



*Per il benessere dei nostri anziani e
della comunità*

FAMILY AND RESIDENT HANDBOOK



1026 Baseline Road - Ottawa - Ontario - K2C 0A6 - Tel. 613-727-6201

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PRESIDENT OF THE BOARD OF DIRECTORS AND ADMINISTRATOR'S WELCOME MESSAGE

Dear resident and family member,

Welcome to Villa Marconi Long Term Care Center. We thank you for choosing our home. We realize that the decision to move into a long term care home is sometimes very difficult for the resident and their loved ones.

Let us assure you that our dedicated and caring staff members are here to help you. All of us from the Board of Directors, management team, staff and volunteers want your move to Villa Marconi to be as comfortable as possible.

You and your family probably have many questions about life at Villa Marconi. This handbook in tandem with your admission agreement package will answer many of your questions. However, if you or your family have any concerns about anything, never hesitate to ask us or other staff members as it is our pleasure and our privilege to have you live in our home.

We invite you to ask questions and share ideas with us at any time as we believe that good communication benefits and strengthens the relationship.

Sincerely,

Riccardo Campagna
President

Gaetan Grondin
Administrator

ABOUT VILLA MARCONI, YESTERDAY, TODAY AND TOMORROW

Villa Marconi is a non-profit long term care facility operating under the guidance of our Board of Directors. It began with a small group of concerned citizens who understood the growing needs of an aging Italian population and the need for a facility where they could be cared for in their mother tongue. Licensing was obtained, a building was purchased and renovations commenced. Exceptional volunteers donated their time and expertise so that in May 1999, Villa Marconi opened its doors to the community. As growth was imminent, in September, 2001, 65 additional beds were added as the new wing was finally completed. Diversicare Canada Management Services has provided support in the Operation of the home since 2005. Today we have 4 nursing home areas that serve 128 residents.

Villa Marconi enjoys a reputation of providing quality care for its residents in a culturally sensitive environment. We offer a full range of health care services designed to help our residents achieve the highest possible quality of life. Our multi disciplinary team provides 24 hour long term care supervision.

In our warm and caring environment, we are able to focus on developing the abilities and strengths of each resident. Through a wide range of therapies - physical, social, recreational, nutritional - we provide the support and tools to help our residents realize their potential for health and happiness.

Governance

As a charitable organization, Villa Marconi is governed by a volunteer Board of Directors. Duly elected by the members at an Annual General Meeting held before June 30th of each year, Board Members bring a wide range of skills and experience and a commitment to improving the lives of seniors in our community.

The Board is responsible for providing strategic leadership by establishing and regularly reviewing the Vision, Mission and Core Values of Villa Marconi. The Board is also responsible for making sure that Villa Marconi meets the health care needs of its residents with a strong commitment to quality and excellence. Its utmost priority is to provide residents with the best health care possible in an environment that encourages warmth, compassion and quality of life.

The Board of Directors is keenly aware that Villa Marconi is a community project and encourages input and participation from all members of the community.

Our Mission

Our mission is to promote and enhance the quality of life for each resident and the quality of work life for each employee in a caring environment.

Our Philosophy

“I can do it better.”

Our Vision

Our Vision is to be recognized by our residents and our community as a caring and compassionate Long Term Care Centre, providing a high level of quality care and a significant contributor of services to our community.

Residents First Philosophy

Providing care and services for our residents with Joy, Compassion, Commitment and Conviction

- We believe that “Residents First” means our residents always come first.
- We agree that the needs and wishes of our residents are our top priority.
- We acknowledge that Villa Marconi is home for our residents and that we are invited into their home.
- We acknowledge the key principles governing Villa Marconi are a vision of it as an extension of home and family for our residents, joy in greeting our residents, and a commitment to serving our residents with compassion and quality care.
- We agree to honour the values of trust, respect and empathy when providing care to our residents.
- We acknowledge the diversity among our residents and that each resident is unique and should be treated as such.
- We promote and encourage resident health and independence.
- We respect the choices made by our residents.
- We promise to deliver our service in a congenial and respectful manner, while working as a team to find solutions.

GENERAL INFORMATION AND KEY CONTACTS

BOARD OF DIRECTORS 2015-2016

Executive:

