bring their own machine-washable quilts, afghans or other bed covers to Maxville Manor to make the bedrooms more home-like. Sheets, blankets, pillows, pillowcases, washcloths, towels and specialty bedding are supplied to Maxville Manor by a regional laundry service. Drapes and spreads are colour co-ordinated in each area of Maxville Manor. Scatter rugs are not permitted, as they are a tripping hazard for Residents and staff.

### **LEGAL DOCUMENTS**

***Staff members are not permitted to witness legal documents, even at the request of a lawyer or other visitor. All such matters must be referred to the Chief Executive Officer or designate.***

### **MAIL**

Letters may be mailed at the Front Office, and incoming mail will be delivered to residents room. Stamps are available for purchase at the Corner Store. The Front Office can put letters through the electronic system for set postage fees. Residents can receive e-mails via contacting the Activities Director (Ext. 227).

## **MAINTENANCE**

All electrical, plumbing, heating and other maintenance problems, which occur within Maxville Manor, should be reported to the nurse in charge as soon as they are noticed. The Environmental Services Director will attend to the problem as soon as possible. Manor staff regularly do preventative maintenance, with safety being of the prime concern.

When Resident's appliances are not working, maintenance staff may help to assess the problem and do minor repairs at the expense of the Resident.

## **MASSAGE**

Upon request, the Manor will refer to a qualified Massage Therapist; however it is up to the resident/POA to pay for the service. Some personal health insurance plans will cover costs up to an annual maximum.

## **MEDICAL EXAMINATIONS**

Each Resident's physician is responsible for preparing an admission medical history and performing a physical examination within 7 days of admission, yearly medical reassessments and a medical reassessment of the Resident following readmission to Maxville Manor from an acute care hospital. Quarterly medication and diet reviews are also mandated for all Residents.

## **MEDICAL DIRECTORS AND ATTENDING PHYSICIANS**

Maxville Manor has a Medical Director who attends as physician to most of the Residents. While you are not restricted from contacting another Doctor or RN Extended Class (Nurse Practitioner RNEC); because of the rural location most Residents have turned their medical care over to the Medical Director. In any event, the physician or RNEC you choose must

be prepared to attend to your care here at the Manor, subject to Ministry regulations.

All Residents are required to have a medical examination on admission and yearly. As well, the attending physician or RNEC will see to your needs on a weekly basis or more frequently as required.

If necessary, referrals to other consulting physicians will be arranged by our staff under the Medical Director's instructions.

It is recommended that, whenever possible, a family member accompany the resident to appointments outside the Manor.

### **MEDICATIONS**

Please give all prescription and non-prescription medications to the nursing staff upon admission. Family and friends should not bring you any medications.

For safety reasons, no over-the-counter and/or prescription medications are allowed in Residents' rooms without the consent of the physician.

All medications will be prescribed by your physician and administered by our Registered Nursing staff. Please note that the Province of Ontario requires you to pay a portion of the dispensing fee on all medications, and may require you to pay for the entire cost of some medications. POA is notified of all medication changes and has to agree to pay prior to registered staff processing the order, if there is a fee.

### **NEWSPAPER SUBSCRIPTIONS**

Residents may arrange for the delivery of newspapers to your room.

### **PAID COMPANION**

For families who may not be able to visit regularly or would like to provide additional companionship for their loved one, a family may wish to hire a 'paid companion' by the hour. You are asked to request this service through the Care Coordinator to determine resident need and suggested visiting schedule. Referral is then made to Director of Volunteer Services and arrangement is communicated with registered staff. Service charges will be included in monthly statement.

### **QUALITY OF LIFE**

Effort is made to promote as much decision making and autonomy as possible with each Resident and their designated power of care in making choices related to their quality of life.

### **NURSING CARE**

On admission, each Resident will have a photograph taken by our staff, for identification purposes.

Integrated Assessment Record (IAR), a secure electronic health system, which allows health care providers to view information they do, to provide services to you in a timely manner.

Sharing your assessment information is important and unless you tell us not to, information will be shared electronically, securely and accurately in IAR.

Your assessment information is protected. The information in your assessment can only be used by authorized staff involved in providing you with health support and services. Providers caring for you must keep your information confidential. If you do have any questions, please refer to the Director of Nursing.

