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Resident Handbook



Contents

Mission Statement.....	5
Welcome to Billingswood Manor.....	6
OUR TEAM.....	7
STAFF CRIMINAL REFERENCE.....	7
LIVING AT BILLINGSWOOD MANOR.....	8
YOUR SUITE.....	9
General Information.....	9
ABSENCES FROM BILLINGSWOOD MANOR.....	9
ACTIVITIES.....	9
ALCOHOLIC BEVERAGE.....	9
BEAUTY SALON.....	10
BUILDING ENTRANCE AND LIMITED ACCESS.....	10
DELIVERIES AND SERVICE CALLS.....	10
DRESS CODE.....	10
GUESTS.....	11
OVERNIGHT STAYS.....	11
INSURANCE.....	11
KEYS.....	11
LIBRARY.....	11
LOST & FOUND.....	11
LANGUAGE OF OPERATION.....	12
MAIL SERVICE.....	12
NEWSPAPERS.....	12
CONFIDENTIALITY.....	12
EMERGENCY CALL SYSTEM.....	13
PARKING.....	13
PASTORAL SERVICES.....	13
PERSONALIZING YOUR ROOM.....	13
PRIVACY OF YOUR ROOM.....	13
RENT PAYMENT.....	14
SECURITY OF VALUABLES.....	14
SHUTTLE VAN.....	14
SMOKING.....	14
STORAGE.....	14
TELEPHONE SERVICE.....	15
VOLUNTEERS.....	15
NURSING AND MEDICAL SERVICES.....	15
NURSING DEPARTMENT.....	15
STAFFING.....	15
HOUSE DOCTOR.....	15
MEDICATIONS.....	16
PRESCRIPTION CHANGES AND RENEWALS.....	16
FOOT CARE.....	16
CAREGIVER SERVICE.....	16
CCAC HOME HEALTH CARE.....	17



ASSISTED LIVING PROGRAM (PERSONAL AND NURSING CARE SERVICE PACKAGE)	17
MEDICAL EMERGENCY	17
NON-ARM'S LENGTH DISCLOSURE	18
REMOVAL OF PERSONAL INFORMATION BY RHRA	18
RESTRAINT AND PERSONAL ASSISTANCE SERVICES DEVICE.....	18
RESIDENTS CARE PLAN.....	18
OUTBREAKS	18
Dietary Services	19
DINING FACILITIES.....	19
SERVICE TIMES	19
LUNCH BOXES	19
MENUS.....	19
GUESTS FOR MEALS	20
RESTRICTED DIETS	20
SNACKS AND REFRESHMENT STATION	20
TRAYS AND ROOM SERVICE.....	21
Environmental Services (Housekeeping, Laundry and Maintenance).....	21
HOUSEKEEPING / LINEN SERVICES	21
LAUNDRY SERVICES	21
LAUNDRY AND HOUSEKEEPING SCHEDULE.....	22
HEATING AND COOLING UNITS	22
BUILDING MAINTENANCE	22
SCHEDULED MAINTENANCE:	22
Safety at the Billingswood Manor	22
Fire Safety	23
FIRE DRILL AND EQUIPMENT TESTING.....	23
EVACUATION PLANS	23
SMOKING	23
STORAGE	24
COFFEE MAKERS, MICROWAVES AND OTHER APPLIANCES	24
DOORS	24
EXTENSION CORDS	24
FIRE EXTINGUISHERS	24
FLAMMABLE AND CONTAMINANTS	25
LOCKS.....	25
SMOKE DETECTORS	25
IN CASE OF FIRE.....	26
FIRE SAFETY TIPS	27
Residents Bill of Rights	28
Abuse and Neglect of Residents	30
Residents' Council	32
Whistle Blowing Policy	33
Emergency Contact Numbers	38
Hair Dresser Coupon.....	39

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Notes 41



Mission Statement

To provide our residents with a unique retirement community living experience in a professional, friendly, secure and caring environment.

To enhance their quality of life by offering a rewarding lifestyle of daily living.

To provide our residents continuous quality health care and personalize service while respecting each individual's choices, independence, values, and dignity.

Welcome to Billingswood Manor

We are pleased that you have chosen Billingswood Manor as your new home. This information booklet is designed to familiarize you and your family with all of our services, policies and procedures.

You are encouraged to take part in our program of activities and events. And, as this is your home, both family and friends are always welcome to participate in any activity.

Our employees are dedicated to making your new life here a happy and secure one. Should you have any issues in which I or any other staff member could assist you, please do not hesitate to call upon us. We look forward to being of service to you.

At Billingswoods Manor we endeavor to ensure that the following principles are continually followed:

Dignity & Respect – we believe that every person has a contribution to make and we respect your right to make decisions. We will also provide services in a dignified and respectful manner.

Individuality– we understand that you are unique, with your own likes, dislikes and preferences. We will make an effort to learn as much as possible about your own unique style of living and respond accordingly.

Independence – we will support your capabilities and encourage you to do as much for yourself as you are able. However, if and when you need additional services, feel assured that we will always be there to assist.

Home – your apartment is your home and we believe that you should make it feel as comfortable as possible. Please feel free to decorate and furnish your room as you would any new home.

On behalf of Billingswood Manor staff and management, we would like to welcome you to your new home.

We would be pleased to assist you in any way we can to ensure your stay with us is comfortable and enjoyable. We have prepared this brief Guide to Services to make your lifestyle as worry-free as possible.

Andre Charlebois
General Manager



Our Team

Managing Director (Administrator)

The Managing Director is responsible for the overall operation of the facility. The Administrator assumes responsibility and is accountable for the outcome of all programs and services conducted by the facility. Reporting to the President Mr. Guy Whissel, the Managing Director accepts responsibility for the management and leadership strategies. The Administrator's office is located beside the nursing office. Please feel free to drop by!

Front Office Manager

The Office Manager attends to the business affairs of all staff and residents of the facility, including all financial issues of the manor.

Activities Coordinator

The Activities Coordinator, in co-operation with staff and volunteers, supports and encourages the development of resident-centered activities within the facility and solicits community involvement with individual residents and the facility. The Activities Coordinator also assesses the needs of our residents and provides activities for residents who prefer individual, rather than group activities.

Maintenance Staff

The Maintenance Staff is responsible for the upkeep and restoration of the facility.

Director of Care

The Director of Care is responsible for ensuring a high standard of care and services to the residents by the nursing department. The Director of Care coordinates the responsibilities of the nurses and health care aides.

Nursing/Healthcare Staff

The Nursing/Healthcare Staff provides the residents with assistance in all activities of daily living, including medical supervision and emergencies.

Housekeeping Staff

The Housekeeping Staff provides the residents with an esthetic, clean and comfortable environment.

Dietary Staff

The Dietary Staff assist in the preparation and service of nutritious meals in a safe and attractive manner and ensure the residents feel welcome and at home in the dining room.

Staff Criminal Reference

Prior to commencing their duties at Billingswood Manor, employees, volunteers and subcontractors providing services to residents of Billingswood Manor have been cleared by the local police and are free of all criminal offences.



