



Handbook

For Residents and Families

St. Patrick's Home of Ottawa • 2865 Riverside Drive • Ottawa • ON • K1V 8N5
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Welcome to St. Patrick's Home

It is with great pleasure that I welcome you to St. Patrick's Home. As you and your family make this important transition, please be assured that our first commitment is to you and your well-being. Our Board members, the Leadership team, all of the staff from the various areas and our volunteers want your move to St. Patrick's Home to be as comfortable as possible.

You and your family probably have many questions about life at St. Pat's: "Will I be happy here?" "Who will look after my needs?" "Can I still enjoy the special foods I like?" "Will I still be able to attend religious services?"

This Handbook has been developed to answer some of these questions. You will find facts about daily living at St. Pat's, the services and programs available to you, staff and volunteers who will be looking after your needs and much, much more. If you or your family have concerns about anything in the following pages or any experience you have while here, please speak with me, the Charge Nurse for your Resident Home Area or anyone on the Leadership team.

This Handbook was updated in July 2024. Please keep in mind that parts of this Handbook will become out of date over time. We will do our best to inform you and your family about any important changes.

If you would like an additional copy of the Handbook to share with family members, please contact Reception at 613-731-4660

It is a great honour and privilege to welcome you to your new home at St. Patrick's Home of Ottawa.

Sincerely,

Monique Patterson, RN, BScN

President and Chief Executive Officer

613-731-0094 extension 233

Resident and Family-Directed Care and Services

After more than 150 years of community service, we at St. Patrick's Home understand quality of life means something different for everyone. That's why we build unique, individual relationships with each of the residents of our Home: to appreciate what they value so we can meet their needs and respect their choices.

We know from experience that providing quality care and support is a collective effort. When staff, volunteers, residents, families and friends work together, our mission-driven non-profit organization is empowered to make a real difference in people's lives and throughout our community.

Our Mission

Collectively, our foundation, purpose and vision capture our mission of care for the people we serve.

Our Foundation

A Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception.

Our Purpose

Quality, person-directed long-term care and support for people in our community

Our Vision

A welcoming and inclusive home where each person feels cared for, supported and engaged.

Our Values

Together as residents, families, friends, staff, volunteers and Board members, we embrace and live the values of St. Patrick's Home in all we do.

Respect

See every person for who they are, honouring their preferences and their individuality.

Compassion

Be kind, ease suffering, share joy.

Spirituality

Nurture each person's own spiritual beliefs and practices.

Integrity

Be honest, transparent and accountable, even when it is difficult.

Excellence

Strive always to do and be our best, knowing there's no finish line in the pursuit of excellence.

Collaboration

Communicate openly and actively so we can work as a team toward common goals.

Our Philosophy Of Person- Directed Care

Care is person-directed; it involves residents, families,
volunteers and staff.

Care is driven by each resident's right to make choices
about their care and to determine how they would like to live their life.

Care is provided to facilitate a sense of purpose and well-being
for each resident. Our role is to support each person in living their best life.



The Irish Shamrock recalls the origin of
St. Patrick's Home and its service to the people of Ottawa-
Carleton since 1865.

The Cross reflects the love and compassion of the
healing ministry of Christ continued in those who serve
here.

The Circle denotes wholeness of life, the goal of care
in all dimensions of service at St. Patrick's Home.

The Open Shamrock symbolizes our outreach to the
community and our openness to respond to new and
emerging needs.

OUR APPROACH TO MAID

St. Patrick's Home of Ottawa is a Catholic long-term care home with a proud tradition of providing compassionate, person-directed care. Our holistic approach addresses a resident's requirements for physical, social, emotional and spiritual support.

As a Catholic organization, St. Patrick's Home does not provide medical assistance in dying. In response to an expressed request from a resident in our care for medical assistance in dying, we will seek to understand the reason(s) for the request, provide information regarding the full range of end-of-life treatment options, and ensure access to appropriate physical, psychological and spiritual supports. Should our efforts not meet a resident's needs, St. Patrick's will continue to provide the resident with high quality, compassionate care pending a safe and timely transfer of care to another provider.

We remain committed to building a trusting relationship with our residents and their families that respects the dignity of each resident during their life at St. Patrick's.



Your New Home

St. Patrick's Home is designed with nine Home Areas on five floors. Each area is called a ***Resident Home Area (RHA)*** accommodating 32 residents. 60% of the rooms are Private with a private bathroom; 40% are shared with one other person who shares a bathroom. The Home Areas are named to celebrate our history. Each name represents a county in Ireland.

1st Floor - Galway

2nd Floor - Carlow House and Cavan

3rd floor - Dublin House and Donegal

4th Floor - Kerry House and Kilkenny

5th Floor - Waterford House and Wexford

Your Resident Home Area (RHA)

Each RHA has its own dining room where residents gather to have their meals. Each RHA has a small dining area called the Harvest room, a living room and a sunroom. These spaces are available for your use and where residents participate in recreation and social activities.

Room Upkeep

Every day:

Your washroom will be cleaned, supplies replaced and refuse collected.
Your room will be checked daily to make sure it is safe and orderly.

Every two weeks:

Your room will be thoroughly dusted and floors washed.

If your room has not been cleaned to your satisfaction, please contact our Housekeeping Lead Hand at 613-731-0094 ext. 232 or Manager of Support Services at 613-731-0094 ext. 236. If repairs are required, please speak to your Nurse who will make arrangements with our maintenance staff.

Your Telephone, Internet and Satellite TV

Our Maintenance Department will connect one or all of these services to our system on request. The Finance Office sets up the accounts, and arranges for hookup. You will receive itemized billing, including any long distance charges. Payment is automatic at the first of each month through our electronic funds transfer (ETF) mechanism.

Telephone: your telephone number will be 613-731-8380 plus your extension, which will be the number 8 and then your room number.

- If you are in a shared room your telephone number will be 613-731-8380 extension 8 followed by your room number, plus 1 for bed A and 2 for bed B (e.g., room 243A = 613-731-8380 extension 8-243-1; room 243B = 613-731-8380 extension 8-243-2).
- If you are in a private room your telephone number will be 613-731-8380 extension 8 followed by your room number, plus 0 (e.g., room 240 = 613-731-8380 extension 8-240-0).
- The phone number will be written on the service agreement form when you sign up for the phone service

Satellite TV: There are 45 satellite channels for you to choose from. If you wish to purchase satellite TV from our main feed, please speak with the finance office and they will assist you. There is no activation or termination fee and our rates are very reasonable.

Internet: You may also purchase internet access from us. Assistance for computer glitches is available from our Information Technology (IT) staff .

Your Call Bell

Call bells are located beside your bed and in all washrooms so you can alert the nursing staff that you need assistance. Call bells can only be turned off in your room once staff have responded.

Small Electrical Appliances

Supports are built in for wall mounted flat screen TVs. Our maintenance staff will install your wall bracket and hang your wall mounted TV. TVs plus items such as portable radios, tape players, DVD players or other small electrical appliances must be checked by maintenance staff to ensure ESA conformance, safety and repair. For information, please speak with our Manager of Building Operations 613-731-0094 ext. 226.

Mail Delivery

Mail is delivered to your room. Family and friends should be advised to include:

Your Name, Room #, RHA name (e.g., Cavan House)
St. Patrick's Home of Ottawa
2865 Riverside Drive, Ottawa ON K1V 8N5

E-mail

If you do not have a personal e-mail account or a computer, relatives and friends can send email to you at St. Pat's, using the email address Recept@stpats.ca. In the subject line, they should include your name and your room number. This e-mail goes to our Receptionists who will print it with enlarged font and include it in the next day's mail delivery.

There is a computer for resident use on each RHA in the Activity/Sun Room and portable technology carts that can move about the building. You are advised to book the time that you wish to use the computer through the Recreologist assigned to your RHA.

Tips and Gratuities

To avoid any conflict of interest, we ask that you do not tip or give gifts to staff or volunteers. Staff or volunteers must report offered gifts to their supervisor.

Contact Information

Sometimes we need to get in touch with your family or Power of Attorney, thus we need up-to-date contact information. Please be sure to advise our Ward Clerk or Registered staff if family/POA phone numbers (home or work) change. If your contact person changes – either for a short time or permanently – please inform the Care Team as soon as possible.