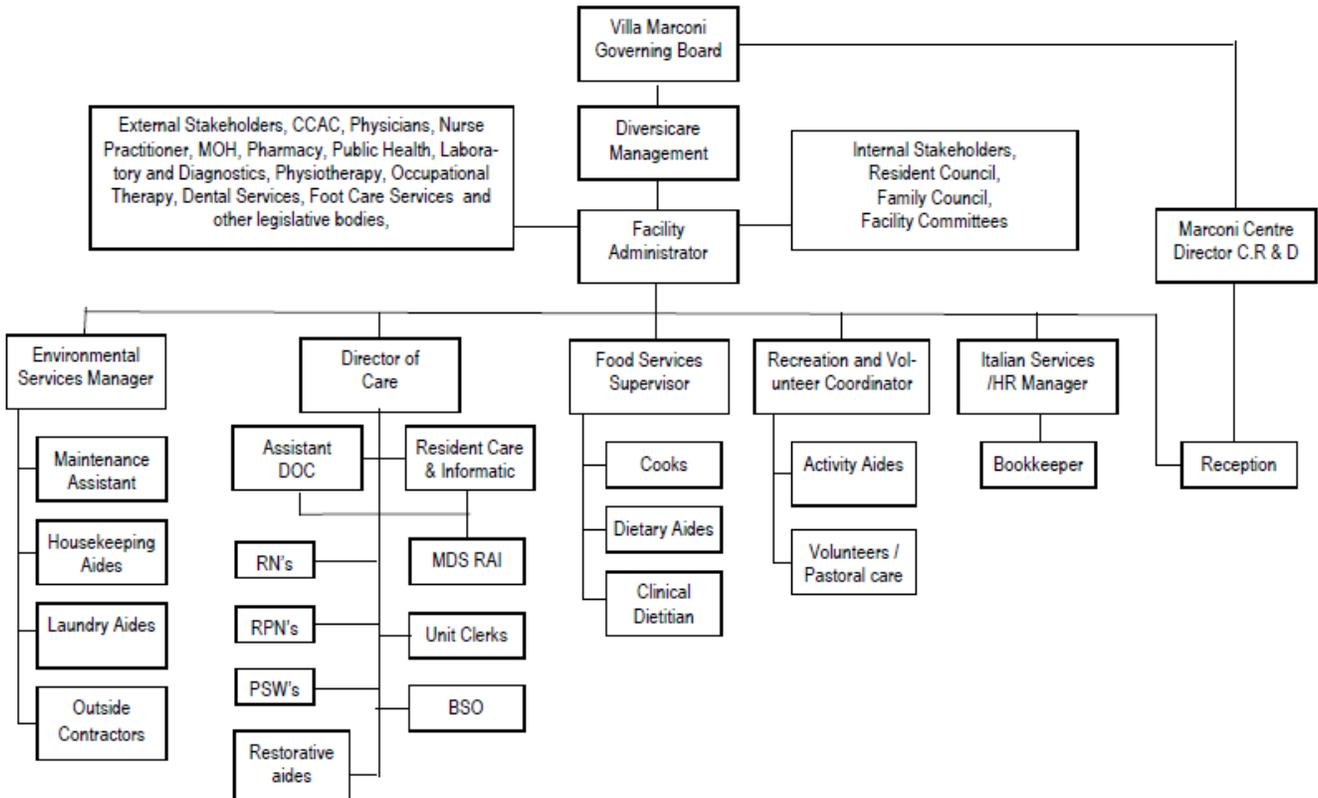
President: Riccardo Campagna
Vice President: John Abbenda
Treasurer: Silvana Gandolfini
Secretary: Claudio Gerebizza
Past president: Mario Cuconato

Directors:

Luigi Caparelli
 Anna Chiappa
 Frank Falsetto
 Mario Giannetti
 Franco Manarin
 Vince Mastrogiacomo
 Eugene Milito
 Oriana Trombetti

ORGANIZATION CHART

VILLA MARCONI
Long Term Care Center



KEY CONTACTS AND OTHER SERVICES

Main Telephone line: 613-727-6201

www.villamarconi.com

Management team:

POSITION	NAME	EXT.	EMAIL ADDRESS
<i>Administrator</i>	Gaetan Grondin	5000	<u>administrator@villamarconi.com</u>
<i>Director of Care</i>	Mario Jacques	5130	<u>doc@villamarconi.com</u>
<i>Assistant Director of Care</i>	Julie Veillette	5014	<u>adoc@villamarconi.com</u>
<i>Resident Care & Informatics</i>	Rose Cohen	5257	<u>rcohen@villamarconi.com</u>
<i>Recreation and Volunteer Coordinator</i>	Jillian Bourbonnais	5090	<u>activitydir@villamarconi.com</u>
<i>Food Services Supervisor</i>	Fabio Di Millo	5060	<u>foodservices@villamarconi.com</u>
<i>Acting Environmental Supervisor</i>	Gaetan Grondin	5000	<u>administrator@villamarconi.com</u>
<i>Residents Services</i>	Annamaria Borrello	5010	<u>hr@villamarconi.com</u>
<i>Bookkeeper</i>	Elizabeth Lokaj	5012	<u>bookkeeper@villamarconi.com</u>

HOME AREAS

HOME AREA	EXT.
Gentle Care	4120
Complex Care	6420
2 nd Floor	5070
3 rd Floor	5080

Other Services

Pharmacy	Classic Care Pharmacy – 1-800-677-4053 Leslie Murchison ext. 373 – <u>lesliemurchison@classiccare.ca</u>
Meal tickets	Purchase at reception. If more than 2 people will join the resident, please make arrangements prior to the day with the Food Services Supervisor.
Hairdresser	Contact receptionist for appointments.
Foot care	Contact unit nurse for referrals.
Dental Services	For Denturist and Dental Hygienist, please contact unit nurse.
Private receptions and meeting rooms - Donations	Domenico Ricci - Community Director Extension 5252 <u>dricci@villamarconi.com</u>

MEDICAL CARE

- **Physicians**

The residents' medical care is under the direction of our medical director Dr. Bhatia and two physicians: Dr. Su and Dr. Beaulieu. Regular visits are scheduled on week days. Physicians remain on-call 24 hours per day and weekend visits are available if deemed necessary. Medications, including non-prescription drugs, must be ordered by the physician. Consultations with specialists and hospital examination visits are arranged as required.