### **The Provision of Care -**

- The Manor employs registered and non-registered nursing staff on a 24-hour basis.
- Registered Nurses (RN) and Registered Practical Nurses (RPN) provide care at each of the care area. They Initiate and coordinate the completion of the resident's care plan, prepare care conferences, enhance communication with the resident's support group and administer all medications and help residents with medical and health care problems
- The Personal Support Workers work with the registered staff to ensure the Residents are given help with their personal care needs.
- For safety reasons, all baths are supervised and assistance given as needed.
- Call bells are available at each bed, toilet, bath and shower location used by residents and in every area accessible by residents. These bells summon a Personal Support Worker to a resident's care or urgent wishes. If required the Personal Support Worker will summon the assistance of a Registered Staff.

Medical supplies and nursing equipment necessary for the care of Residents, including the prevention and care of skin disorders, continence care, infection control and sterile procedures are available.

The costs of some medications/medical supplies are not covered under Provincial regulations. When this occurs, the Resident/Power of Care is informed and billed on their approval.

### **PALLIATIVE CARE**

The Staff is trained in providing palliative care. Families and Clergy are free to visit whenever they wish and extra volunteer support can be arranged. Accommodation for a family member to stay overnight is

available. Relevant information is available for family members to assist with their understanding and preparation for death.

### **PARKING**

Resident's may have a designated parking space.

Visitors must use the parking lot. Under no circumstances should cars be parked at the receiving area, in front of the entrance or along the main driveway: these are fire routes and emergency or delivery areas, which must remain accessible at all times. Vehicles in violation may be removed at the owner's expense.

### **PASTORAL CARE**

The spiritual needs of Residents and Caregivers are recognized and nurtured at Maxville Manor. Caregivers and members of the local faith communities work closely to ensure ongoing spiritual support. Residents and families are encouraged to keep in touch with their spiritual community. Information about spiritual activities is available on each unit board. Services are held regularly in the Chapel and Residents are invited to attend at any time regardless of denomination. All Residents and their caregivers are welcome to take part in spiritual activities. Our Chapel is available, at no charge, to Residents and families wishing to hold wedding or funeral services on site. Contact the Activities Director to book the area for the occasion.

### **PAYMENT**

Residents, or the person appointed as their Power of Attorney for Property, can pay their monthly accommodation and other miscellaneous items by cheque or set up the On-line Banking option or telephone banking. Automatic withdrawal is not offered at this time. Billing may be received by mail (paper copy) or an electronic copy in a PDF format.

### **PERSONAL ASSISTANCE**

Residents who require assistance with their correspondence, reading or other personal interests should make their requests known to the Recreation Staff.

### **PERSONAL HYGIENE**

Residents are encouraged to continue to use all the hygiene and grooming products they have been using prior to coming into Maxville Manor. Examples are skin care lotions, shampoos, soap, deodorant, toothpaste and tooth brushes, denture cups and cleaners, facial tissue, hair brushes and combs, razors/shavers and shaving cream. The use of electric shavers and toothbrushes are encouraged.

### **PETS**

Maxville Manor has a furry friends visiting program throughout the Manor. Visiting pets must be vaccinated, in good health and kept on a leash or in a cage while in Maxville Manor, for Resident safety. Animals are not permitted in an area of Maxville Manor in which food and/or beverages are being set out and/or served.

### **PHOTOGRAPHY**

Residents may not be photographed or videotaped, unless written or verbal consent has been received from the Resident and/or designated power of care. Consent must be given if a Resident is identifiable and the material is to be used in the community.

### **PHOTOCOPYING**

Residents may have written materials photocopied or enlarged at a nominal cost. Materials for photocopying are to be left at the Front Office. An attempt will be made to accommodate the request within 24 hours. A cost quotation for the work requested can be provided.

**PRIVACY**

For personal privacy, upon request, 'Door Hangers' are available from nurses stations to indicate 'Do Not Disturb'.

**RATE REDUCTION APPLICATIONS**

Residents in basic accommodation may apply annually for a reduction in accommodation rate. In order to complete this application a Resident's most recent Notice of Assessment is required and the rate reduction can only be initiated for the next billing period in which it is signed by the Resident or their designate and received by Maxville Manor.