Personal Hygiene

We encourage residents to be as independent as possible and involved in their care, including personal hygiene. Residents receive two full baths, showers or bed baths a week. In addition, daily assistance with morning and evening care is provided, as needed.

Clothing

We recommend a supply of easy care washable, durable, dryable clothing (seven days' worth) including seasonal outerwear. Clothing should be comfortable and easy to put on and take off. Closet space is limited. Please keep one season's clothes in your room (warm weather clothes in late spring/summer/early autumn months, colder weather clothes in late autumn/winter/early spring months).

Laundry and Dry Cleaning

We provide laundry service every day through our Laundry Department. Personal clothing sent to our laundry is normally returned to your RHA within 48 hours. All clothes MUST be labeled to ensure prompt return after laundering. On admission, your clothing will be sent to the Laundry Department for labeling. After admission when new garments are purchased they must also be labeled to avoid loss. If any clothing item is not returned to you from the laundry, please contact our Laundry Department as soon as possible at 613-731-0094 ext. 224, Monday to Friday, between 7:00 a.m. and 3:00 p.m. Outside dry cleaning services are available based on current rates.

Companion Animals

While we recognize that a special bond exists between people and their pets, unfortunately residents cannot bring their animals to live here at St. Patrick's Home. It is encouraged that residents have an opportunity to visit with their pets. Family members can bring them to the Home. Residents can have pets visit their home area and room in a way that respects other residents and staff. Pets must remain on a leash while in common areas and cannot be in the dining room during meal service.

Before a pet can visit, you must register the animal with reception. They will provide a form to complete which does require some supporting documentation from a veterinarian showing that it is in good health and has all necessary immunizations. For more details, speak with the receptionist. Any issues or concerns related to a visiting pet should be reported to the VP Nursing.

The Recreation Department also arranges for pet visits brought in through community organizations for the purpose of the pet therapy program. If you prefer NOT to have volunteer pets visit you, please make your wishes known to the Recreologist assigned to your home area.



Your Personal Security

We make every effort to maintain a safe environment at St. Patrick's Home and appreciate your cooperation.

Keys

Your room is equipped with a drawer that can be locked; however, we advise you NOT to store cash, valuable jewelry or important documents anywhere in your room. We also suggest that keys to the drawer not be left in your room. Keep keys with you or give them to a family member or trusted friend who visits on a regular basis. By legislation for safety reasons, your room door cannot be locked.

Valuables

You or a family member will be asked to sign a waiver stating that St. Patrick's Home is **NOT** responsible for the safety of your personal property, including but not limited to assistive devices, eyeglasses, dentures or hearing aids while you are living here. Any loss or theft of personal property is not covered under our insurance policy. It is recommended that you arrange insurance for your personal belongings in the event of loss or damage.

Maintenance Department

Our Maintenance Department helps keep our environment safe. You can locate maintenance staff at 613-731-0094 ext. 452 or 454 during regular business hours or call Reception between 8am and 8pm daily at ext. 221.

Lost and Found

If you have lost a clothing or a personal item please report this to the RPN on your RHA. We also have a general Lost and Found at Reception.

In Case of Emergency

Residents and visitors can use the call bell located in each room's bathroom to alert staff to an emergency situation. Emergency call buttons are also located in the common areas, on the balconies, secure garden and the front verandah.

Staff Identification Badges

To increase security, all St. Patrick's Home employees, physicians, volunteers and registered external care providers are issued photo identification badges that must be worn at all times when on duty. Look for this badge when you are approached by a staff person or volunteer. If you notice someone on your home area who is not wearing an ID badge but carrying out a staff role, please notify a member of the Care Team.

Resident Identification Bracelets

For the safety of residents, all St. Patrick's Home residents who are unable to identify themselves are required to wear identification bracelets. On admission, you will be given a plastic, disposable bracelet.



Note to family and visitors: *If you find an unaccompanied person looking out of place or lost, please be a good neighbour. Alert a staff member, contact the Reception, or accompany the person back to his or her home area.*

Our Smoke-Free Environment

St. Pat's recognizes the damaging effects of smoking on health. We provide a smoke-free home for residents, family members, staff and volunteers.

Please note that although St. Pat's is a smoke-free campus, there are two areas where smoking is allowed to accommodate residents and one to accommodate staff and visitors. These areas are the only location that smoking is allowed on our campus.

Residents who smoke will need to be assessed by our registered staff to determine their ability to smoke independently and safely, including their ability to travel independently and safely to the smoking areas.

Our Scent-Free Environment

Additionally, as many individuals are sensitive to strong perfumes and chemical odours, we ask you to refrain from using such products.

Fire Safety

For your safety and the safety of all residents, kettles, toasters, electric heaters, humidifiers or electric blankets are NOT permitted in residents' rooms. Questions regarding fire safety should be directed to the Charge Nurse or the Manager Building Operations at 613-731-0094 ext. 226.

In Case of Fire

We take the threat of fire seriously and continually train our staff in emergency procedures. When a fire alarm sounds:

- Follow instructions from staff members and stay where you are until further notice

- Do not attempt to use the elevators or stairways, or to transport yourself or other residents on your own
- When the alarm sounds, the fire doors close automatically. Only emergency services personnel and designated St. Pat's staff members are allowed to pass through these doors
- Remain calm, stay where you are, listen to announcements and take direction from the staff members in charge. We ask residents, family members and other visitors to familiarize themselves with all fire exits (located at both ends of each floor and illuminated with EXIT signs) and fire alarm pull stations on each floor (located near exits)

Emergency Drills

The Home is required by law to test our plans for responding to various emergency situations, such as fires, disasters, missing residents etc. The fire plan must be tested monthly on each shift; other plans are tested annually. In the case of fire and disaster plans, fire bells will ring, which can be frightening for some, but it is for the safety of residents to ensure that staff have practiced what to do. You - and anyone in the Home at the time - are asked to follow staff instructions. **ALL ALARMS ARE TREATED AS REAL** - we cannot assume it is 'just a drill.'

Alcohol

Residents wishing to enjoy an alcoholic beverage may do so if their drinking is responsible and respectful of others. Alcoholic beverages cannot be stored in your room. Please ask a member of the nursing staff for details about storing personal bottles of wine or spirits. Because certain health problems or medications make alcohol use risky, a St. Patrick's Home physician must be consulted before an alcoholic beverage is permitted.

The Care Team

Many people will be helping you settle into life at St. Patrick's Home. On admission, you will receive a telephone list that includes all members of the Care Team. Copies of this list are also available from the Ward Clerk on your floor. You can connect with each person by dialing their extension on the telephone list. Staff members on each shift are noted on the assignment board.

Getting to Know You

During the first few days and weeks, you will meet all Nursing staff in your home and our Social Workers. The Social Workers can be consulted on an ongoing basis and can advise you and your family about caregiver supports. You will also meet the Attending Physician assigned to your care, our Registered Dietitian, Physician, Ward Clerk, Recreologist, Restorative Care staff, Unit Housekeeper, Nutritional Service Workers and St. Pat's Volunteers. When you need to see a Physiotherapist and/or Occupational Therapist, the Nurse will arrange a consultation.

The Post-Admission Meeting

It takes time to settle into any new home. During the early weeks and months, you and your family will be learning about St. Patrick's Home, and the Care Team will be learning about you. It is recommended that you express concerns as they arise. Four to six weeks after admission, you and your family members will meet formally with the Care Team to talk about how you are adjusting. This Post- Admission meeting is also an opportunity to raise issues or concerns about your health and your care and for staff to make suggestions about helpful programs and resources. You and your family are vital members of the Care Team and we will be engaging you to participate in all decisions involving your care.

Key Members of the Care Team

Attending Physicians work closely with nurses and other health professionals to assess your well-being and develop programs to meet your medical needs. Their work is overseen by our **Medical Director** who is responsible for the quality of medical care you receive.

Specialist Physicians will be consulted as needed.

Registered Nurses (RN) organize your daily care, develop your Care Plan and evaluate the nursing care you receive. They are responsible for 96 residents on 3 home areas during the Day shift. During the Evening shift there are 2 RNs in the Home. At Night there is one RN providing support to all of the residents.