- **Nursing Care**

Nursing services are provided 7 days a week, on a 24 hour basis and include administration of medications, assistance with activities of daily living and personal care. They are included in the accommodation fees as are the supplies and equipment for personal hygiene and grooming. Every home area is staffed with a number of registered staff and personal care workers that meet the Ministry of Health and Long Term Care's requirements for resident care. The nursing care programs are designated to promote the personal independence of residents within individual capabilities and needs.

- **Medications**

Classic Care pharmacy provides all medications, which are prescribed by a Physician only and are administered by a Registered Nurse or Registered Practical Nurse. (Please refer to page 17 for further details related to pharmacy).

- **Therapeutic Services**

Provided by our Recreation Team as part of our activity programs and include Behaviour Support, Montessori and Brain Gym. Details in the Recreational Program section on page 15.

- **Psychiatric Services**

The Royal Ottawa Hospital Outreach Program provides us the needed support through regular visits by a psychiatrist and a psycho geriatric nurse.

- **Physiotherapy**

Physiotherapy and rehabilitation services are provided to residents who have been assessed by their Physicians to require these services. They are provided within Villa Marconi by PT Health 5 days a week. The team is comprised of a Physiotherapist (PT) and a Physiotherapist Assistant (PTA).

- **Restorative care services**

These services are provided to residents who have been assessed by our team. The focus of the program is to enhance the quality of the resident's life by increasing and restoring functions or capabilities that have diminished. Components of the program include ambulation, restorative feeding and assistance with activities of daily living.

- **Dental Services**

Villa Marconi has partnered with Dental Outreach (for dental work such as cleaning, fillings etc.) and with Dr. Joseph Lima, for denturist services. These two providers will come on-site to serve our residents. We recommend an annual examination by a dentist for all residents. Appointments may be arranged directly through the providers or the charge nurse. There is a fee for this service which can be paid from the residents' trust account or you may be billed directly.

- **Foot Care**

Foot Care provided by a professional nurse is available to all our residents. The cost of the specialized foot care visits is directly billed to the responsible party or can be paid from the resident's trust account.

- **Oxygen Therapy**

Villa Marconi is able to accommodate residents who require oxygen therapy. Oxygen concentrators and Liquid Oxygen are acceptable at the center and they are provided by Motion Specialties, a division of Centric Health.

- **Laboratory Services**

For your convenience, simple laboratory tests may be conducted in the center. A local laboratory will forward your results to your physician and nursing staff.

- **Diagnostic x-ray Services**

A mobile x-ray service is used so this can be done in the comfort of the resident's room at their convenience.

- **Mobility Equipment Services**

Centric Health/Motion Specialties provides preventative maintenance on wheelchairs and walkers on a weekly basis at no charge for all replacement parts under \$50. For equipment purchased from Motion Specialties under the ADP (Assistive Device Program of Ontario) a 6 month Buy Back Guarantee is offered on the client's portion.

- **Vision Care**

An optometrist visits the home on a yearly basis.

- **Palliative Care/End of Life Program**

Our Palliative Care Program focuses on pain control, religious needs and family support. It is further supported by the Regional Outreach Palliative Program and the provisions of a Family Palliative Care Room on the Complex Care unit. Family and friends are welcome to stay overnight as they wish. When the resident departs, a dignity blanket is used and staff will accompany the resident out of the home.

Care Plans and Care Conferences

- ***Assessments on admission***

Upon arrival, each department manager will meet with the new resident to assess their needs and answer any questions. Nursing will begin the process by completing the initial paperwork to set up the resident's chart.

The physician will do an assessment and evaluate and complete a doctor's order for any required medications.

Dietary will look at their diet, any special requirements, allergies, food texture and weight.

Activities will look at the social requirements for the resident to ensure the resident is not isolated. They will explore programs the resident is interested in attending and if they require assistance, accompaniment or cueing.

Restorative Care and Physiotherapy will evaluate the residents' posture, mobility and any equipment the resident may be using or may need.

- ***Care Conferences***

Within 14 days upon admission, the first care conference will be held. At this stage of the admission, each department has had an opportunity to assess the resident and his/her needs and will then be able to discuss any requirements or concerns with the resident or the substitute decision maker. From this point on an annual care conference will be scheduled to update the resident or the substitute decision maker on the care or changes to the care. A care conference may be scheduled sooner if the resident's condition changes.