**RECREATION PROGRAMS**

Resident's quality of life is enhanced through a variety of recreational opportunities to meet social, emotional, cognitive, physical and spiritual needs. Activities are delivered according to resident's interest, need and ability on an individual and/or group preferences. Monthly calendars are available in each Unit, beside the Communication T.V.

**RELIGIOUS SERVICES**

Pastoral Care schedules various religious services with area clergy. A Roman Catholic Mass is held weekly, a Protestant/Ecumenical service weekly and an Anglican service monthly; all in the Manor Chapel.

In addition, there are bible discussion groups and hymn singing regularly scheduled.

**RESIDENT ABUSE**

Dignity and respect for every resident is of paramount importance. Manor staff work to ensure each residents human rights and dignity are respected at all times. Physical or verbal abuse of a Resident is not tolerated under any circumstance. If a resident or family member



witness an incident which might be defined as abusive, they should inform the Nurse or other senior staff member, as soon as possible.

### **RESIDENTS' COUNCIL**

A Residents' Council provides a forum where all residents have the opportunity to discuss a variety of topics related to their lives at the Manor. The Residents' Council meets monthly.

Maxville Manor supports the Residents' Council. Residents may get involved in a variety of ways by volunteering for leadership team or by attending the monthly meetings. The Council serves in an advisory capacity to Maxville Manor. Minutes of Council meetings are posted beside the Communication T.V. within each unit.

### **RESTRAINT**

Maxville Manor has a policy of least restraint. Restraints are used only when absolutely necessary and then, only with a physician's order and designated power of care permission. Contact Director of Care or Designate to access and review Maxville Manor's restraint policy.

### **ROOM CHANGES**

Residents may be moved to another room within Maxville Manor. The priorities used to determine room changes are:

1. Safety considerations
2. Resident care needs
3. Ability to pay for preferred accommodation
4. Requests from residents and families

Requests for room changes are recorded by the Director of Care and can be made at any time following admission. When a bed is available, the

needs of Maxville Manor Residents on this internal waiting list are satisfied prior to the bed being offered to the community for admission. The Director of Care approves all Resident transfers.

### **ROOM CHARGES**

The Province establishes all room charges, which are based on a resident's ability to pay. These rates may change from time to time under advice of the Province.

All accounts are billed in advance and are due on receipt. Typically there is an increase in accommodation rates annually, effective July 1<sup>st</sup>.

### **RISK MANAGEMENT**

Risk management is an important component of Maxville Manor's Total Quality Services program. Risk management activities include all those strategies designed to reduce and control actual or potential risks to the safety, security, welfare and health of Residents, staff, volunteers and visitors or to the safety and security of the facility.

### **SAFETY**

Maxville Manor is committed to providing a healthy, safe living and working environment. To achieve this, Maxville Manor continuously fosters safe living and working conditions, complies with health and safety legislation, maintains its equipment and premises in a safe condition and ensures that all of its Residents and employees comply with safety procedures.

All residents have the right to live in a home environment that treats them with dignity, respect and is free from any form of abuse or neglect at all times, and in all circumstances.

Maxville Manor is committed to **zero tolerance of abuse or neglect** of residents. Any person witnessing abuse/neglect should report it

**immediately** to the Nurse in Charge or the Director of Care. Corrective action will be taken.

Maxville Manor has a ZERO LIFT POLICY. All residents are lifted using a mechanic device if they can no longer stand safely.

### **SATISFACTION**

All residents or designated care giver are asked to complete a survey annually which measures satisfaction with the Home, its care, services and programs. This is a ministry requirement.

### **SECURITY**

To provide a safe environment for Residents Electronic Door Magnets are installed.

All Resident area exit doors, the front entrance, staircase and entries to all service corridor passageways have a keypad mounted beside them. Entering the correct code into the keypad disables the door magnet for allowing time for entry/exit. All keypads have light indicators. If the keypad lights green, the door is released, if red, the door is locked.

The inner front doors are locked. A “night” buzzer located in the vestibule at the front entrance is available to signal the nursing station.

It is strongly recommended that all Residents keep only small amounts of money in their rooms. Each Resident may have a personal trust account at the Front office, where cash is readily available. Keys are available for a locking drawer in Resident rooms. It is recommended that jewelry and valuable papers are stored off-site. Maxville Manor will not be responsible for the loss of any personal valuables that are brought into the Manor.