Registered Practical Nurses (RPN) work with the Registered Nurse to provide nursing care tailored to your needs and administer medications and treatments ordered by your Attending Physician. They are responsible for the 32 residents on your home area on the Day and Evening shift. There are 3 RPNs in the building on the Night shift.

Personal Support Workers (PSW) help you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals. These staff members also provide reassurance and support and encourage you to attend programs. Each PSW is responsible for the personal care of a group of residents on your home area. PSWs work in pairs where lifts and transfers are required.

Behavioural Support Ontario (BSO staff) help you with care that the PSWs are providing if you are having difficulty understanding what the Care staff are trying to assist you with. They help develop a plan of care with the Care Staff and train them in the approach that suits that person. BSO staff also provide support to the family who may be requiring emotional support around the way in which a resident might respond when they are experiencing confusion.

Registered Dietitian consults with you and your family about your nutritional needs and food preferences and help you plan your meals.

Social Workers provide counseling services and support during your admission and during periods of change, transition and uncertainty. They consult with other members of the Care Team on complex resident or family situations and helps resolve difficult issues. They will help you and your family with decision-making and to interpret information. During difficult periods, you and your family can request a referral for Social Work services. Please discuss such needs with your Nurse.

Recreologists offer you opportunities to take part in recreation and leisure activities based on your needs and interests. Family members are welcome to attend social programs with you.

Restorative Care Providers participate in planning and implementing each Resident's individualized plan of care where exercise and mobilization are concerned. Each Restorative Care staff member provides care for residents on 3 RHA's.

Spiritual and Religious Care team, along with trained volunteers, provide religious and spiritual support to you and your family. Community clergy are encouraged to visit.

Physiotherapists (PT) help residents maintain or improve an optimum level of physical mobility and function by providing expert assessments, consultation and treatment. You will be assessed soon after admission to establish baseline mobility levels and to determine follow up.

Pharmacists assure that residents receive the right medications in an appropriate manner. As a full member of the Professional Advisory Committee they take part in ongoing reviews of medications with each resident's physician and members of the nursing staff.

Consultants to the Care Team

Occupational Therapists (OT) help residents maintain an optimum level of functioning with activities of daily living. The OT provides expert assessments, prescribes seating and mobility devices and various assistive devices for daily activities such as bathing, eating and dressing. They may recommend changes to the environment or provide specialized services such as prescribing hand splints and orthotics. Our Occupational Therapy services are contracted with an external provider on a fee for service basis.

Champlain Home and Community Care Support Services can provide services for residents with aphasia (problems speaking/ understanding words) and other disorders through an externally contracted **Speech Language Pathologist**.

Audiologists assess hearing problems and prescribe hearing aids or other assistive devices. This is an external service located in the community.

Psychiatrists and Psychogeriatric Nurses from the Royal Ottawa Mental Health Centre Outreach Program assess changes in behaviour or functioning and determine treatment approaches to assist our residents.

Diagnostic Imaging Technologists provide portable imaging services; for example, chest x-rays, based on orders and clinical information received from the Physician.

Laboratory Services/venipuncture related to blood work, portable ECGs and specimen analysis are provided by an external contract.

Other Important People

Ward Clerks provide clerical support to nursing staff.

RAI Coordinators supports the entire clinical team in ensuring that the assessments are accurate and reflective of the care provided.

Clinical Educator supports the home in education and best practice

IPAC Coordinator supports the home in Infection Prevention and Control best practices.

St. Pat's Volunteers make your stay more enjoyable and enrich all of us. They are an important part of life at St. Pat's and spend time visiting, helping with meals and recreational programs, lending books and other materials, and generally make St. Pat's a better place to work and to live.

Nutritional Services Staff are in the main kitchen and on each home area in the dining room at mealtimes to plate your food according to your preferences so you have an enjoyable mealtime experience.

Housekeepers ensure that your room and home area are clean and safe.

Students are at St. Pat's because we are affiliated with a number of universities and colleges, including the University of Ottawa, Carleton University and Algonquin College. You and your family will meet students who are assigned to work with our professional staff as a part of their educational experience. Students are fully supervised and will be introduced to you if they play any part in your care.



Your Family

Your Family's Role

The Care Team will do everything possible to establish positive, trusting, professional relationships with your family – your spouse, children and grandchildren, other relatives and close friends who know you better than anyone else. With your agreement, we benefit from information about your life history, health experiences, likes and dislikes, pleasures and things that make you anxious. These insights help us make your life at St. Patrick's Home as pleasant and comfortable as possible.

Decision-Making

On admission, residents and family members are encouraged to advise us how decisions will be made regarding your personal care, medical treatment and financial matters. We regard you, the resident, as the primary decision-maker and, whenever possible, your wishes will be respected. However, if you are unable to take an active part in decision-making, your family or representative (Substitute Decision Maker/Power of Attorney or Trustee) will be consulted.

The Substitute Decisions Act

Many residents and their families have a Power of Attorney for Personal Care and Finance. These important legal documents reflect each person's wishes about medical treatment, personal care and financial decision-making if he or she is no longer able to make these wishes known to family members or care providers. Power of Attorney information is recorded by the Finance Department on admission. A copy of the Power of Attorney for Care and Power of Attorney for Property are kept in the Finance Office along with the first page of the Will.

On the day that you move to St. Patrick's Home, the Resident Accounts Clerk will meet with you. If you do not have a designated Power of Attorney document or a Legal Guardian document, you can get this document completed with guidance from the Social Workers or the VP of Nursing. If you are not capable of designating a POA, the home will follow the Substitute Decisions Act:

<https://www.canlii.org/en/on/laws/stat/so-1992-c-30/latest/so-1992-c-30.html>

This Act specifies who will act as the Substitute Decision Maker based upon the relationship that they have with you, such as your spouse, son or daughter, etc.

The Care Team needs up-to-date information and will review your situation and your wishes at the Admission meeting, which occurs four to six weeks after admission, and regularly at annual meetings, or if there is a change in medical condition.

Keeping Families Informed

To help family members feel connected and informed we provide a number of services:

- The St. Pat's web site – www.stpats.ca – features updates of interest to relatives and friends. You can also find the current menu and recreation calendars on the website.
- Updates are sent to families on a weekly basis to inform them of what is happening at St. Pat's. If you would like to be added to the distribution list for these email updates please contact the front desk at recept@stpats.ca. These updates are also posted on our website.
- Residents' Council and Family Council meet regularly and invite staff to attend to discuss issues relevant to care and services provided.
- An Open Door policy for all members of the Leadership Team.

Private Care Provider

Some residents or families may wish to hire a Private Care Provider to provide social visiting to the resident or to offer extra assistance with certain activities of daily living. While we fully support these relationships, St. Patrick's Home is responsible for addressing issues of quality of care, health and safety for all residents. For that reason, we have developed a comprehensive registration process for Private Care Providers.



If You Wish to Have a Private Care Provider

You may already have a Private Care Provider that has been helping you, or you may decide to hire someone after admission to St. Pat's. If that is the case, you or your family should contact the Coordinator, Resident and Family Services at 613-731-0094 extension 280 as soon as possible.

Private Care Provider Policy

For more detailed information, please read the Private Care Provider Policy, which you will find in your admission package. If you have specific questions or concerns, please speak with the Coordinator, Resident and Family Services at 613-731-0094 extension 280.

Financial Arrangements

Your Accounts

On the day you move to St. Patrick's Home, a staff member from our Finance Office will meet with you and your family to explain how billing occurs and which services require payment.

Accommodation Account: A void cheque is required on admission to pay accommodation fees by electronic transfer. Payment will be deducted from your account on the first business day of each month. A detailed monthly statement will be provided. The statement will be mailed or emailed to your family member or delivered to your room by the 15th of each month.

Trust Account: If you wish, St. Pat's will hold your personal funds in a trust account. You may then instruct us to use these funds for optional unfunded services. For more information on how to establish a trust account, please contact our Finance Office at 613-731-0094 extension 227.

Note #1: *Accommodation account is kept separate from the Trust Account.*

Note #2: *Your accommodation fee does not cover the cost of assistive devices, equipment prescribed by the Care Team, consultants or uninsured services. However, these costs may be covered under government programs or through your own private insurance plan.*

Resident Accommodation Agreement

As a resident of a LTC home, you must pay a co-payment fee for your accommodation. This requirement is set out in the *Fixing Long-Term Care Act, 2021*. On admission to the Home you are required to sign a Resident Accommodation Agreement that describes this duty to pay the accommodation fee, what the accommodation fee is and other information related to it.