What is discussed?

Several issues are discussed or reviewed by the following people:

- The Physician reviews the resident's medical condition, addresses any medical concerns, and reviews medications related to the resident's condition;
- The Charge Nurse reviews the resident's level of care required (e.g. appetite, skin condition, or continence), and reviews the general condition since the last resident Care Review;
- The Personal Support Worker reviews the details of daily care needs and the resident's response;
- The Dietitian/Food Service Manager reviews the resident's weight, eating habits and nutritional requirements;
- The Activity Aide reviews the programs the resident is involved in, or would like to be involved in; and

What is the family's role?

If the resident is not able to, the family is asked to provide information about the resident's background, such as occupations and interests. This is also an opportunity to ask any questions or raise any concerns regarding the Home or the care that is being provided.

POLICIES AND PROCEDURES

• **Resident's Bill of Rights**

In Ontario, long term care homes must follow a law called the "Long Term Care Homes Act, 2007". It includes a Residents' Bill of Rights. Its purpose is to make sure that long term care homes are truly homes for the people who live in them.

In summary, every resident has the right to:

- | | |
|------------------------------------|--------------------------------------|
| 1. Respect and dignity | 13. No restraints |
| 2. No abuse | 14. Communicate and visit in private |
| 3. No neglect | 15. Visitors during critical illness |
| 4. Proper care | 16. Designated contact person |
| 5. Safe and clean home | 17. Raising concerns |
| 6. Citizens' rights | 18. Friendships |
| 7. Knowing his/her caregivers | 19. Lifestyle and choices |
| 8. Privacy | 20. Residents' Council |
| 9. Participation in decisions | 21. Intimacy |
| 10. Personal belongings | 22. Sharing a room |
| 11a. Plan of care | 23. Personal interests |
| 11b. Consent to treatment | 24. Written policies |
| 11c. Care decisions | 25. His/her money |
| 11d. Privacy of health information | 26. Going outside |
| 12. Independence | 27. Bringing people to meetings |

Please note that "Residents' Bills of Rights" posters are posted throughout the facility. The integral text is included in the "Resident Information Package" as well as in the Family Council Binder with our policy "ADM VIII 030 – Residents' Bill of Rights". If you would like to receive a copy please call our administration staff at extension 5010.

• **Resident's Responsibilities**

The resident and/or the resident's representative are responsible to:

- abide by the "Long Term Care Home Act, 2007" rules and policies;
- pay the basic or private accommodation rate for his/her residency in the LTC;
- pay for all other services not funded by the Government;
- pay for hospital charges and any necessary transportation;
- pay for physician's fees, medications and other treatments or aids ordered by a physician
- provide appropriate clothing, footwear, prosthetic devices (i.e. glasses, dentures, hearing aids, personal wheelchairs, walkers, canes) and any other personal items which are reasonably necessary for residency in the LTC;
- pay for any needed repairs of all personal effects.

- **Resident Abuse and Neglect – Prevention, Reporting and Elimination of**

Our home is committed to providing the highest level of quality care, which encompasses the dignity, respect and rights of residents. It is the policy of our home to promote zero tolerance of abuse and neglect of residents.

We will respond promptly and appropriately to all cases of suspected, alleged or witnessed abuse or neglect of residents by providing a clear and accessible system for identifying, reporting, investigating and handling possible incidents of resident abuse or neglect. The process to be followed is “resident-focused” in that the resident will direct the intervention as much as possible.

Resident abuse means physical abuse, sexual abuse, emotional abuse, verbal abuse or financial abuse.

Resident neglect means the failure to provide a resident with the care and assistance required for his or her health, safety or well-being and includes inaction or a pattern of inaction that jeopardizes the health and safety of one or more residents.

Please refer to "Resident Information Package" for further details and to Policy ADM-VIII-005 – Zero Tolerance for Resident Abuse and Neglect. A copy of the policy is available in the Family Council Binder by the elevators on the main floor. If you would like to receive a copy please call our administration staff at extension 5010.

- **Using Restraints**

Any physical, chemical or environmental means that is intentionally used to limit movement or behaviour of a resident and over which a resident has no control, is considered a restraint. A resident is restrained if he/she cannot remove a device, leave an area or refuse a chemical restraint.

Our policy states that every resident has the right not to be restrained, except in very limited circumstances. Every staff member or contracted consultant must comply with this policy to minimize the restraining of residents using a least restraint approach.

All residents considered to be in need of a form of restraint will be assessed through an interdisciplinary approach that requires assessment and analysis of the cause of the behaviour and interventions that may be implemented in place of a restraint. In all instances, the least restrictive form of restraint is used. Reassessment through an interdisciplinary process will occur on a regular basis to determine if reduction in the use of restraints can be achieved.

Please refer to Policy NM-II-R008 – Restraints: Physical, Chemical and Environmental for further. A copy of the policy is available in the Family Council Binder by the elevators on the main floor. If you would like to receive a copy please call our administration staff at extension 5010.