Finding Your Way Around the Manor

BASEMENT:	Maintenance Department Laundry Room
GROUND FLOOR:	Courtesy Phone Therapeutic Bathing Room Tuck Shop
MAIN FLOOR:	Reception Common Lounge with Fireplace & Television Dining Room and Private Dining Room Large Terrace Garden Patio and Gazebo Administration Office Health Services – Nursing Office Public Washrooms Mail boxes Recycling Bins
SECOND FLOOR:	Library Chapel Hairdressing Salon
PARKING:	Outdoor parking, based on availability

All requests for services should be directed to the front desk by dialing (613) 731-8448. We will be happy to direct your call.

Living at Billingswood Manor

Billingswood Manor is your home; your family, friends and guests are welcome to visit at any time, day or night. They are welcome to enjoy and utilize the amenities and participate in activities at Billingswood Manor, with you, but please remember it is your responsibility to ensure that they behave appropriately.

The following is some general information about living at Billingswood Manor.



Your Suite

All electrical appliances, equipment, and furnishings used in your suite must be SCA approved and should be checked for safety by our maintenance staff when you move into Billingswood Manor. Before assuming that some of your electrical equipment is not working, you should know that some outlets are operated by a wall switch.

All electrical appliances must have a built in automatic shut off feature, in order to prevent the chance of fire occurring in the building.

General Information

Absences from Billingswood Manor

To avoid undue concern about your health and safety, we request that you sign the Residents sign in / out book, located at the main entrance. Please advise the nursing associates and the reception of planned absences for more than 24 hours. For your added safety we will call your suite if you do not show up for a scheduled meal and have not let us know you are going out – we ask that you advise us if you will be absent for regular scheduled meals.

Activities

There are numerous activities scheduled every week for your enjoyment. A newsletter which includes the calendar of events is distributed at the beginning of every month for your perusal and selections. For events or outings that have limited space, please register at the front desk. Events with limited space will be noted in your calendar with an asterix (*). Activities are at no cost for you and your guest,

***Fees may apply for certain outings and activities, the cost will be posted with the activity.

Alcoholic Beverage

The purchase and consumption of alcohol is left to the discretion of each resident. There will be occasions during which the serving of alcoholic beverages are included as part of the activities in the common areas, lounge and dining room. Other than these occasions, the consumption of alcohol should be confined to your suite. Please advise our personnel if you opt not to be served alcoholic beverages.

Beauty Salon

The Beauty Salon is located on the second floor beside the library. This service is available for both men and women, with very modest pricing. See price list of services on page 39, if you require the service; please make an appointment with the front desk. If you have any comments regarding the services received or debated charges please see the Front office manager. Cost of hairdresser can be paid at the hair dresser in cash or added to your monthly accommodation invoice, these charges will be clearly and separately indicated with the service received, cost and date.

Building Entrance and Limited Access

For your security, access to our building is limited by the keypad entry, the code changes periodically; our front office manager will provide you and your family with the new code as they are changed. As of 8h00 pm, all doors are alarm monitored, If for some reason you find yourself locked out, please ring the intercom button and one of our staff will welcome you in.

The code for this month is _____

Deliveries and Service Calls

Should you arrange for a delivery or service call from someone outside the resident, ensure that you are available to meet them as we will not admit anyone to your suite without your written permission.

Dress Code

Residents are expected to be properly dressed at all times while in the Manor. Wearing sleepwear or housecoats **is not permitted** in common areas of the residence and proper footwear should be worn at all time. In the interest of preventing slips and falls by our residents, we strongly recommend that residents and visitors wear flat soled, non-slip shoes rather than sandals or shoes with heels.

Guests

Billingswood Manor is your home, and as such you are more than welcome to entertain your family and friends here whenever you wish. We ask that your guest sign in and out whenever visiting us.

Overnight Stays

Guests are welcome to stay overnight in your suite. Should your guest require alternate accommodations, we ask that they be booked in advance and are subject to availability. Please contact the front desk for details and make the necessary arrangements. **A fee is applicable.**

Insurance

The Billingswood Manor maintains comprehensive insurance on the building, its fixture and the furnishings and equipment in the common and service areas. We do not, however, insure the furniture and personal belongings in your room /suite.

As outlined in your Tenancy Agreement we strongly recommend that each resident obtain 'content' tenant insurance for his or her personal property, as well as liability.

Keys

Upon your arrival at Billingswood Manor, you are supplied with two keys: one for your suite and one for your mailbox. If you should lose your keys, an alternate set can be arranged for you through the front desk, **a fee may apply**. Additional sets are the responsibility of each resident. We ask that you please return all of your keys when vacating the room.

Library

Our library books are available for your enjoyment. The Library is located on the 2nd floor near the Beauty Salon and is open to residents 24 hours a day. This service is on a Good Samaritan basis; you borrow and return at your convenience.

Lost & Found

The Lost & Found is located at the front desk. Any articles found should be turned into the Front Desk. All articles will be held for up to one month. Please note that Billingswood Manor is not responsible for any lost or stolen articles. All lost and found items will be displayed during Resident Council meetings in an attempt to find the correct owners. We also recommend that you lock your room when absent.



Language of Operation

Billingswood Manor Inc. is committed to providing its customers, employees, partners and other contacts with service and documentation in the English Language. Consumers of goods and services will be informed and served in English. All contracts pre-determined by one party, contract containing printed standard clauses and the related documents, shall be drawn up in English. Application forms for employment, order forms, invoices, receipts and quittances shall be drawn up in English. All public signs, posters and commercial advertising shall be in English. They may also be in both English and in another language, provided that the English is markedly predominant. The Firm Name will be published in English, or in English and another language, provided that the English is markedly predominant.

Mail Service

A private mailbox will be provided for your convenience, each resident has their own mailbox located beside the reception desk. The mailbox number will correspond to your suite number. Please ensure that your family and friends include your suite number on all correspondence. Mail is delivered Monday to Friday and time of daily delivery is according to the schedule of Canada Post.

Outgoing mail box is located at the reception desk, if you wish to purchase stamps, please see the front office manager. In house mail such as Newsletters, Bulletins or Event Calendars can be picked up at the Reception Desk.

Our Mailing Address is:

Suite # _____-1370 Bank Street,
Ottawa, ON
K1H 8N6

Newspapers

It is the responsibility of each individual to make arrangements with the company of their choice for newspaper delivery to Billingswood Manor. Your newspaper will be at the Nursing Office with the room number on it. This ensures that all residents that pay for their paper, receives their paper.

Confidentiality

The Billingswood Manor will keep in confidence all information given to us, or which we become aware of, unless you have given us written permission to disclose specific information.

Emergency Call System

Emergency cords are located in the bathroom and beside the bed. This system is for emergencies only. Upon pulling this cord, nursing staff will be notified that you require help and will make their way to your room. For all other matters, please dial: 613- 731-8448. If you are feeling unsafe, please mention it to the Nursing staff. There are other methods that can be provided to you from outside companies **at an extra fee**.