The Appendix of the Resident Accommodation Agreement describes the goods and services included with the Accommodation fee. A copy of the contract will be returned to you or your family.

Room Rates

Rates are set by the Ministry of Long-Term Care, usually on June 1 of each year, and are in effect from July 1 of that year until June 30 of the next year. The rate that you pay is determined by the room type and your entitlement to financial assistance/rate reduction. The rate is entered into your Resident Accommodation Agreement. A memo produced by the Ministry will have been provided for you in your Admission Package, outlining the maximum rates charged for each type of room.

What is Included and Not Included in the Room Rate

In the Accommodation Agreement you will find the Appendix outlining Goods and Services included in the room rate – there is no additional fee for these items.

There are **optional unfunded services** which must be paid for if you use them. You are not required to purchase these from St. Patrick's Home and they are usually offered by a third party. You will be provided with a list of optional unfunded services. On admission, you will be asked if you wish to purchase any of these optional services. You will review the list with the Finance Office. This agreement can be changed at any time. You will not be charged for any optional service you have not agreed in writing to purchase.

Rate Reduction

The **Rate Reduction Program** is intended to provide a reduction in the co-payment amount you are required to pay based on your available income. Only residents residing in **basic accommodation** may apply for a reduction in the co-payment amount.

Eligibility for a rate reduction is dependent on all other income support and benefit programs being accessed and that are available through federal, provincial and municipal governments.

In order to fairly assess your application for a reduction in the co-payment, otherwise known as a “rate reduction”, it is important that you report all income available to you. As a resident applying for rate reduction, you will be required to have a **Notice of Assessment from the previous tax year** (from the Canada Revenue Agency) and to report all sources of income available to you.

If you are interested in applying for a rate reduction, please speak with our Finance Office at 613-731-0094 extension 227. The Finance Office is open Monday to Friday, from 7:30 a.m. to 3:30 p.m.

Comfort Allowance

When a resident is subsidized (i.e. qualified for a rate reduction), the government ensures that a certain amount of the money they receive as a benefit is retained for personal expenses. This is called a **comfort allowance**, and is set by the government and may increase from time to time.

Trust Accounts

The purpose of a Trust Account is to allow you access to spending money without keeping cash in your room. Unfunded services can be paid through a trust account. This is a non-interest bearing account and there is no administrative charge for the service. By law, the resident account may not exceed \$5,000.

If you have a Trust Account, a monthly statement is prepared, detailing all transactions on the account.

If you do not wish to open a trust account, service provider bills are sent directly either to you or to the family member responsible for your finances.

Finance Office Hours of Operation

Accounts Receivable Clerk: 613-731-0094 extension 227
Office Hours: 7:30 a.m. – 12:00 p.m. and 1:00 p.m. to 3:30 p.m.,
Monday to Friday, or by appointment.

Pharmacy Charges

The government has a system of co-payment for drugs covered under the Ontario Drug Benefit Program. When living in a LTC Home, such as St. Pat's, the co-payment fee is \$2 per month for each new or renewed prescription (if living in the community, the charge is over \$6 per item). The \$2 prescription co-payment is billed monthly.

On occasion, your physician will order a medication not covered by the Ontario Drug Benefit Program. In that case, you must pay the full cost of the medication unless a suitable alternative can be prescribed.



Medical Services & Your Health

Accessing Medical Care at St. Pat's

When you arrive at St. Pat's, you will undergo an initial assessment by your home area Nurse and be seen by one of our Attending Physicians within a week. All residents are assigned to receive care from one of our Attending Physicians. These physicians visit each home area once a week and on an as-needed basis. How often you are seen by a doctor is determined by your individual health needs; therefore, you may not see the physician every time they visit your home area.

St. Pat's maintains an on-call system to ensure that a doctor is available to consult with nursing staff 24 hours a day, 7 days a week. If concerns about your health require input from a physician after-hours or on weekends, your Nurse will page the Physician on-call.

Maintaining Your Own Physician

Residents sometimes ask if they must change from their family physician to a St. Patrick's Home physician. St. Patrick's Home has a team of attending physicians who visit on a regular basis, are familiar with medical issues in LTC, are skilled at providing clinical care in Long-Term Care, participate as integral members of the clinical team, are familiar with the legislative requirements in LTC, and provide after-hours coverage for residents under their care.

Residents may keep their own physicians, however. As required by the *Fixing Long-Term Care Act, 2021*, all Physicians, both Home and/or your Family Physician, must 1) agree to provide care and 2) be available on-call for your needs and 3) must sign a contract with the Home. The benefits of continuity with a physician familiar with your needs prior to requiring LTC balanced against the benefits of a Home physician must be considered; however, we encourage you to have care provided by a St. Patrick's Home attending physician.

Goals of Care

The discussion about your goals of care related to your medical diagnosis and whether you wish to have CPR performed in the event this is required is initiated on admission with the RN and then continued with the physician at the 6-week meeting that will be scheduled. These decisions can be changed at anytime and are a guideline should you not be able to decide with a change in condition or your POA/SDM is unavailable.

Taking Your Medications

Safe use of medication is a priority in resident care. All medications including prescription and non-prescription are ordered by your attending physician and provided by the pharmacy contracted by St Patrick's Home. This includes over-the-counter pain medications, cold remedies, medicated creams, vitamins and laxatives. Natural Medications must be provided by and administered by the family or resident and is at the discretion of the Attending Physician.

Our contracted pharmacy provides a computerized system to assist in ensuring the right dose of the right medication is given to the right person at the right time. The system also identifies potential drug interactions and allows our clinical staff to monitor our medication system. The pharmacy staff provide education to our staff and participate in developing policies and procedures for safe medication practices at the Home. Medications are reviewed on admission and every three months by your physician and the pharmacist. Prescription medications purchased elsewhere cannot be incorporated into this system and are therefore not permitted.

In specific circumstances residents may be able to self-administer some of their prescribed medications. This is determined on an individual basis by the resident/family and care team.

Residents and families are encouraged to discuss all concerns with their physician and nursing staff.

Diagnostic Imaging

If your doctor orders an x-ray, a technician from a Diagnostic Imaging company that provides simple x-ray examinations will come on site and take the x-ray. If a more complex imaging test such as a CT scan or MRI is needed, you will be taken to an outside facility. In such cases, we expect a family member or friend to accompany you.

Temporary Transfer

If your medical condition changes and you cannot be adequately cared for in your RHA, arrangements will be made for transfer to a more appropriate setting, usually a hospital. You and your family will be fully consulted and advised about the available options. Depending on your situation, such a transfer may be temporary and you will be able to return to your room at St. Patrick's Home.

Medical/Psychiatric Leave and Bed Holding

Regulations under the *Fixing Long-Term Care Act, 2021* specify that you are entitled to 30 days of medical hospital leave and 60 days of psychiatric leave at one time. This means your room will be reserved for you. You must continue to pay regular room charges. If an outside hospital stay exceeds these limits, your St. Pat's bed cannot be held in reserve. Personal belongings must be removed within 48 hours.

Permanent Transfer or Discharge

Sometimes a resident's physical and/or psychological needs cannot be met in their current accommodation at St. Pat's. In such cases, it may be necessary to permanently transfer to another RHA at St. Patrick's

Home. If your care needs change, necessitating an internal transfer, or you and/or your family wish a transfer to another facility, you and your family will be fully consulted and advised of available options.

Removal of Personal Belongings

When a resident is permanently discharged or transferred, the Ministry of Long-Term Care requires us to make the empty bed available as soon as possible. (This does not apply in the case of a resident who is being treated outside the Home and is expected to return).

In the case of death, we understand how difficult such events are for family members; however, we also know families will appreciate having the information below and knowing their options in advance:

- The resident's personal belongings must be packed and physically removed within 1-2 days.
- If the family is unable to attend to this matter personally within 1-2 days, they may send someone else to perform this task. For security reasons, family members must notify the Lead Hand/Housekeeping, 613-731-0094 ext. 232, with the name of the authorized person.
- Alternatively, St. Pat's staff will pack personal items and place them in temporary storage for up to 7 days. There is no charge for this service. We will notify the family's designated contact person and explain how to gain access to the resident's belongings.
- A form must be signed when the resident's personal belongings are removed from the Home.