- **Access and Correction to Residents Medical Records**

Under Ontario's *Personal Health Information Protection Act* (PHIPA), individuals have a right to access and request correction of a resident's personal health information held by our home (subject to certain restrictions).

As per policy ADM-III-086 any request for access to or correction of a resident's personal health information, must be made in writing to the Administrator (*Forms ADM 047 and ADM 048*).

Personal health information means any identifying information about a resident, in oral or written form, if the information:

- relates to the physical or mental health of the resident
- relates to the providing of health care to the resident
- is a plan of service for the resident
- relates to payments or eligibility for health care and coverage
- relates to the donation by the resident of any body part or bodily substance
- is the resident's health number; or
- identifies the resident's substitute decision-maker.

Who can access a Resident's Personal Health Information?

Residents have a right to access their own personal health information (subject to limited exceptions). A resident may also provide written authorization (*Form ADM 045*) for another individual who is at least 16 years old to access his/her personal health information.

If a resident is not capable, the following persons have the right to access his/her personal health information:

- a) the resident's guardian (person or property);
- b) the resident's attorney (personal care or property);
- c) the resident's representative appointed by the Consent and Capacity Board;
- d) the resident's spouse or partner;
- e) a child or parent of the resident;
- f) a brother or sister of the resident;
- g) any other relative of the resident.

A person described above may be entitled to access only if no person described in an earlier paragraph is available. For example, a resident's brother (*paragraph f*) may not be entitled to access if the resident has a spouse (*paragraph d*) who is able to make a request for access.

Please note that a copy of the above mentioned policy ADM-III-086 and related forms are available in the Family Council Binder by the elevators on the main floor. If you would like to receive printed copies please call our administration staff at extension 5010.

- **Alternate decision maker (ADM)**

- a) The ADM will be contacted for changes in the condition of the residents, for care conferences, incidents, appointments and treatments including newly prescribed medications and excluding certain routine medications for chronic conditions.
- b) The ADM will provide consent for treatment and services as required. Note: Consent can be revoked at any time but, should the ADM be not reachable, initial consent on file will prevail. "Personal Care Authorization Form" available in Family Council Binder.
- c) ADM is responsible to identify family members or friends who are authorised to accompany residents out of the facility.

Leaves of Absence per Ministry of Health Guidelines

- **Casual**

Health permitting, residents are free to leave Villa Marconi for up to 48 hours per week throughout the year and still have the Ministry of Health and Long Term Care subsidize a portion of their stay. For the purpose of calculation the week begins on Sunday. Where possible, two days notice should be given to the Charge Nurse to ensure the medications are available.

- **Vacation**

A vacation leave of absence of up to 21 days within a calendar year may be taken. This is used only in the calendar in which is granted and is not cumulative. For residents with medication, a week's notice should be given to the home prior to going on vacation.

Please note that casual leave may be combined with vacation leave.

- **Medical**

A medical leave can be a maximum of 30 days for the purpose of hospitalization. If the resident cannot return within the 30 day period, the resident is discharged from the facility as per MOH guidelines.

- **Psychiatric**

A psychiatric leave can be a maximum of 60 days for the purpose of psychiatric care, including assessment and stabilization. If the resident cannot return within the 60 day period, the resident is discharged from the facility as per MOH guidelines.

For further details on leaves of absence, please refer to policies NM-II-C030, NM-II-M010, NM-II-P055 in the Family Council binder or call extension 5010 to request copies.

FAMILIES' RESPONSIBILITIES

- **Personal Clothing and Labelling**

Villa Marconi is the resident's home and we encourage each resident to be dressed in their personal clothing every day. An adequate supply of personal clothing is therefore essential. Permanent-press clothing is preferred for ease of laundering. We do not recommend items that require dry cleaning or that will shrink in commercial laundry machines (e.g. wool or 100% cotton).

All personal clothes must be labelled by Villa Marconi even if you choose to wash them at home. We use special labels that are resistant to commercial washing conditions therefore hand written or other labelling will not be accepted. Having the proper labels reduces the possibility of items getting lost or misplaced.

Clothing must be dropped into our clothing drop off box in a bag with the resident's name clearly marked. The drop off box is located in the small piazza on the main floor by the elevators. We cannot accept responsibility if the name is not on the bag. At no time, unlabeled or new clothing are to be left on the unit, given to staff or put in the resident's room.

- **Smoking**

According to city by-laws, smoking is permitted only in the designated smoking area outside located in the main garden. As per Ministry guidelines, staff is not expected to supervise residents in the smoking area. Family members are responsible to make necessary related arrangements.

- **Personalizing Resident's Room**

Rooms are assigned according to availability and they are furnished with a bed, a night table, an armoire and a small chair. Residents are encouraged to personalize their room with pictures, bed covers, afghans, radios and TV as familiar personal items will assist them with settling into their new home. However, for safety reasons, we recommend keeping the room free of clutter and we ask that you consult with our staff prior to bringing in extra pieces of furniture. We also recommend not to store seasonal items in the resident's room, but to remove them when not needed.