Parking

Depending on availability, parking may be provided to our residents in our parking lot; **a fee will apply**. This will be on a 'first come, first serve' basis. Please note that the front entrance driveway is dedicated to emergency vehicles, Para Transpo, and pick-up/drop-off only. At no time is parking permitted in the driveway. Due to limited space, we cannot provide storage for vehicles that are not driven on a regular basis.

Pastoral Services

Our Chapel is located on the second floor, please check the monthly activity calendar for the scheduled dates and times that services will be held. This space is however available to you for reflection and prayer; when activities are not scheduled.

Personalizing Your Room

As our rooms are unfurnished, you must bring your own furnishings etc., bedspread, plants, or anything else that will make you feel at home.

If you wish to have any alteration to your room, please, discuss and request permission with the General Manager, as you may be liable for any damage done to your room.

Ensure that when you are hanging pictures, wall hangings, etc., you use small nails only - no tape or sticky material.

Privacy of your Room

Your room is your home. Your privacy and intimacy is respected by professional and discreet associates who are always available to assist you. When admitted to our residence, you will be asked what level of privacy you prefer. We will respect your request unless we need to respond to an emergency situation.



Rent Payment

Rent is to be paid at the front desk on or before the first day of every month. You may opt to give twelve post-dated cheques upon moving into Billingswood Manor. Please note that a late payment fee may be applicable for rents paid after due date.

Security of Valuables

In order to keep you and your property safe, the following practices are recommended,

- Keep your valuables locked away and large sums of money in your bank.
- Do not make unauthorized copies of your suite key. Additional copies can be arranged through Reception.
- Report any suspicious activity immediately to Reception.

Shuttle Van

The Billingswood Manor van is used primarily for transportation for resident activities purposes and business activities. On Wednesday; arranged drives to and from medical appointments are provided **for an extra fee** as described in the CHIP. Should you have any questions about medical drive appointments, please do not hesitate to ask Reception or Nursing.

Smoking

This is a designated non-smoking Residence and the Residence makes no accommodation for interior smoking for Resident and/or Guests. There is a designated outdoor area. There is a **zero tolerance** for breach of the non-smoking policy in any area other than that which is designated by signage to be a smoking area. Where a Resident is found in breach of this section, the Owner Operator may proceed with termination of the agreement and eviction through the RTA process. Any Guest in violation of this will be requested to leave the property.

When smoking outside, please pay attention to signage and respect the assigned smoking areas.

Storage

Storage in our retirement home is not available, each resident is responsible for their own property and all personal belongings should be kept in their rooms. Occasionally, we may make exceptions for temporary storage but please note that we are not responsible for lost or articles missing from the storage area. Items stored in this area without management authorization will need to be removed as requested.



Telephone Service

Residents are responsible for contacting Bell Canada or Rogers to make arrangements for telephone installation. Please do not use the phone at the front desk. For your convenience, a courtesy phone is located by the Tuck Shop on the lower level. Please note that this phone will not make long distance calls.

Volunteers

There are opportunities for you to participate in volunteer work here at Billingswood Manor. Indoor and outdoor gardening, bingo and entertainment are just a few of the areas you, your family and/or your friends can get involved.

Nursing and Medical Services

Nursing Department

The nursing station is located on the Main Level beside the Managing Director's office.

Staffing

The nursing department is staffed as follows:

Director of Care:	On Site 7:00AM – 3:00 PM, Monday to Friday On Call 24 hours per day
RPN/UCP:	On Site 7:00AM – 3:00PM, 7 days per week
PSW/HCA:	On Site 24 hours per day, 7 days per week

House Doctor

The house physician is Doctor Denisse Pella. Doctor Pella's practice is located at 671 River Road in Ottawa; she may be reached by phone at 613-822-3582. When her schedule permits, she visits our home weekly and is available to accept calls by our DOC in the case of emergency situations. If you would like to consult in house with the house physician, please ask our nursing associates to arrange an appointment for you.



Medications

When you get admitted in our residence, our nursing attendant will see you about any medications you may be taking. Please notify the nursing department immediately when prescribed additional medications or prescription changes. We will administer and manage your medication for you at no cost, this service is included in your monthly fee. Some additional fees may be incurred for applications of creams and/or eye drops. Please see your CHIP package for more information.

Please note that to prevent medication errors we will only administer medication provided by Medical Pharmacies. Usual medication and dispensing fees apply when using the pharmacy, a monthly invoice will be sent directly to you as the resident, or your designated billings contact. With this in mind, each resident has the choice to manage their own medications if they prefer to do so.

You may reach Medical Pharmacies associates directly at 1-866-6893169.

Prescription Changes and Renewals

If your prescriptions are managed by our nursing department, we are generally able to make changes and receive medication the same day, with the exception of on weekends.

Foot Care

Foot care can be arranged through our nursing department through an independent registered service provider.

If you are interested in this service, please contact the Nursing Department to assist you in making the necessary arrangements. We will be able to guide you in your choice of foot care nurse.

The fees are billed directly to the resident by the nurse providing the service. As the fees may vary depending on the nurse and the service requested, please be certain to inquire before receiving the service.

Caregiver Service

In the event that you require specialized attention, we have a caregiver program whereby you can have individual and private nursing services during an illness. For more information, we encourage you to meet with our Director of Care to discuss your needs on an individual basis, as every resident is unique.



Please note that an additional fee is applicable for this service.

CCAC Home Health Care

Certain services may be eligible for funding through Community Care Access Centers (CCAC). The CCAC will undertake an assessment, provide advice to whether needs can be safely met in your home and ascertain eligibility for government funding based on those needs. If eligible, a **Case Manager** will make the appropriate arrangements.

The Billingswood Manor **Case Manager** is: _____
You can reach the CCAC Ottawa Office at: 613-745-5525

Assisted Living Program (Personal and Nursing Care Service Package)

The Assisted Living Program is designed to provide individuals with more care in order to meet their changing needs. These include assistance with transfers and mobility; regular tray service; assistance with bathing and personal hygiene; night checks as requested and assistance related to memory loss, for example.

Please note that **an additional fee is applicable** for these services, but they may be available from publicly funded services agencies as well. To apply for funded care services and assessments from CCAC please ask the Director of Care to assist you.

Medical Emergency

At Billingswood Manor a medical emergency is a situation in which we, you or your decision maker determines that you could be in a life-threatening situation if not attended to promptly. For example:

- A serious fall
- Abnormal chest pains
- Periods of shortness of breath
- Uncontrollable bleeding
- Abnormal vital signs

Billingswood Manor has trained nursing personnel available to assist you in a medical emergency, 24 hours a day.

Emergency cords are located in the bathroom and beside the bed. This system is for emergencies only. For all other matters, dial (613) 731-8448.

Non-Arm's Length Disclosure

Billingswood Manor Inc. discloses and confirms that they are not involved or have no common ownership or any non-arm's length relationships between the licensees, Billingswood Manor Inc. and any of our external care providers.

Removal of personal information by RHRA

Please take note that the Retirement Home Act, 2010 authorizes RHRA inspectors or investigators respectively inspect, copy and remove residents records containing personal and/or personal health information from Billingswood Manor nursing and administration for the purpose of determining whether the licensee is in compliance with the requirements of the act.