Your Health Record

Each resident at St. Patrick's Home has a detailed health record which is kept securely on file by our staff. This document includes information stored electronically, information received from you and your family,

your pre-admission medical report, as well as any test results and clinical observations. The record also contains details about your medications, vital signs and treatments. Meetings held with the Care Team, the resident and family members are also documented.

Access to Your Health Record

You are entitled to access your health records by appointment with the physician, VP of Nursing or Assistant VP of Nursing. Staff will assist you in explaining any technical terms. Family members who wish to see your record can do so by obtaining written consent from you or your legal representative (if you are unable to give consent). Staff will explain the necessary procedures.

Your consent (or the consent of your designated representative) is required when an authorized person outside the Care Team, e.g. a consulting psychiatrist, wishes to see information in your health record. Only then will it be forwarded to other health care providers at no cost to you.

Copies requested by you for other reasons (e.g. legal proceedings like an insurance claim) are available for a fee as per internal policy.

Protecting Your Privacy

We are committed to protecting the privacy of your personal information within your circle of care. We have developed and maintain a privacy policy that is based on national standards. This includes many safeguards designed to protect you and your family. If you have any questions about how your personal information is collected, used or disclosed, please contact the CEO or the Coordinator, Resident and Family Services, who is also the Privacy Officer, at 613-731-4660 ext. 280. On admission you will be provided with a consent form relating to personal information.

Infection Prevention and Control

The goal of our Infection Prevention and Control team is to prevent and control infections among our residents by educating residents, families, staff, and volunteers on the principles and techniques of infection control. A mainstay of our infection prevention and control program is reminding visitors to wash their hands when entering and exiting St. Patrick's Home and to use the hand sanitizers provided at the main entrance and along hallways. If a resident has a transmissible infection, our Infection Prevention and Control Coordinator will work closely with the Care Team. In some cases, signs will be posted on residents' doors to remind everyone about taking certain precautions such as hand washing.

If an outbreak of infectious illness occurs – for example, respiratory or gastrointestinal such as COVID or influenza – families of affected residents will be notified. You may see special notices posted on your floor or on the doors of some resident rooms. Information is also posted through the St. Pat's website. In such an event, you can stay informed by consulting the home page on the web site at:

<https://stpats.ca/outbreak-status/>

Influenza immunization is recommended in the late fall and early winter months for you, your family and for all Private Care Providers. COVID vaccinations are recommended for all visitors and residents to remain up to date with the current recommendations. Residents receive their immunization from a St. Pat's nurse.

Specialized Care

As a St. Pat's resident, you have access to a number of specialized services within the Home. Your Care Team and other St. Pat's professionals will determine with you which services (if any), you would benefit from and staff will arrange an appointment with your consent. After you are seen, the Clinic specialist will send a report back to your Attending Physician. Referrals may also be made to visiting specialist physicians. Some of the services available to St. Pat's residents include:

- occupational therapy assessments
- dental services and examinations
- foot care nurse chiropody visits (special foot care)

Please note: Some of these services may be covered by provincial health insurance, by your private insurance, or you may be required to pay an additional fee.

Foot Care

As part of your accommodation fee (room rate), you will receive routine basic foot care from the nursing staff, as part of your regular morning or evening Bathing care. The cost is included in the accommodation fee (room rate) already paid.

Complex Foot Care Needs

If you have more complex foot care needs, you will need the services of a nurse with advanced training. The Home contracts the services of a health professional with additional training in foot care. Residents may purchase the contracted services or make their own arrangements with a practitioner outside the facility.

Some residents may wish to have **basic foot care** done by this contracted nurse on a purchased service basis.

The RPN on your home area will arrange the services of this advanced foot care nurse.

Dental Care Program

St. Patrick's Home contracts dental services to an external provider who provides residents with access to dental services including examination, cleaning, dentures and personal identification of dentures. Fees are based on the Ontario Dental Association Fee Guide. For more information, or to make an appointment, speak to the nursing staff, or call the Ward Clerk at 613-731-0094 ext. 223 or 408, Monday to Friday from 7 a.m. to 3 p.m.



Three Meals A Day

Food is an important part of quality of life and everyone at St. Pat's is committed to preparing and serving meals and snacks that are tasty and nutritious. Our Nutritional Services Department, together with the Residents' Council, tests and uses a wide range of recipes to produce a varied menu. The day you move in, the Registered Dietitian will visit to learn about the foods you like and dislike and to discuss any concerns with you and your family. The Food Service Supervisor will review this information and create a meal plan that considers your preferences and any special dietary needs. In the first month, our Registered Dietitian will assess your nutritional status and review any concerns that you have.

Meals in the RHA Dining Room

Your meals will be served in the Dining Room of your RHA. Choices for each meal are posted on the menu board adjacent to the Dining Room. Nutritional Services staff, assisted by nursing staff, will plate and serve your meal. Nursing staff will be in the Dining Room plus trained volunteers may be on hand to help you eat safely and comfortably.

Snacks and Beverages

Staff on your RHA, or at recreational programs, offer snacks and beverages. The snack menu is on a three-week cycle to correspond with the meals provided. The RHA dining rooms are equipped with a refrigerator and a coffee machine. Juices, milk and snacks are kept in the refrigerator between meals. Coffee and tea can be prepared at any time of the day. The Family Friendly areas in each Dining Room offer opportunities for beverages and a refrigerator for you to keep personal food items.

Bringing Outside Food In

Resident families who wish to bring food in from the outside can do so for their LOVED ONES ONLY. Public health officials have strict guidelines around meals produced outside the Home as we serve a vulnerable population. For family gatherings, the Home encourages the use of our catering service, which is available to provide a wide variety of food choices (see Special Meals or Celebrations).

Special Meals or Celebrations

If you join your family member regularly, we can provide a table for up to 3 additional people in the resident's usual RHA dining room. The cost for guest meals is very reasonable and meal tickets can be purchased at the Reception Desk.

For special meals and celebrations for more than 4 people, you or your family member can reserve the Harvest Room in the resident's RHA. Please note that this room accommodates special celebrations for all 32 residents as well as serving as a meeting room for Care Conferences, etc. To book the Harvest Room for your celebration, contact the Reception Desk at 613-731-4660 to reserve. If you wish us to cater the meal or event, the Receptionist will transfer you to the Food Services Supervisor at 613-731-0094 ext. 250 to make such arrangements.

If you are joining us for a Theme Meal or a special event meal (e.g. Mother's Day/Easter/Christmas) you must make a reservation with a Food Services Supervisor at 613-731-0094 ext. 250.

Please note: During a pandemic, when wearing constant masking is a requirement, there will not be any shared meals or celebrations with food, except for residents only.

All about Essential Caregivers and Visitors

Your family, essential caregivers and other visitors are always welcome to join you in your room, in the public areas of your RHA and of St. Patrick's Home. Visitors must be considerate of other residents and staff.

Visiting hours: Visitors are welcome to visit the residents at your convenience, respecting the schedule of the resident and other residents living at St. Pat's. As a general rule most visitors come between 8 a.m. and 8 p.m. Visitors must follow the COVID vaccine policy when in place.

Signing In and Out: In order to manage our 'open door' policy, and for the protection of all residents, guests must sign in at the reception desk when they arrive and sign out when they depart from the building. While in a pandemic situation, there will be screening at the front door for all who enter the building.

After 8 p.m.: Family and friends are requested that when visiting after 8 p.m. they visit in a quiet area as many residents are preparing for bed. **If you are sick** with a non-communicable medical condition, visitors may visit and, if palliative, family may stay overnight.

If visitors are sick or simply not feeling well, we ask that they NOT visit St. Pat's until feeling better. All visitors are asked to hand-wash frequently and use hand sanitizer available from dispensers at building entrances and throughout St. Pat's.

Self-Screening at Entrance: All visitors are asked to stop and read the self-screening information posted at the entrance. This is extremely important as residents are especially vulnerable if exposed to various infectious illnesses that would be considered mild in younger, healthier individuals.