- **Visiting Hours/Accessing the Home**

We encourage families to visit between 8:00am and 8:00pm, however we practice an open hours visiting policy with consideration for the comfort and schedules of all residents. If you plan to visit after 8:00 p.m. on week days and after 6:00 p.m. on weekends, please use the telephone available at the main entrance to call the Charge Nurse who will give you access to the home. Visiting may be restricted in case of Infection Control measures. We ask that visitors refrain from entering the facility if suffering from flu like symptoms.

- **Outside Medical Appointments**

Family is responsible to secure the resident's transportation to and from the facility. Nurses on the units can provide a list of transport agencies as needed.

- **Signing Residents Out**

Residents should be signed out at the nurses' station before leaving the home area, so that an unnecessary search is not initiated by our staff. This includes going to the garden, bistro, or leaving the building for an outside appointment.

- **Transfer or Discharge**

Upon transfer or discharge, family is expected to clear the room of belongings within 48 hours, as we are obligated to declare vacant beds within 24 hours. Any outstanding days after transfer or discharge will be reimbursed to the Resident's Estate of Financial Power of Attorney. Personal belongings requiring storage after discharge will be stored in a safe area and held for one week only. At the end of one week, family will be reminded to pick up the belongings. Personal belongings left after one week without a plan for family pick up, will be disposed appropriately. (For further details please refer to policy ADM-VII-090 in the Family Council Binder).

PERSONAL SAFETY

- **In Case of an Emergency**

Our staff will contact the designated substitute decision maker if an emergency or unusual event occurs impacting the delivery of care and services. Memos are also posted throughout the building when we are notified ahead of time of an interruption of services such as planned power outage.

- **Fire drills**

Fire exits signs and pull stations are visible in all areas. Staff members are trained in the prevention and safety procedures. Fire drills are held each month on each shift. This ensures that our equipment and staff safety skills are current. It also familiarizes residents and visitors with our procedures. When you hear the fire alarm, please remain calm. Staff will begin safety procedures. They will provide you with assistance and instructions regarding what to do and where to go. It is extremely important that you follow staff direction when you hear a fire alarm.

- **Use of Watch-Mate Bracelet**

Residents assessed to be at risk of elopement, will wear a Watch Mate bracelet. This will trigger an alarm when the resident approaches the exit doors, which will automatically lock. A special code is then needed to bypass the locked doors and our staff will help with this.

FOOD SERVICES

- **Meals and Snacks**

Good, nutritious, attractive meals and good service are all part of the dining experience at Villa Marconi. We pride ourselves on maintaining a diverse menu with meal choices that appeal to all tastes. Through the Food Committee, families and residents have input into the menu selection.

Meals are served texture appropriate and accommodations are made for special diets. Breakfast is served at 8:00 a.m., lunch at 12:00 p.m. and dinner at 5:00 p.m. Snacks are also distributed daily at 10:00am, 2:00pm and 7:00pm.

- **Family members eating in the Home**

Family members, who would like to have a meal with the residents, may purchase a meal ticket at the front desk for \$5.00. If more than 2 people would like to join a resident at meals time, arrangements must be made in advance with the Food Services Supervisor (ext. 5060). We kindly ask that no more than one person sits at the resident table in the dining room. A special family table is available.

- **Family members visiting during mealtime**

In an effort to decrease agitation associated with noise levels, we ask for visitors' assistance and cooperation in reducing the tone of voice during meal times.

Speaking softly when visiting during meals will assist us in providing a pleasurable dining experience for all of our residents.

RECREATIONAL PROGRAMS

The focus is on a wide variety of recreational programs with residents playing an active role in each activity. Special events, fitness programs, clubs, pet programs, movies, religious services, discussion groups, etc., are held on a weekly basis. Bringing the local community into Villa Marconi is also part of our programming, including participation to the monthly luncheon and mass of L'Età d'Oro, a very active community seniors group. School groups, cultural and religious associations, volunteers, and other groups, are also welcomed at the home. Family and community volunteers are encouraged to assist in special events, outings and regular programs. Our programs include:

- **Montessori Programs/Therapeutic Interventions:**

Montessori-based programming gives residents who have dementia the opportunity to participate in meaningful activities that build on their remaining skills and abilities.