Restraint and personal assistance services device

Ontario's *Bill 21 – An Act to Regulate Retirement Homes* prohibits the use of restraints unless as prescribed under the Act. All residents of Billingswood Manor are entitled to live in an environment that is respectful of their right to lead a life that is as independent as possible and thus free from the use of physical, environmental and chemical restraints.

Billingswood Manor shall prohibit the use of chemical, physical and environmental restraints on residents of the home unless deemed absolutely necessary or as part of a resident's plan of care.

Residents Care Plan

As you are admitted at Billingswood Manor, our DOC will do an initial assessment of your immediate care needs. **Within 14 days of being admitted** at Billingswood Manor, our regulated health staff member will do a full assessment of your care needs and will develop a care plan based on the full assessment and your care needs. You, the POA or SDM will be asked if you agree to be assessed or reassess, a consent release form will need to be signed. At this time you will be advised if you require additional services that **may have fees attached to them**.

Outbreaks

Billingswood Manor has infection prevention and control program in place, this program is updated regularly and can be found in the nursing office. We keep informed and up dated through the Public Health Ontario. It's everyone's responsibility to prevent infections by following proper hand washing procedures, use sanitizers provided and made available to you throughout the Manor and practice good personal hygiene. Your full cooperation is expected whenever you have symptoms of respiratory or gastrointestinal illness, **to prevent the spread of an infectious illness, you may be asked to stay in your room (Isolation)**.



Dietary Services

Dining Facilities

At Billingswood Manor we strongly believe that well balanced and nutritious meals play an important role and are essential factors in your day to day health and wellbeing. We carefully plan every meal to ensure that all food groups requirement are met. Each day, our Red Seal certified Chef de Cuisine prepares with care and pride, home style meals using local, fresh and the finest seasonal ingredients. You will appreciate the personalised service offered by our professional waiters, all this in the warmth and comfort of our dining room. Note that our food and beverage personnel have received food safety training.

Service Times

Breakfast	7:30 a.m. to 9:00 a.m.
Lunch	11:30 p.m. to 1:00 p.m.
Dinner	4:30 p.m. to 5:30 p.m.

Lunch Boxes

Lunch boxes are available to our residents who are unable to eat at the Manor because of medical appointments. Please ask the service staff for your meal at breakfast time, this will give us time to prepare you a lunch to take with you.

Menus

Breakfast Menu

Start your day with a healthy breakfast; let our Chef prepare your favourites from our a la carte menu selection, from eggs any style, breakfast meats, hot or cold cereals, freshly baked goods, fruit plates and fruit salad with yogurt or cottage cheese.

Lunch Menu

Each day our chef creates a lunch fare of the day, if you prefer you could have a lighter meal from our alternative lunch menu.

Dinner Menu

Our dinner menu is based on a five week cycle and changes twice a year to reflect the seasons, using fresh ingredients our chef compose homemade and comfort foods. If you wish to have another meal, please refer to our A-la-Carte menu.



Guests for Meals

We encourage you to invite guests in for meals. The costs for your guest's meal could be added to your monthly billing or paid by cash or cheque at the front desk. We ask that you make your reservations at least one hour in advance by communicating with staff members in the dining room or at the front desk. As there is limited space in the dining room, we would advise residents to book as early as possible, especially for special events. All bookings are on a "first come, first served basis".

Fees for your invited guest are:

Breakfast	\$ 6.00
Lunch	\$ 11.00
Dinner	\$ 13.50
Upscale Dinner	\$ 17.00

Restricted Diets

If for health reasons, allergies or other dietary restrictions you cannot have what is served on the daily menus, limited therapeutic diets are available upon the authorization of our Director of Care in conjunction with our House Doctor or a Certified Dietician. We will need to have all the information as clearly as possible to ensure that you are served appropriate meals. There may be additional fees to cover the cost of special diets. If Billingswood Manor cannot provide the services and food requirements, the resident may be asked to find an alternate home.

An A-la-Carte menu is available at all times. The menu changes from time to time and is posted at the entrance to the dining room. Please let our servers know a minimum of an hour before the meal if you would like to select an item from the A-la-Carte menu.

Snacks and Refreshment Station

Complimentary snacks are available to you and your guest 24 hours a day from the Snack Bar, in the Dining Room. Hot and cold beverages are available as well as baked goods and cookies. Please help yourself to what you would like but keep in mind that for health reasons, what is taken from the baskets should not be brought back.

Please be aware that the coffee and tea brewers are very hot and may cause injuries. If for any reason you are not comfortable with the machines, please ask one of our associates for assistance.



Trays and Room Service

If you are unable to join us in the main dining room for a meal due temporary illness, you may receive tray service to your room. To do so, please notify the nursing office at least one hour prior to mealtime.

Please note that although tray services are complimentary to residents experiencing temporary illness, in all other situations, **an additional fee applies**.

Environmental Services (Housekeeping, Laundry and Maintenance)

Housekeeping / Linen Services

Included in your accommodation is the weekly cleaning of your room. Rooms are cleaned according to a pre-arranged schedule. The size of your suite and the number of residents living there determines the amount of cleaning time allocated. Your room will receive a cleaning once a week and a refresh once a day.

The housekeeping schedule is organized in a logical sequence and may be changed periodically to reflect changes in occupancy. As a result, we may not be able to accommodate all requests for specific cleaning days and times. The housekeeper will advise you of the date and time. Please note that if your regular cleaning day falls on a statutory holiday, it may be rescheduled.

Should you require additional linen or towels in the interim, please contact the Housekeeping Department. **Additional fee may apply**

Unless otherwise arranged, your cleaning will include the bathroom, kitchenette, vacuuming of carpets, emptying of wastebaskets, furniture dusting and the changing of bed linens and towels. If you have your own personal bedding, we will use these; however they must be laundered with your personal laundry. If you have any knickknacks or fragile items on surfaces, they should be removed prior to the cleaning day as we cannot be held liable for any damage.

Laundry Services

Personal laundry will be done weekly by the Housekeeping Department. Please place your soiled laundry in the bag provided. On your laundry day, place the bag outside your door on your scheduled laundry day, and it will be returned to you clean later that day.

If you prefer doing your own laundry, residents are welcome to use the machines located in the basement. Our operations require access to the machines during the week, so they are only available to residents on weekends.

Laundry and Housekeeping Schedule

Fourth Floor: Monday and Tuesday

Third Floor: Tuesday and Wednesday

Second Floor: Wednesday and Thursday

First Floor: Friday

Common Area: Every day

Heating and Cooling Units

All our units are equipped with individual heating and air conditioning units. On most units, the thermostat control is located on the wall of your living area, for others, the thermostat is located on the unit itself. The fan speed can be adjusted by lifting the small panel on the unit. Should you require assistance with the unit, please contact the reception desk.