- While in a pandemic situation there will be active screening at the front door where you are required to answer a number of questions related to the pandemic.
- **Notices of Outbreaks:** We ask visitors to read posted notices about any current outbreaks of infectious illness and to respect all requests from our Infection Prevention and Control specialists or Nursing staff asking you to limit visiting, wash your hands, or wear protective gowns or gloves. Such notices may be posted at the building entrance, on specific floors of the Home, and/or outside rooms which are affected. *Notice is also posted on our website:* <https://stpats.ca/outbreak-status/>



- **Leaving after 10 p.m.:** Family members and other visitors should be aware that the entrance to the Home is locked after 10 p.m. If a family member is in the building after that time, he/she must get a staff member to unlock the door.
- **Entering after 10 p.m.:** Visitors who come to the building after 10 p.m. should come to the entrance and use the intercom system to page someone to let them in.
- **Workers' Rights:** All visitors must respect the rights of staff to a workplace free of harassment or threats of any sort from any source. This is a legislated requirement that is taken seriously and will be enforced by the Home's management.

Parking

You and your family may register up to three vehicles with the Finance Office, and these three vehicles may park on site at no cost.

- **Disabled Parking with Permit** - parking spaces are available in the spaces closest to the entrance.
- **No parking** is allowed in the fire routes, which are clearly marked.
- **Short term (15 minute) parking** is available immediately in front of the building for loading and unloading purposes.

Parking is limited during the hours of 10 a.m. to 3:15 p.m. If at all possible, visiting outside of these hours will make it easier to find parking. We cannot guarantee that there will be parking available every time you visit. We have a limited number of spots available and as visitors do not tell us when they are visiting there may be days that most parking spots are in use.



Getting Around

Leaving Your Home Floor

Many residents who live at St. Patrick's Home look forward to leaving their RHA during the day. Others enjoy leaving the Home for occasional outings with family or friends. A few tips are listed below.

If you want to leave your RHA but stay within St. Pat's

Residents who are able may visit the grounds during pleasant weather, have a snack in the public area called Paddy's Place, or visit with other residents. Please let the RPN know you are leaving the RHA. Family members, friends or Private Care Providers who are escorting a resident off the RHA please inform a member of the Care Team and sign the resident out. Please ask your RPN to explain the sign-out procedure.

If you want to leave for an outing or casual holiday

If you are leaving the building, you must inform the RPN/RN as far in advance as possible. This will allow nursing staff to arrange necessary medications and to notify St. Pat's staff if you are going to return after the RHA doors are locked at 9 p.m.

Ministry regulations state that you are allowed a maximum of 21 days per year away from the Home for the purposes of holiday or vacation. Again, the RPN must be informed of such a planned absence well in advance. You may also leave the Home for "casual absences," not exceeding 48 hours in the course of a week.

Shops and Services

Hair Salon/Barber

The Hair Salon is located on the Main/1st Floor. For an appointment, please call 613-731-0094 ext. 228. Payment from the resident's Trust Account can be arranged through the Finance Office.



Library Service

Resident libraries are located on each RHA and offer a selection of books and other material for your enjoyment.

The Ottawa Public Library provides service on the third Friday of each month. Residents who request books that are not available in their House Library may wish to register with the Ottawa Public Library Services. You can become a member of the Ottawa Public Library through the Recreation Department, who will notify the Ottawa Public Library of your request for membership and special needs if any. Talking books can also be arranged through the public library.

Tuck Shop Express

Our Tuck Shop on wheels comes to you 1 time per month, bearing chocolate bars, Kleenex, note cards, stamps, etc. at reasonable prices. You can pay either by cash or through your Trust Account.

Newspapers

You can arrange to receive a newspaper by contacting the newspaper subscription office concerned. Your housekeeper will then deliver the paper to your door. Payment should be by subscription and can be arranged with the newspaper office of your choice.

Computer Access

Each house has access to a personal computer with a touch screen, large size key board and the capacity to Skype in the sun room. Your own hot mail/ other e-mail account will keep you in touch with friends and family across the globe. If you need help, we will find someone to assist you. These computers are for resident use only.

If you have your own personal computer, you may access our internet services for a reasonable monthly fee with no activation charge. Additionally, our IT staff can assist you with computer glitches @ ext. 247.

Programs for You

We are always looking for new ways to make residents feel comfortable and at home at St. Patrick's. Some important features of our special environment:

Spiritual and Religious Care

The Mission of Spiritual and Religious Care Services is to be a visible and active sign of Christ's healing love for those who live and provide care at St. Patrick's Home through Liturgical Ministry and through the Ministry of Presence.

Our Spiritual and Religious Care team is comprised of a Manager of Spiritual and Religious Care Services, a Palliative/Spiritual Care Provider, a Liturgist, and a Roman Catholic priest, who is our home Chaplain.

Our Spiritual and Religious Care team is grateful for the assistance of many faith filled volunteers, who perform a variety of ministries within the Spiritual and Religious Care Department.

We continue to gain inspiration from our Founders, the Grey Sisters of the Immaculate Conception. Our primary purpose is to enrich the lives of our residents and the staff through offering respect for resident's dignity, and through love, faith and prayers.

On the first floor there is a room designated for personal prayer. All residents, staff and families are welcome to pray here regardless of their faith.

Liturgical Ministry is designed to provide celebrations that follow the Liturgical Year of the Roman Catholic Church, and express the Catholicity of the Home. Mass in the Roman Catholic tradition is celebrated 6 days of the week at 10:30 a.m.

Annually we celebrate the Sacrament of the Sick. The Sacrament of Reconciliation is available upon request. As circumstances permit we will

offer a monthly Ecumenical Service. We are also able to contact Clergy from a variety of other traditions.

We also are pleased to facilitate Clergy from other faith traditions to have access St. Patrick's Home.

The Ministry of Presence is foundational to the Spiritual and Religious Care we provide to residents, families, staff and volunteers.

A member of the Spiritual and Religious Care Team will visit with you and provide the appropriate spiritual care you need. Whether it be prayer, empathetic listening, or compassionate accompaniment. It is our intent to be attentive to your spiritual needs at St. Patrick's Home.

Palliative Care: Our trained Palliative Care Team consider it a privilege to be with residents and their families as they experience the Palliative Approach, and End of life Care, at St. Patrick's Home.

We seek to work in collaboration with all staff to provide the most supportive Palliative Care for the Residents of St. Patrick's Home.

Therapeutic Recreation

A Recreationist will visit you to discuss your recreation and leisure preferences. They will discuss what programs are available within the home. You can participate in activities that are self-directed, or you may wish to participate in a large or small group setting. A recreation calendar is provided each month to each resident, and one is posted on the Activity Board in your home area. Sample programs available are: exercise groups, drum fit, movies, themed dinners, pet visits, music therapy, current events, special events and many more. The Recreationist will also host a regular Resident House Reflection group in your home area. This is a meeting where residents are encouraged to attend, and where you can make suggestions for improvements in your home area or within the home. This is also a great way to get to know your co-residents.

Restorative Care Services

Restorative Care staff participate in planning and implementing your individualized plan of care. They work with you to help maximize functional ability. The staff provide education to staff in lifts and transfers and provide programs to residents who qualify for restorative services.

Volunteer Services

There are a number of dedicated volunteers who donate countless hours to provide complementary and supplementary services to the residents of St. Patrick's Home. These services may include friendly visiting, meal assistance, program escorting to activities, mass and special events. Volunteers of the Home go through a screening process that includes an application, interview, reference check and police check for work with the vulnerable sector and a mandatory orientation.



Wheelchair Services

St. Pat's residents frequently rely on wheelchairs to sit comfortably and to move around.

Wheelchair Assessments

If you arrive at St. Pat's with your own manual wheelchair

Your chair must undergo a standard safety check to ensure safety for yourself, the staff and other residents. This includes a safety check by a Restorative staff member and attaching identification labels to the chair and cushions. Your Care Team may refer you to an Occupational Therapist to determine your comfort and mobility needs. If changes are recommended, the Occupational Therapist will discuss them with you and your family before proceeding. One of the Ward Clerks coordinates this process.