## **SMOKING**

### **Maxville Manor is a smoke-free facility.**

Smoking is not allowed in the building.

As the legislative penalties for non-compliance are quite severe, anyone violating this policy will be removed from the site.

Residents may smoke at the bench area just west of the front entrance area.

Non - residents may smoke at the staff patio or behind C-Wing Exit.

## **SPACE FOR CELEBRATIONS**

Families are encouraged to host gatherings at facility that includes their loved one. Lounges and activity rooms may be booked for special family visitations; such as anniversaries and birthdays. Contact the Activity Director at extension 227.

## **SPECIAL CARE UNIT**

The Special Care unit is dedicated to the care of residents who need the protection of a secure, stable and calm environment.

The staff is trained in meeting the needs of residents with dementia and staffing is enhanced to care for their particular needs. The unit is designed to allow wandering within a secure space including the garden.

## **STORAGE**

There is no storage available at the Manor. Residents and families are encouraged to remove any unnecessary items.

## **STAFF EDUCATION**

The Manor recognizes that the quality of resident care is reflected in its ability to contribute to employees' development. Components of the staff development program include a comprehensive orientation,

annual compulsory training on matters of health and safety, and ongoing general in-services based on assessed needs and Ministry of Health and Long Term Care Regulations. Additionally, staff is encouraged to take part in continuing education activities through courses and workshops.

### **STUDENTS**

Maxville Manor provides co-operative, job experience placements for local high school students, as well as students from community colleges and other community and government agencies. Please help make all students feel that they are part of the team.

An intergenerational visiting program is in place with the local elementary school. Each fall, interested students are matched with consenting Residents. They visit weekly on a one-to-one basis.

### **TELEPHONE**

Residents may have a phone of their own in their room cell or landline. Bell Canada is the service provider and billing is done directly with resident and /or care designate. Staff can facilitate phones for residents unable to use the phone independently.

### **TELEVISION/CABLE/ SATELLITE**

There are a number of televisions, many with companion DVD/VCR units, for the use of Residents in designated lounges throughout Maxville Manor. Residents wishing to have a television in their room may do so at their expense. Arrangements for the connection, transfer and termination of cable are to be made with the Front Office.

Satellite dish receivers may be installed subject to authorization of the Director of Environmental Services.

### **THE CORNER STORE**

Volunteers look after the Corner Store in the Town square every day from 2 to 4 p.m. except Sundays and holidays. Residents may pay cash or charge their purchases to their account.

### **THERAPY**

Physical therapy services are provided, by a contracted service provider, to maintain health and wellness. There are physiotherapy aides working five days a week, with direction and support from a physiotherapist.

The services of an Occupational Therapist, Psychogeriatrition and Social Worker are available. A referral must be made through the unit nurse/doctor.

### **TRANSFER TO ANOTHER LONG-TERM CARE PROVIDER**

A Resident who desires transfer to another Long-Term Care facility must contact the Community Care Access Centre to request a place on the waiting list for that facility.

### **TRANSPORTATION**

The Manor provides transportation at a reasonable rate for all Residents and availability of wheelchair accessible van can be arranged through There is no charge in the case of transportation for recreational outings. Transportation is available to Residents for medical appointments and recreational purposes at a reasonable rate. The Manor van is equipped with a lift enabling residents in wheelchairs to travel with ease. Volunteer drivers may also be called upon for transportation service. Family members may choose to provide their own transportation as needed.

### **TRUST ACCOUNTS**

Residents and families may deposit funds “In Trust” with the Manor for the benefit of a Resident and any personal comforts. The trust accounts

are subject to Ministry audit and are audited by the corporation's auditors each year. Please note that these accounts do not earn interest. Maxville Manor maintains a financial management system that provides Residents with the opportunity of retaining money in Maxville Manor in specifically designated accounts. The Personal Trust account is for the management of each Resident's personal funds. These funds may come through direct deposits by the Resident or his/her Power of Attorney or by Maxville Manor in the form of a monthly Comfort Allowance or a government rebate authorized for deposit by cheque or cash.

Residents are strongly urged not to retain any significant amount of money in their rooms or on their person. Personal Trust monies can be withdrawn Monday through Friday from approximately 8:30 a.m. until 4:00 p.m. at the Front Office.