Building Maintenance

As outlined in your Tenancy Agreement Billingswood Manor provides emergency, non-emergency and scheduled maintenance service to your room. If you require the assistance of the Maintenance Department for any minor repairs or jobs, please contact the receptionist at the front desk. Your concern will be addressed as soon as possible and prioritized by urgency. Services are generally complimentary but for certain task, a fee might be applicable if services are considered personal and non-related to the building maintenance, please inquire if you are unsure what services are included.

Scheduled Maintenance:

Throughout the year, our maintenance staff may need to have access to your room for routine maintenance and system checkups. This helps us deal with small problems before they become big ones. We will contact you prior to entering your suite to arrange a time suitable to your schedule.

Safety at the Billingswood Manor

Your safety and security are very important to us at Billingswood Manor. We have provided a variety of safety features and systems, including handrails in all hallways, grab bars in your bathroom, security access on all outside exits and an emergency response system. If you see a situation that you consider hazardous, notify a staff person immediately. At Billingswood Manor, we believe that safety is everyone's responsibility.



Fire Safety

The Billingswood has been designed to protect you in case of fire. The building is equipped with smoke detectors, emergency lights and an alarm system which automatically alerts the Fire Department. Each suite is alarmed with a device which rings to the aide on duty identifying smoke in a suite.

During your first week at Billingswood Manor you will be oriented to the following vital information:

- Where to find the Fire Alarm Stations and Exit Routes
- What to do when you discover a fire
- What to do when you hear the alarm
- How to safely leave the building, if necessary

We hope we never need to evacuate you because of a fire, but if so, we must all be prepared. To familiarize you and our staff with the routines, we hold practice fire drills regularly throughout the year.

Fire Drill and Equipment Testing

Please take note that on the first Wednesday of each month, we conduct fire drills and equipment test, the time and date will be indicated at several locations in the Manor and in the monthly news letter. We thank you for your understanding and usual cooperation while we conduct these test.

Evacuation Plans

On each floor, you will find the evacuation plans they are located by the elevators and at the south / west intersection of our corridors. In case of emergency please do not use the elevators.

Smoking

By law, it is prohibited to smoke in your rooms or anywhere in the building. Personal smoking habits are responsible for many fires annually.

- Smoke in designated areas **only**
- Know the smoking regulations for the building
- Before lighting a cigarette, check for ashtrays
- Never leave cigarettes upright to extinguish
- Empty ashtrays only in approved butt cans
- Keep ashtrays clean of paper products
- Do not discard unused matched
- **Never** smoke in your rooms or in bed



Storage

- Storage should never clutter or restrict a means of egress
- Hoarding habits will be monitored by our associates, to ensure safety of our residents and staff we will be vigilant and strict enforcing this rule.
- Wheel chairs, Scooters, Walkers and other mobility aids shall be stored in the resident's room; these items are not to be left in any common areas

Coffee Makers, Microwaves and Other Appliances

- All appliances used in the rooms shall be CSA approved
- Do not leave coffee makers on for prolonged periods of time; coffee maker should have an automatic shutoff feature.
- Our maintenance department will be pleased to verify any faulty appliances and advise you on steps to take to repair these items.
- Toasters or other open cooking surfaces are not accepted in your rooms.
- Plug in air fresheners (such as Glad or Febreze) are not accepted in your rooms.

Doors

- Doors to your suite should be kept closed at all times, unless you are going in your apartment. For fire safety purposes, it is not permitted to tamper with the automatic door closers in your room.

Extension Cords

- Never join extension cords together
- Use only one device per cord regardless of the number of outlets installed
- Visually inspect all cords and do not use any cords which are frayed or worn
- Do not conceal cords under rugs
- Extension cords are only for short term and temporary use, they are not to be used as permanent wiring

Fire Extinguishers

Familiarize yourself with the location of the extinguishers and operating instruction. If you have cooking appliances in your room it is recommended that you equip your room with a portable size extinguisher

Flammable and Contaminants

Flammable, toxic and contaminants substances should not be stored in your room; if you need to store such products please consult our maintenance department.

Locks

It is not permitted to add any locking devices such as pad locks, dead bolts on doors in your room; existing locking devices cannot be modified or changed without the Managing Director's permission

Smoke Detectors

It is not permitted to tamper, to adjust or to disconnect the smoke detector in your rooms, please communicate with the maintenance department if you notice malfunction of your smoke detector

IN CASE OF FIRE

If you discover a fire, please follow the procedures outlined below:

IF THE FIRE IS IN YOUR SUITE

LEAVE THE AREA IMMEDIATELY CLOSE ALL THE DOORS BEHIND YOU TO
CONFINE THE SMOKE AND FIRE, PULL FIRE ALARM, ALERT STAFF AND
PROCEED TO THE NEAREST STAIRWELL

DO NOT USE THE ELEVATORS

IF YOU ARE IN YOUR ROOM AND HEAR A FIRE ALARM

REMAIN IN YOUR ROOM AND PLACE TOWELS AT THE BASE OF THE DOOR TO
PREVENT THE SMOKE FROM COMING INTO YOUR ROOM, OR OPEN A WINDOW
AND FLAG A TOWEL AND WAIT FOR FURTHER INSTRUCTIONS FROM FIRE
PERSONNEL

IF YOU ARE NOT IN YOUR ROOM AND HEAR A FIRE ALARM

LEAVE THE BUILDING THROUGH THE NEAREST SMOKE-FREE EXIT

FIRE PRECAUTIONS

SMOKING IS NOT ALLOWED IN THE FACILITY OTHER THAN OUTSIDE
HALLS MUST BE KEPT CLEAR AT ALL TIMES
FAMILIARIZE YOURSELF WITH FIRE ALARM LOCATIONS AND NEAREST EXITS

Fire Safety Tips

THE FOLLOWING SUGGESTIONS ARE MADE TO HELP MINIMIZE THE RISKS OF A FIRE

- ALWAYS KNOW ESCAPE ROUTES, FAMILIARIZE YOURSELF WITH THE EVACUATION PLAN
- BE FAMILIAR WITH MORE THAN ONE WAY OUT OF THE BUILDING
- KNOW THE LOCATION AND HOW TO OPERATE A FIRE EXTINGUISHER
- KNOW THE LOCATION OF THE FIRE ALARM PULL STATIONS
- ENSURE THAT THE FIRE DEPARTMENT TELEPHONE NUMBER IS POSTED 911
- NEVER RISK YOUR LIFE PROPERTY CAN BE REPLACED
- AS YOU MAKE YOUR EXIT CLOSE ALL WINDOWS AND DOORS TO PREVENT FIRE TO SPREAD NEVER USE THE ELEVATOR
- IF YOU REQUIRE ASSISTANCE WITH AMBULATION, THE FIRE DEPARTMENT WILL COME TO EVACUATE YOU FROM THE BUILDING; THE SAFEST LOCATION IS YOUR ROOM.
- ALL AND ANY FIRE SAFETY VIOLATION SHOULD BE REPORTED TO MANAGEMENT IMMEDIATELY
- OPEN COOKING SURFACE APPLIANCES ARE PROHIBITED IN OUR RETIREMENT HOME
- FOR YOUR SAFETY, ALL OF OUR ROOMS ARE EQUIPPED WITH SMOKE DETECTORS AND SPRINKLERS

Residents Bill of Rights

Introduction

The *Retirement Homes Act, 2010* (Act) is new legislation for the retirement home sector in Ontario. The Act is based on the principles of consumer protection and resident safety, and it requires retirement home operators to post and adhere to a Residents' Bill of Rights which is listed in Section 51 of the Act.