- Activity programs that are Montessori-based give residents a sense of task completion and success.
- Key factors in having the individual achieve a successful outcome to an activity include:
 - Repetition
 - Positive reinforcement
 - Including as many of the five senses in the performance of the activity as possible (see, touch, hear, smell and taste)
- Residents who have dementia need:
 - Cognitive stimulation, along with opportunities to successfully and meaningfully interact with their physical and social environments on a regular basis;
 - To feel a sense of self-worth;
 - To express their thoughts and feelings;
 - To have a sense of belonging;
 - To have a sense of accomplishment.
 - To provide intellectual stimulation to residents and some amount of challenge, while enabling the successful completion of activities

- **Brain Gym at Villa Marconi:**

We support and facilitate Brain Gym activities as part of our ongoing programs. The goal of Brain Gym is the following:

- Mental functioning – enhancing cognition
- Communication
- Memory and concentration
- Vision/Hearing
- Co-ordination and mobility
- Balance to reduce falls
- Sleeping/Energy levels
- Learning new skills – i.e. Leisure and Recreation activities
- Increasing motivation
- Independence
- Stress management and personal coping styles
- Moods and reduce depression
- Overall well-being

- **Behaviour Support Ontario (BSO): What is it?**

The BSO is a Government funded program created in 2012 to enhance services for elderly Ontarians with complex and responsive behaviours wherever they live. Responsive behaviours are aggression, wandering, agitation as well as others. For many, these are the triggers for a crisis visit to hospital and transfer to long term care. BSO develops and implements new care models focussing on the quality of care and quality of life for these people and will reduce the risks to themselves and others.

Behavioural Supports Ontario (BSO) exists to enhance services for older people with responsive behaviours linked to cognitive impairments, people at risk of the same, and their caregivers; providing them with the right care, at the right time and in the right place (at home, in long term care or elsewhere).

Behaviour Support Program at Villa Marconi:

A BSO team has been established to identify, implement and monitor clinical interventions for residents with Responsive Behaviours. Responsive Behaviours can include wandering, verbal/physical aggression, disruptive/socially inappropriate behaviour and resistance to care.

- The BSO team meets on a bi-weekly basis to review their current resident caseload and respond to new referrals.
- The team is responsible for developing behavioural interventions to improve health, wellness and quality of life for residents, to provide support, mentoring and guidance to front line staff.
- The BSO team is comprised of a multidisciplinary membership including our PSW Champion and weekly support from our psycho-geriatric outreach nurse from the Royal Hospital.

- **Music Therapy**

Music therapy is the use of music to enhance physical, mental, and spiritual health. A music therapist uses a variety of techniques to encourage residents to actively engage in the session. Residents do not require any musical training to participate.

Music therapists are trained to assess the needs of the residents, to develop a treatment plan, and to document their progress. Upon referral and assessment, residents are placed in either a group and/or individual program.

Villa Marconi is currently funding weekly music therapy groups with Rachel Ringland, BMT MTA. Please visit www.musictherapy.ca for more information.

- **Spiritual Services**

There are several religious services each week. Pastoral visitation is available upon request to the Recreation Co-ordinator. Services will be provided in the Chapel. Sunday Mass is held on the second floor.

FINANCIAL SERVICES AND INFORMATION

- **Location and Hours of Operation**

Our Business office is located on the 2nd floor, in the Complex Care unit, just across from the dining room. We are open Monday to Friday – from 9:00 am to 5:00 pm.

- **Accommodation Rates**

The Ontario Ministry of Health and Long Term Care sets the rates that are charged for Private, Semi-private and Basic accommodation in long term care facilities. These rates are the same for all regulated long term care facilities across Ontario. The Ministry of Health and Long Term care announces new rates annually and they go in effect on July 1st.

- **Room Rate Reduction**

Under the new Long Term Care Homes Act, 2007, a resident of a basic bed may apply to receive a reduction in his/her long term care home (LTCH) co-payment. A resident will be required to access all income available to him/her before an application for a reduced rate can be made. In order to submit a rate reduction application, some supporting documents such as the latest available Notice of Assessment from Revenue Canada, are required. For further Information or assistance, please contact our administration office at extension 5010.

- **Pharmacy Charges**

Classic Care Pharmacy is our pharmacy care provider. As per the revised Ministry of Health and Long Term Care Act, the pharmacy provider must supply all medication that is prescribed for a resident including any non prescription medication such as Vitamins, Minerals and Herbal products. This regulation was enacted to ensure safety in medication delivery and ease of medication administration for nursing staff. Classic Care will not charge a dispensing fee for these products, however there is a monthly dispensing fee of \$2.00 for every prescription. If you have any questions or comments about pharmacy billing or services please contact Classic Care Pharmacy directly. Leslie, your customer care representative, is available to speak to you Monday to Friday between 9:30 am and 5:30 pm at 1-800-677-4053 extension 373 or by email at lesliemurchison@classiccare.ca.

- **Valuables and Trust Accounts**

Villa Marconi does not accept responsibility for a resident's valuables. We recommend that residents do not keep jewelry or more than \$5.00 in their rooms at any time. If a resident needs access to money for personal spending needs, a trust account can be set up with our administration office located on the Complex Care Unit (across from dining room) or by calling extension 5010.

OTHER ON-SITE SERVICES

- **Beauty Parlour and Barber**

Hair care services are provided on a weekly basis at the Beauty Salon located on the Main Floor. Appointments may be made with the receptionist, in person or by phone. Prices and hours of service are posted in the salon and payments can be made at the time of the booking, at the time of the appointment or through your Trust Account.