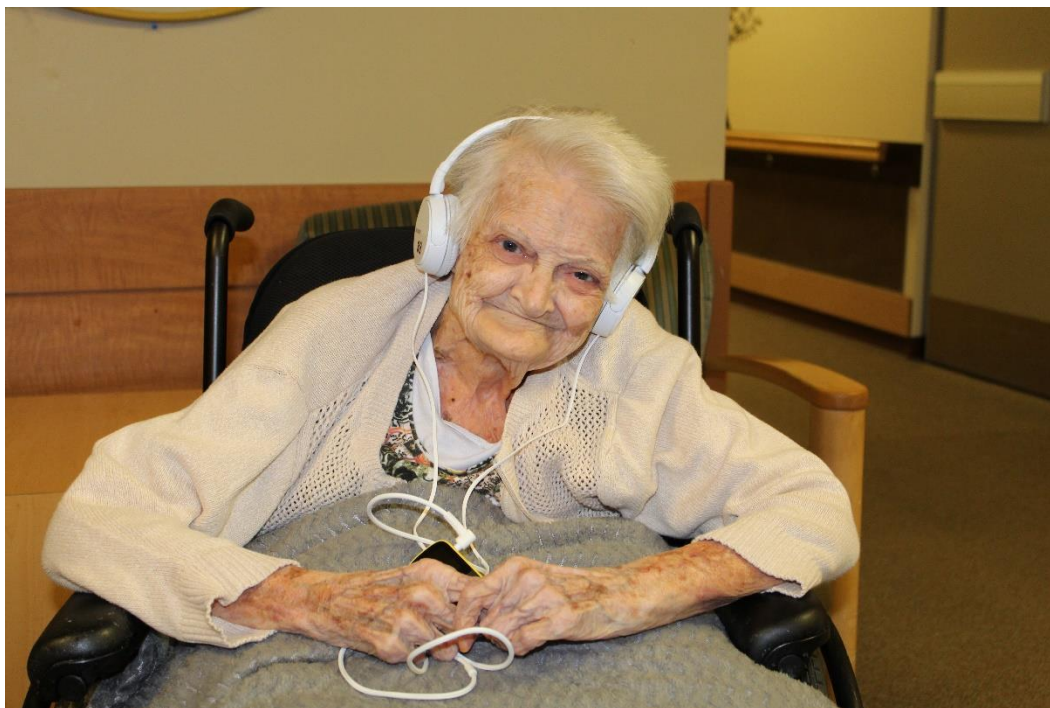
If you require a wheelchair but don't own one

We will provide you with a transport wheelchair at no cost for your use for a short term use; however, if you require a wheelchair for daily use, a rental wheelchair will be required. Transport wheelchairs are not for sitting for long periods, they are just meant to bring a person from place to place.

If you require a wheelchair on a permanent basis, arrangements can be made for a professional seating assessment with an Occupational Therapist (OT), either arranged at St. Pat's, or through a provider of your choice. This will help determine what kind of wheelchair would best suit your needs. At this point, the OT will advise you about your options for obtaining a chair. Some of the costs related to modifying, maintaining or purchasing wheelchairs are covered by government programs or by other plans. You may be required to pay some costs directly. OT services are not covered and there are fees associated with the referral as well. OT services can be obtained through Home and Community Care as well and this route is covered under insured services.

If you already have an electric wheelchair or scooter

Please speak to Restorative Care staff, who will review with you the Home's safe driving rules. An Occupational Therapist conducts safe driving assessments, as needed.



Wheelchair Maintenance Program

As part of our Wheelchair Maintenance Program, a contracted service technician is on site regularly for wheelchairs that need attention. Repair requests can be submitted by all staff on your behalf. There may be a fee for major repairs, but minor repairs are provided through the contracted service. There may be a fee for replacement parts. If you have purchased your wheelchair from a vendor and wish to continue using them for repairs you may continue to do so, and you or your family can make the arrangements and let the care staff know.

Cushion covers must be labeled and will be sent to the Laundry for cleaning when necessary. It is advisable that you have more than one cushion cover to allow cleaning and drying time.

Communicating Your Needs and Special Interests

Voicing Your Opinions

We encourage residents and family members to express opinions – compliments as well as concerns. The first step is to go directly to your Registered Practical Nurse or another member of your Care Team. They may not be aware of your concerns and simply sharing them may be the quickest way to resolve a problem. Other ways to communicate:

Residents' Council

The Residents' Council represents the interests of residents living at St. Patrick's Home. The Council meets monthly to discuss matters affecting residents, to participate in problem solving, and to recommend improvements. Meetings are open to all residents. For information, please speak to your RHA Recreologist or Residents' Council Assistant.

Family Council

Family Council's mandate is to ensure open lines of communication between staff and families, to address broad issues of concern, and to plan educational programs for family members. For more information about the Family Council, please speak with one of the Social Workers.

Other Options

To ask a question or raise a concern with someone outside St. Patrick's Home, you may wish to contact a representative of the Ministry of Long-Term Care (Ottawa region) by calling the Ministry's information hot line at 1-866-434-0144, 8:30 a.m. - 7:00 p.m., 7 days a week.

You may call or write to the Director of the Performance Improvement and Compliance Branch:

The Director
Ministry of Long-Term Care
Performance Improvement and Compliance Branch
55 St. Clair Avenue West, Suite 800
Toronto, ON M4V 2Y7
1-866-434-0144

You may also contact the Ontario Patient Ombudsman:

- [online](#)
- by calling [1-888-321-0339](tel:1-888-321-0339) (toll free) or [416-597-0339](tel:416-597-0339) (in Toronto)
- [TTY: 416-597-5371](tel:416-597-5371)

Rights and Responsibilities

Residents' Bill of Rights

The fundamental principle to be applied in the interpretation of the *Fixing Long-Term Care Act, 2021* and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

St. Patrick's Home of Ottawa shall ensure that the following rights of residents are fully respected and promoted:

Residents' Bill of Rights

RIGHT TO BE TREATED WITH RESPECT

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.

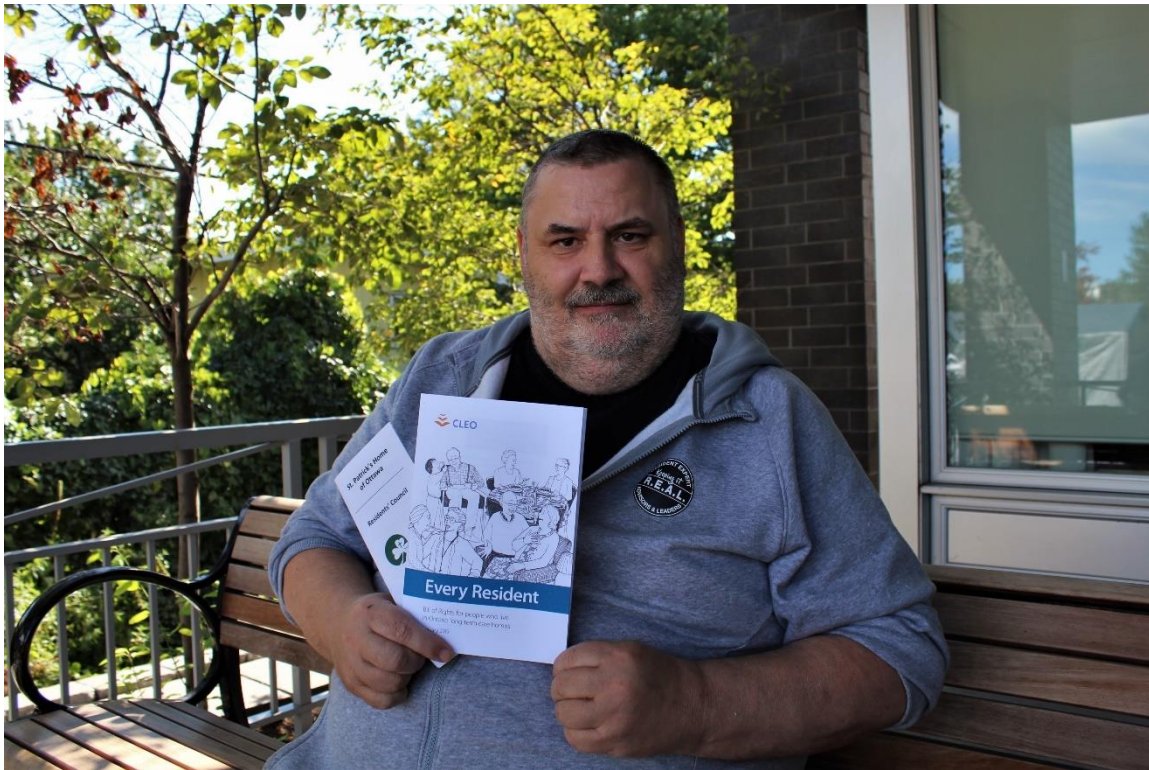
3. Every resident has the right to have their participation in decision-making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.



RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or

from a long-term care home and to obtain an independent opinion with regard to any of those matters, and

- iv. have their personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
- 20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
- 21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
- 22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
- 23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
- 24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
- 25. Every resident has the right to be provided with care and services based on a palliative care philosophy.
- 26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

- 27. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
- 28. Every resident has the right to participate in the Residents' Council.

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
- i. the Residents' Council.
 - ii. the Family Council.
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.
 - iv. staff members.
 - v. government officials.
 - vi. any other person inside or outside the long-term care home.

Resident Abuse – Preventing, Reporting & Elimination

We are privileged to have you as a resident of St. Patrick's Home and we will do everything we can to honour the trust that you and your family placed in us when you came to live here.

St. Patrick's Home shall not allow or condone the abuse of any resident in the Home. A zero tolerance policy shall be upheld. The Board of Directors and the CEO will take all precautions to protect your physical and mental safety and ensure that you live free of physical, verbal, emotional, social, sexual, spiritual and financial abuse by staff, volunteers, visitors, families, other residents or any other person attending the Home.

Abuse can take many forms. Abuse of a resident means any action or inaction, misuse of power and/or betrayal of trust or respect by a person against a resident, that the person knew or ought to have known, would cause (or could reasonably be expected to cause) harm to the resident's health, safety or well-being. It can be:

- Assault
- Emotional Abuse
- Exploitation of a resident's property or person Financial Abuse
- Neglect
- Physical Abuse
- Sexual Abuse
- Sexual Assault
- Verbal Abuse

If you feel that you are being abused in any of these ways, tell someone. It is nothing to be ashamed of. There is also no reason to fear retaliation. We have ways to protect you, as you will read in the next two sections.

If a relative or care giver suspects or witnesses actual abuse, he or she must immediately protect you from further harm, report the incident, providing details of the incident and, if possible, document the observation. Any incident of suspected or actual abuse is to be reported to the Manager/Supervisor and CEO immediately.

The CEO is responsible for ensuring that a thorough and confidential investigation is begun.

All staff, volunteers and other service providers receive training on this important matter at orientation, when they begin their work or assignment, and annually afterwards.

This policy is posted near the main entrance - Family Postings area. You are welcome to request a copy of the policy if desired. A copy of the policy is included in the admission package.

Reportable Matters

According to the *Fixing Long-Term Care Act, 2021*, s. 28 (1):

A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.
5. Misuse or misappropriation of funding provided to a licensee under this Act, the *Local Health System Integration Act, 2006* or the *Connecting Care Act, 2019*.

The Act goes on to state:

- Residents may report information but are not obliged to
- It is an offense to give false information (excepting those residents who are incapable)
- Where information would normally be considered confidential (e.g., physician, social worker, etc.), and it has not already been revealed, it must be reported
- It is an offense **not** to report, if you are:
 - The CEO
 - A staff member
 - Any person who provides professional services to a resident in the areas of health, social work or social services work
 - Any person who provides professional services to a licensee in the areas of health, social work or social services work

- It is an offense if either the CEO or any staff member:
 - coerces or intimidates a person not to make a report required by this section;
 - discourages a person from making a report required by this section; or
 - authorizes, permits or concurs in a contravention of the duty to make a report required by this section.

Whistle-Blowing Protection

In previous sections, you have seen that management of the Home will not tolerate improper behaviour from anyone. Not only do we encourage you to report things that worry you, it is the law for some people that they report it.

You might be concerned about how you will be treated if you report something to management, or to the Ministry. However, there is protection for people reporting improper behaviour.

In addition to the requirement that certain things be reported, there is a section of the Act that requires that “No person shall retaliate against another person, whether by action or omission, or threaten to do so because,

- a. anything has been disclosed to an inspector;
 - b. anything has been disclosed to the Director including, without limiting the generality of the foregoing,
 - i. a report has been made under section 28, or the Director has otherwise been advised of anything mentioned in paragraphs 1 to 5 of subsection 1
 - ii. the Director has been advised of a breach of a requirement under this Act, or
 - iii. the Director has been advised of any other matter concerning the care of a resident or the operation of a long-term care home that the person advising believes ought to be reported to the Director;
- or

- c. evidence has been or may be given in a proceeding, including a proceeding in respect of the enforcement of this Act or the regulations, or in an inquest under the *Coroners Act*. 2007, c. 8, s. 26 (1).”

Thus, you are protected from retaliation by law if you make a report.

The Act is very specific with reference to residents: there shall be no retaliation against a resident who has made a report. Further, family members, substitute decision-makers or persons of importance to the resident cannot be threatened with retaliation against the resident.

You cannot be discharged from the Home or discriminated against for making a report. Discriminatory treatment includes any change or discontinuation of any service or care or the threat of any such change or discontinuation.

It is also important that you know that if a **staff member** makes a report, they cannot be dismissed or threatened with retaliation such as discipline or suspension.

The Act goes further:

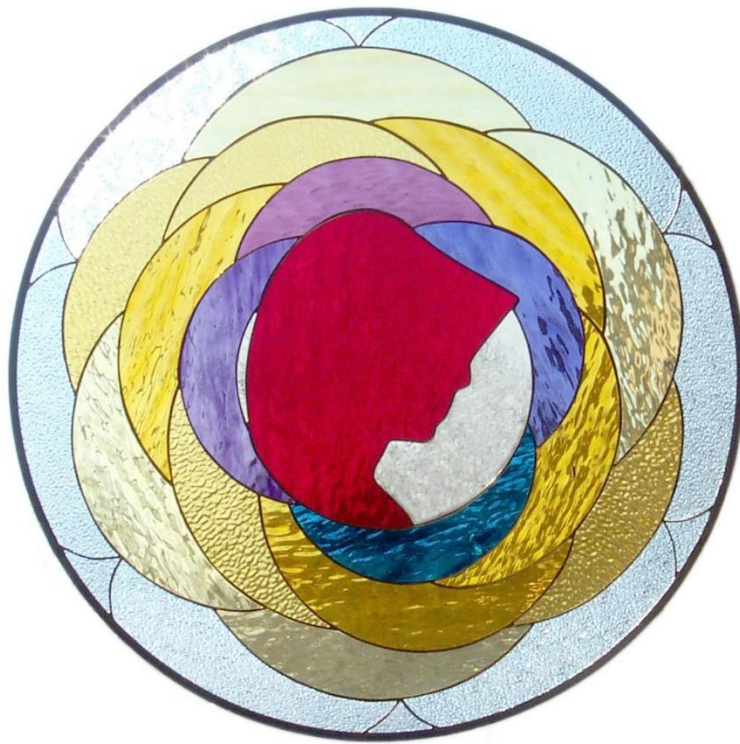
- It forbids the CEO and all staff from discouraging you from making a report.
- It forbids the CEO and all staff from encouraging you to fail to report.
- It protects you from legal action if you make a report, unless you acted maliciously or in bad faith.
- It states that anyone is **guilty of an offense** who:
 - Retaliates because of a report made
 - Discharges/threatens to discharge a resident
 - Discourages a report from being made
 - Encourages a failure to report

In summary, if you have made a report, no one has any right to threaten you or to withdraw care or services from you or to harm you in any way.

Important Contact Information

Included in your admission package is a Contact List for the Leadership Team of St. Pat's, which can also be found here: <https://stpats.ca/about-us/leadership-team-contacts/>

Also included in your admission package is a Contact List specific to your home area. This provides you extensions to the care team, as well as other important numbers you may wish to connect with.



**Artistic Representation of St. Marguerite d'Youville,
Foundress of the Grey Sisters.**