Residents' Bill of Rights

The Residents' Bill of Rights is a comprehensive list of rights to which every resident of a retirement home is entitled. The rights include:

1. The residents' right to
 - know what care services are provided and how much they cost
 - be informed before fees for a care service(s) are increased
 - receive notice before a care service(s) is discontinued
 - receive reasonable assistance from the home to access external care providers where the resident receives notice that the home is discontinuing a care service and the resident indicates that he or she will continue to reside in the home
 - receive reasonable assistance from the home to find alternate accommodation if the resident receives notice that the home is discontinuing a care service and the resident indicates that he or she will not continue to reside in the home
2. The right to apply for publicly funded care services and assessments
3. The right to be informed about and apply for care services and assessments from an external care provider (i.e. not by the home)
4. The right to have choice of care services provided by suitably qualified and trained staff
5. The right to
 - participate fully in making care decisions
 - participate fully in the plan of care (e.g. development, revision and review)
 - give or refuse informed consent to any treatment, care or service where consent is required by law
6. The right not to be restrained except in keeping with the common law (i.e. permitted if risk of serious bodily harm to self or others)
7. The right to privacy during treatment and care
8. The right to live in a safe and clean environment with dignity and respect
9. The right to have lifestyle choices respected

10. The right to raise concerns or recommend changes in policies and services without fear of coercion, discrimination or reprisal

(This is a summary please see the Act for full text.)

Retirement Home Obligations

The home must ensure that the rights set out in the Residents' Bill of Rights are fully respected and promoted. The home must also:

- post the rights where they can easily be seen by residents, staff and visitors
- provide each resident or substitute decision maker(s) with a copy of the rights
- train all staff about the Residents' Bill of Rights before they start work in the home

A resident may enforce the Bill of Rights against the licensee as though the licensee has agreed in a contract to fully respect and promote the rights set out in the Bill of Rights. The Retirement Home Regulatory Authority's Registrar may take action against a licensee who fails to respect the Bill of Rights.

For More Information

Contact the RHRA at:

160 Eglinton Avenue East, 5th Floor Toronto, ON, M4P 3B5 Telephone: **1-855-ASK-RHRA** (275-7472)

Fax: 416-487-1223

Email: info@rhra.ca

Website: www.rhra.ca

Licensee's obligations

Management of Billingswood Manor shall ensure that the rights set out in the Residents' Bill of Rights are fully respected and promoted in the home in accordance with the regulations, if any. If you feel that your rights have been breached please communicate with the licensee:

Andre Charlebois Managing Director

Telephone: 613-731-8448

g.manager@billingswoodmanor.com

Guy Whissel President

Telephone: 613-746-1300

g.whissel@longwoodbuilders.com



Abuse and Neglect of Residents

Elder abuse is any action, or deliberate inaction, by a person in a position of trust which causes harm to an older person."

Based on the Retirement home Act 2010, Billingswood Manor Inc. has the duty is to take every precaution reasonable to assess and protect all residents of abuse and neglect, this is a legal obligation. We will not accept or tolerate any form of abuse towards residents or employees.

Elder abuse includes:

- Physical abuse such as slapping, pushing, beating or forced confinement;
- Financial abuse such as stealing, fraud, extortion or misusing a power of attorney;
- Sexual abuse as sexual assault or any unwanted form of sexual activity;
- Neglect as failing to give an older person in your care food, medical attention, or other necessary care or abandoning an older person in your care; and
- Emotional or mental abuse as in treating an older person like a child or humiliating, insulting, frightening, threatening or ignoring an older person.

Elder abuse can sometimes also be a crime under the *Criminal Code of Canada*. Examples of possible crimes include:

- Physical abuse such as assault, assault with a weapon or causing bodily harm, aggravated assault, sexual assault with a weapon, aggravated sexual assault, forcible confinement, murder or manslaughter;
- Financial abuse such as theft, theft by holding power of attorney, stopping mail with intent, extortion, forgery or fraud;
- Sexual abuse such as sexual assault with a weapon or aggravated sexual assault;
- Neglect such as criminal negligence causing bodily harm or death or failure to provide necessities of life; and
- Emotional abuse such as intimidation, uttering threats or harassing telephone calls.

Billingswood Manor has a strict policy base on this act and would like to inform you of the procedures as well as steps to be taken in the case of witnessing or being a victim of abuse and or neglect at the Manor. We all have a responsibility to report any abnormal incidents. If you need more information on our elder abuse prevention plan and policy see the Administrator of Billingswood Manor.

We ask every staff members to familiarize themselves with the policy and procedures concerning this new act, new staff members will be informed when they have their new hire orientation. We ask that every one reads this information and sign the acknowledgement form attached.

I thank you for your usual cooperation in implementing and enforcing this policy.

Help for Elders and Families

If you suspect someone you care about is being abused or neglected, you can help. You do not need absolute proof to report suspected abuse. You do not have to give your name. All calls are handled confidentially.

Who to Call - Important Numbers

If you are **experiencing elder abuse**, or know someone who is, then **please call** the Elder Abuse Investigator, Ottawa Police Service at 613-236-1222 ext 7300

If a vulnerable adult is in immediate danger, dial 9-1-1 or call the police immediately.

Registrar of the Retirement Homes Regulatory Authority 1-800-275-7472

The Community Care Access Center: 613-745-5525

The Ministry of Health and Long Term Care Action Line: 1-866-434-0144

Advocacy Center for the Elderly: 1-416-598-2656

Nepean, Rideau and Osgoode Community Resource Center 613-596-5626 ext 230

Office of the Public Guardian and Trustee: 1-800-891-0506

Residents' Council

Under the Ontario Retirement Home Act 2010, specific rights are given to Councils in facilities regulated by the province, and the Administrator is required to advise all residents of their right to form a Council.

A Residents' Council is made up of and represents all residents in a particular setting. Retirement homes of all types have active, useful Residents' Councils.

The Residents' Council of a Retirement Home provides a vehicle through which residents maintain a degree of control over their lives, share in the management of the Home, and thereby contribute to the welfare of all involved, including staff and administration. Not all Residents' Councils are the same; residents choose the kind that best suits them, and their Home. In general, Councils have these goals in common:

- Encourage residents to participate in the management of the facility, their home
- Identify key issues facing residents and administration, share and consolidate ideas to find solutions to these concerns
- Promote a standard of care which will improve the quality of life of all residents
- To safeguard the rights of residents, and promote a quality of life within the Home
- Promote conversations which improves the lifestyle and safeguards the welfare of residents
- To help residents communicate with one another and with staff and administration, in a strong, positive and continuing way
- To establish a sense of community, comradeship and friendship among residents
- To gather news and information of interest to all, ensuring that all residents are informed about things that may affect them
- To recognize, encourage and use the skills and talents of residents in working towards common goals
- To encourage all residents to have a voice in their daily lives, and to express their concerns as residents of the Home, and as citizens of the larger community
- To provide a forum where everyone can be heard.