- **Gift Shop**

The Gift Shop is located on the main floor and is open for residents, staff and visitors. An assortment of snack foods and beverages is always available in the vending machines and free coffee is available for residents. Service at the gift shop is usually provided by our receptionist. Every Wednesday from 1:30 to 3:30 is also staffed by members of the Residents Council and they offer an assortment of items. Payments for items purchased at the tuck shop can also be made through the Trust account.

COUNCILS

Resident Council/Food Committee

All residents may become members of the Resident Council/Food Committee. Elections are held every two years to nominate the Resident Council Executive. Residents are encouraged to attend the meetings and discuss pertinent issues.

Family Council

We are currently recruiting new members for Villa Marconi Family Council. Family members and friends of residents are all welcome to join. The main purpose of the Villa Marconi Family Council is to improve the quality of life of our residents and to give families a voice in decisions that affect them and their loved ones in their Home.

Other objectives include to:

- Provide a support network for families
- Educate and inform
- Discuss and action concerns
- Maintain positive lines of communication between staff and families
- Sponsor activities for residents

Please contact our administrator, Gaetan Grondin at: administrator@villamarconi.com or by calling 613-727-6201 ext. 5000 for further information.

VOICING OPINIONS AND CONCERNS

- **Reporting Incidents**

If you see a resident incident, please ensure you report it to the nurse. All long term care homes in Ontario are required to report any incident of a very serious nature, to the Ministry of Health and Long Term Care. Incidents include neglect, abuse, incompetent treatment, unlawful conduct, misuse, misappropriation of funding or resident's funds, injury requiring the resident to be transferred to hospital, medication error that affected a resident's health status, implementation of our emergency plan and major equipment breakdown. The Ministry of Health and Long Term Care will review and determine whether there is a need for further action.

- **Raising Concerns or Lodging Complaints**

The staff at Villa Marconi Long Term Care Centre and the management team at Diversicare place a strong emphasis on ensuring that residents receive the best possible care and services. In an effort to respect and promote the rights of residents, all residents and families shall be informed of their rights and every effort made to investigate and follow up on complaints. This policy (ADM VII O35) is posted with a copy of the resident's rights set out in Bill 101 and is available in the Family Council binder.

If you have a concern, wish to lodge a complaint or recommend changes regarding the facility and its services; please discuss the issue with a staff member working on the unit, the Charge Nurse or the following supervisors:

▪ Director of Care:	Mario Jacques	ext. 5130
▪ Resident Care & Informatics:	Rose Cohen	ext. 5257
▪ Food Services Supervisor:	Fabio Di Millo	ext. 5060
▪ Acting Environmental Services Supervisor:	Gaetan Grondin	ext. 5000
▪ Recreation/Program Manager:	Jillian Bourbonnais	ext. 5090
▪ HR & Resident Services Manager:	Annamaria Borrello	ext. 5010
▪ Bookkeeper:	Elizabeth Lokaj	ext. 5012.

If prompt action is not taken to the satisfaction of the complainant, concerns should be directed to the administrator who will respond in writing within 10 working days. Our administrator is **Gaetan Grondin**, who can be reached at extension **5000**.

All concerns/complaints we receive will be documented using Form ADM 016, communicated appropriately to relevant agencies such as Long Term Care Area Office and followed-up to resolution. It is the responsibility of our administrator to ensure that complaints are fully dealt with. If the concern is urgent or if the resident or family would prefer, for example, for confidentiality reasons to discuss this matter with someone outside the facility, they are welcome to contact Diversicare Canada Management Services Co., Inc., who manage this Long Term Care Centre.

Our Regional Manager is **DENNIS BOSCHETTO 1-905-821-1161** extension **263**.
Diversicare can be contacted as follows:

Diversicare Canada Management Services Co., Inc.
2121 Argentia Road
Suite 301
Mississauga, Ontario
L5N 2X4

Telephone: 905-821-1161

Fax: 905-821-2477

We hope it will not be necessary but should the need arise, complaints or concerns may be directed to the local office of the:

**Ministry of Health and Long Term Care
347 Preston Street
4th Floor
Ottawa, Ontario
K1S 3J4**

Telephone: 613-569-5602 or 1-877-779-5559

The Long Term Care Offices are administered under the authority of the Ministry of Health of Ontario. Concerned residents/families may contact them as follows:

**Honourable Deb Matthews
Minister of Health
Hepburn Block, 10th floor,
80 Grosvenor Street
Toronto, Ontario
M7A 2C4
Telephone: 416-327-4300**

The Ministry of Health and Long Term Care Hotline number is:

1-866-434-0144 (8:30 a.m. to 7:00 p.m.).

DONATIONS

Villa Marconi is a non-profit, charitable organization. All donations received, large or small, are greatly appreciated as they help us make Villa Marconi Long Term Care Centre a better place to live for our residents.

“In memoriam” cards are also available at our reception desk and in funeral homes of the area. An official receipt will be given for all donations.

Villa Marconi BN 14067 7626 RR0001