Under The Long Term Care Homes Act, Maxville Manor also maintains Maintenance Trust accounts for those Residents who have (or may want to have) monies in Maxville Manor available for the payment of accommodation costs. Monthly statements are provided.

### **TUBERCULIN TESTING**

All Residents under 65 years of Maxville Manor must have a 2-step tuberculin skin test as a condition of admission. Residents under 65 years who are known to be positive reactors to the tuberculin skin test must have a chest x-ray. All residents >65 years of age will be required to have a chest x-ray to screen for TB.

### **UNIONS**

Maxville Manor has a collective agreement with the United Steel Workers of America.

### **VCR/DVD**

VCR units are available and a supply of videos and CD's are available, through the Activities staff. Residents with the ability to operate their own VCR/DVD may have a unit in their room.

### **VISITORS**

Visitors are welcome from 8 a.m. to 11 p.m. Other times may be arranged. In the event of an outbreak due to a communicable disease within the Manor, or in the community, visiting may be restricted.

Visitors are welcome in all Resident areas. Visitors are asked to be sensitive to the Residents' personal living spaces especially when the room is shared.

In the interest of Resident health, visitors who are not feeling well are asked to reschedule their visit or call on the telephone instead. Signage is posted at the front entrance in the event of a Resident outbreak.

Visitors are asked to use hand sanitizers upon entering and exiting the Manor.

Visitors wishing to bring an animal with them on a visit are asked to see the "PET" section.

### **VOLUNTEERS**

The Manor is extremely fortunate to have many dedicated volunteers to assist and support programs, including activities, entertainment, transportation and the Corner Store. They offer their time, talents and expertise freely and are invaluable to life at the Manor.

All volunteers are under the direction of the Director of Volunteers & Outreach Services.

Family members and friends are welcome and encouraged to volunteer at Maxville Manor. A wide variety of interesting opportunities exist for persons of all ages. Time commitment can be as little as one hour per



week. For more information please contact the Director of Volunteers and Outreach Services.

### **WATER**

As the water supply to the Manor is from on-site wells, augmented by tanker-deliveries from an approved source, please assist in controlling waste by turning off all taps not in use.

The quality of the water is monitored in accord with Ontario Regulation 170/03.

Copies of all water samplings are on file in the Library and posted on board across from the chapel.

### **WEBPAGE**

Our site is [www.maxvillemanor.ca](http://www.maxvillemanor.ca)

You can do a 'Virtual Tour' of Maxville Manor by accessing  
<[www.champlainhealthline.ca](http://www.champlainhealthline.ca)>

### **WHEELCHAIRS, WALKERS AND GERIATRIC CHAIRS**

For independence and safety many residents use a walker; for others a correctly sized, comfortable wheelchair is needed. Staff can lend a resident

The Ontario Assistive Devices Program is currently available to help those who qualify with the purchase of equipment. In order to utilize this program, an assessment by a physiotherapist or occupational therapist is required. When an application is approved, the Resident pays for one-third of the cost of the equipment.

Maxville Manor cannot supply chairs and walkers to Residents on a permanent basis. Maxville Manor's walkers, wheelchairs and geriatric chairs are loaned to Residents, under the following circumstances:

1. As a tester, so the Resident may have a chance to try the equipment prior to purchase;
2. As a loaner, to be used when the Resident's own equipment is being repaired; and
3. As a trainer, when the equipment has been identified as being needed for only a short period of time.

### **WHISTLE BLOWING**

Any persons who are aware of or suspects any of the following must report it as soon as possible.

1. Improper or incompetence treatment or care of a resident; or unlawful conduct that affects or may affect a resident
2. Abuse of a resident by anyone, or neglect of a resident by a staff member of the Home. This includes misuse or misappropriation of resident property.
3. Verbal complaints concerning resident care or operation of the Home
4. Any retaliation against a person for making a report.

### **X-RAYS**

We have mobile X-Ray company that comes and does X-Rays for residents that are ordered by our Doctor or Nurse Practitioner. They are covered by OHIP.

### **APPENDICES INCLUDE:**

Resident Bill of Rights

Trust Account Policy

Integrated Assessment Record Electronic Health System

Dental Agreement

Purchase of Service Agreement

Accommodation Agreement