Whistle Blowing Policy

1. What is whistle-blowing?

To blow the whistle on someone is to alert a third party that that person has done, or is doing, something wrong. So, literally, “whistle-blowing” means that one makes a noise to alert others to misconduct.

By blowing the whistle on misconduct *in an organization*, one alerts the organization to the fact that its stakeholders are being wrongfully harmed, or that they are at risk of harm.

2. Why have whistle-blowing policies?

The main purpose of this whistle-blowing policy is to give effect to Billingswood Manor residents, employees and shareholders a written and formal whistle-blowing policy, consisting of safe and effective procedures for misconduct disclosure or reporting so that appropriate remedial action can be taken.

A written, formal policy — properly communicated — is also a means of *preventing* and *detering* misconduct that might be contemplated but has not yet taken place.

A written, formal policy is also a *transparent* method of addressing issues relating to whistle-blowing, such as answering standard questions, giving assurances, providing information, and offering explanations.

In summary, this whistle-blowing policy springs from the moral duty of Billingswood Manor Inc. to be a responsible care provider by protecting the interests of all its stakeholders.

3. On what should one blow the whistle?

What is reportable misconduct?

Any serious concerns you may have about any aspect of the operations of Billingswood Manors can be reported under this policy. This may be conduct that:

- Is against Billingswood Manors Inc. rules, procedures, and policies, or established standards of practice;
- is improper, unethical, or unlawful conduct.
- makes you feel uncomfortable in terms of your experience with the standards you believe ; or
- amounts to an attempt to cover up any of these types of actions.

Conduct becomes reportable when it happens or when it is reasonably likely to occur.

Reportable conduct falls into the following categories:

4.1 Illegal or unlawful conduct

Conduct may be *illegal* or *unlawful* in terms of the laws of countries and international law. We all have legal responsibilities, obligations or duties. Criminal offences — such as theft, fraud, corruption (for example, bribery), are in breach of legal duties and therefore constitute reportable misconduct.

4.2 Unprocedural conduct

Conduct may be *unprocedural* since it violates clearly communicated *procedures* (in the form of *policies, regulations, or rules*) governing the operations of Billingswood Manor.

Specific Billingswood Manor rules and processes, together with other best-practice procedures, guide accounting practices and controls, financial reporting, auditing matters, the transfer of funds to recipients, approved recipient accounts, and the like.

Such procedures are important for good governance, and breaching them may expose the application of funds to risk of loss or real loss.

4.3 Unethical conduct

Conduct may be *unethical* since it undermines universal, core ethical values, such as integrity, respect, honesty, responsibility, accountability, fairness and the like even though there may not (yet) be any laws (Section 4.1 above) or procedures (Section 4.2 above) governing such unethical conduct.

For example, one could exert undue pressure on a person in position of power in order to gain an advantage. That would be unfair to others, and as such unethical, although neither unlawful nor unprocedural.

But not all unethical conduct is reportable. For example, some kinds of conduct may be disrespectful, and therefore undesirable, without harming any serious interests other than personal feelings. This would not be reportable misconduct.

4.4 Wasteful conduct

Conduct constituting a gross waste of resources is a reportable category in its own right since responsible stewardship of resources is so crucial to the success of Billingswood Manor Inc. All individuals in the service of the Billingswood Manor have an obligation to ensure that funds are used prudently and efficiently. If resources are spent in a wasteful manner, this would be reportable under the whistle-blowing mechanism.

5. Who should blow the whistle?

Any individual who has observed reportable misconduct has an obligation to report that conduct, and may do so as described in Section 8 below.

Anyone can report conduct under these policies – for example, residents of Billingswood Manor Inc., accountants and auditors, consultants and staff or family members.

6. Assurances of confidentiality and anonymity

Billingswood Manor Inc. wishes to assure the safety of whistle-blowing, and therefore undertakes to treat all whistle-blowing reports as either confidential or anonymous. The choice between confidential or anonymous whistle-blowing is that of the whistle-blower alone.

6.1 What is confidential whistle-blowing?

A whistle-blower may choose to reveal his or her identity when a report or disclosure is made. Should this be the case, Billingswood Manor will respect and protect the confidentiality of the whistle-blower, and gives the assurance that it will not reveal the identity of the whistle-blower to any third party.

The only exception to this assurance relates to an overriding legal obligation to breach confidentiality. Thus, Billingswood Manor is obligated to reveal confidential information relating to a whistle-blowing report if ordered to do so by a court of law.

An advantage of a confidential (as opposed to anonymous) report is that it is better placed to investigate the report.

Importantly, Billingswood Manor Inc. assurance of confidentiality can only be completely effective if the whistle-blower likewise maintains confidentiality.

6.2 What is anonymous whistle-blowing?

Alternative to confidential reporting, a whistle-blower may choose not to reveal his or her identity. With the reporter's anonymity thus assured, the identity of the reporter cannot be ascertained by anyone. This advantage to the reporter is counter-balanced by a disadvantage to Billingswood Manor Inc. namely, that it compromises further investigation of the facts.

The anonymous whistle-blower should be careful not to reveal his or her identity to a third party.

By setting up the necessary systems safeguarding confidentiality and offering anonymity, the interests of the whistle-blower are protected from possible harm through retribution by those who stand to benefit from the reported misconduct.

7. Whistle-blower protection

Both confidential and anonymous whistle-blowing options are aimed at safe reporting.

Safety is a concern because those who benefit from misconduct may attempt to retaliate against or victimize a whistle-blower for loss, or potential loss, of that ill-gotten benefit.

Such adverse consequences can only materialize if the identity of the whistle-blower is known through a breach of confidentiality.

An anonymous whistle-blower cannot be victimized, provided that the whistle-blower also protects the anonymity of his or her identity.

Where an individual makes a report under this policy in good faith, reasonably believed to be true, there will be no retaliation against the reporter should the disclosure turn out to be misguided or false.

Retaliation means any direct or indirect detrimental action recommended, threatened or taken because an individual reports conduct described in Section 4 of this Policy. When established, retaliation is by itself misconduct which may be pursued.

Reporting under this policy, however, in no way immunizes or shields a whistle-blower against action following from his or her intentional misconduct, which includes willfully making allegations through the whistle-blowing mechanism that the individual knows to be false or makes with an intent to misinform. In short, blowing the whistle is no escape hatch for complicity in misconduct.

8. Whistle-blowing procedures

The manner of reporting conduct under this policy is dependent on whether the reporter chooses to provide the information anonymously or confidentially.

8.1 Procedures for anonymous whistle-blowing

If an individual chooses, conduct reportable under this policy – whatever its nature – may be reported anonymously.

8.3 Procedures following whistle-blowing

Billingswood Manor Inc. is committed to *investigating and addressing* all cases of reported misconduct.

To this end, the *Whistle-blowing Procedures* document sets out all the steps that are followed upon receipt of a report under this policy. This procedures document sets out the roles and responsibilities of the person responsible for the investigation and follow-up.

Most importantly, the *whistle-blower may seek follow-up information* about an investigation of a report or any consequent action taken by Billingswood Manor. If the report was anonymous, the onus is on the whistle-blower to contact the whistle-blowing line for this follow up.

Billingswood Manor undertakes to collect all relevant *data* on the whistle-blowing line, which will be used to improve its effectiveness. Periodic feedback to Residents counsel will be provided, for example, on the level of utilization of the whistle-blowing line, issues reported, its effectiveness and shortcomings, and implementing improvements.

- (n) information regarding the rights of residents if the licensee chooses to reduce or discontinue the care services that the licensee provides to residents;
- (q) information relating to the assessments required to prepare a plan of care, including a resident's right to apply for publicly funded assessments;
- (r) information about the licensee's process for assisting a resident in his or her transition to a long-term care home or other place of residence

Emergency Contact Numbers

Arthritis Society	613-723-1083
Bank Medical Centre	613-521-2391
Bank Street Dentistry	613-241-1010
Bayshore Home Health	613-733-4408
Billings Bridge Dental Centre	613-737-4944
Blossom Park Dental	613-733-2300
Canadian Diabetes Association	613-521-1902
Canadian Hearing Society	613-521-0509
Canadian Mental Health Association	613-737-7791
CCAC Clinic- Carefor Health & Community Service	613-749-7557
City of Ottawa	311
Daniel's Driving Companion Service	613-863-4557
Dental Emergency	613-523-4185
Holistic Clinic	613-521-5355
Hunt Club Foot Care	613-231-4980
Hydro Ottawa	613-738-6400
Life- Threatening Emergency or crime in progress	911
Mental Health Crisis Line	613-722-6914
Montfort Hospital	613-746-4621
Nelms Opticians	613-733-3139
OC Transpo Accessible Transit	613-842-3625
OC Transpo Transit	613-741-4390
Ontario Community and Social Service	211
Ottawa Distress Centre	613-238-3311
Ottawa Fire Service	613-580-4771
Ottawa Health Group	613-564-9000
Ottawa Hospital Campus	613-722-7000
Ottawa Optometric Clinic	613-733-8400
Ottawa Police - Non Emergency	613-236-1222
Ottawa Public Health Multi Lingual Health Info	613-580-6744 ext 28020
Physically Disabled Parking Permit	613-731-6451
Poison information Centre	613-737-1100
Queensway Carleton Hospital	613-721-2000
Rapid Response – Info & Immediate Care for Seniors	1-877-929-9222
Royal Ottawa Hospital	613-722-6521
SEECHC Community & home Support	613-737-5115
Senior Citizens Council of Ottawa	613-234-8044
Senior Concierge Service	613-878-4357
Senior Safety Line (Ontario Elder Abuse Prevention)	1-866-299-1011
Southbank Medical Centre	613-736-6946
South-East Ottawa Community Health Centre	613-737-5115
Southgate Dental	613-739-1830
Telehealth Ontario	1-866-797-0000
The Glebe Centre Senior Outreach Services	613-230-5730

Hair Dresser Coupon

Present this flyer and receive \$5.00 off your first visit



Pari's Beauty Salon

Prices Effective September 1st 2016

Prices List

Shampoo/Set	\$25.00
Shampoo/Cut/Style	\$40.00
Tint/Color	\$54.00
Tint/Cut and Style	\$69.00
Permanent	\$70.00
Men's Haircuts	\$15.00

Waxing

Full Face	\$25.00
Upper Lip	\$12.00
Chin	\$12.00
Eye Brows	\$12.00



Billingswood Manor Inc. Complaint Policy

Intent

The intent of the Complaint Policy is to ensure that every complaint received in a verbal or written form shall be addressed and dealt with in compliance with Reg 166/11, s.59. Billingswood manor will demonstrate a commitment to its residents, employees and visitors by providing the steps to be taken in the event a complaint is filed by an individual against an employee, care provided or services offered by the organization. The Policy initiates the steps to be taken once a complaint has been launched.

If the complaint alleges harm and risk to the resident, the investigation shall begin immediately and reported to the RHRA and the family members, substitute decision maker, or POA shall be made aware.

Guidelines

Billingswood Manor Inc. recognizes that from time-to-time there will be verbal or written complaints about the organization, its employees, care provider (agencies') and residents. Billingswood Manor Inc. wants to ensure individuals with complaints are able to voice their concerns. It is everyone's duty to report and address a complaint in a professional, confidential and timely matter. The Director shall ensure a protocol for the investigation and resolution of complaints is developed and employees, supervisors and managers are informed of the process.

The proper channel for an individual to voice a complaint against an employee, service provider, management or resident of the home is to approach the following individuals in the order indicated:

- Immediate supervisor;
- Department manager;
- Managing Director;
- Partnership/ Owner/ President;
- Resident's Council;
- RHRA ;

All written or verbal complaint shall be dealt as follow

1. The complaint shall be investigated, ***if the complaint alleges harm and risk the investigation shall begin immediately and reported to the RHRA and the family members, care giver, or POA***
2. After the primary assessment of the complaint , ***if the complaint alleges elder abuse or immediate harm or risk call the local authorities at 911***
3. The person involved in the complaint shall be informed of the complaint immediately and shall have an opportunity to respond.
4. If the complaint cannot be satisfactorily resolved within 24 hrs by the individuals concerned, the complainant should inform the Retirement Home in writing, and the Managing Director shall maintain a record (log) of the complaint and resolution and start investigating the nature of the complaint. (See line 1)
5. If in the opinion of the Director if the complaint is serious, a written and signed copy of the complaint must be provided by the complainant. In the event the complainant is unable to prepare a written complaint, the Director may provide assistance in preparing a statement, which is then signed by the complainant. The complainant shall be cautioned about potential risks of making a false or unsubstantiated complaint.
6. When possible, the complaint shall be resolved within 10 business days in writing,
7. If a complaint cannot be fully investigated and resolved within the 10 day period, an acknowledgement of reception of the complaint shall be provided within 10 days.
8. The written response shall explain what was done to resolve the complaint.
9. In the case that the licensee believes the complaint was unfounded and the reason why the complaint was unfounded shall be given in writing
10. The Director or the department head shall maintain a record of the complaint and resolution and shall record the incident in the residents Charts and if it involves an employee, in the employee's personnel file, in which case the employee shall be so informed and shall sign the documents indicating awareness that the item is being placed on file. The employee's written response to the complaint shall be recorded on the personnel file, upon request.

11. If the complaint cannot be resolved by the Director, the matter shall be dealt with by the residents Council
12. or the President of Billingswood Manor Inc. 613-746-1300 ext 224; Guy Whissel
13. The Retirement Home Regulatory Authority can be contacted as well. 1-855-275-7472

Organizational Complaint

1. Any complaints made by an individual directly against the organization shall be filed immediately to management or to The RHRA by the complainant in writing and must be signed, you will be asked to identify yourself, all complaints with the RHRA are not anonymous.
2. Management shall try and resolve the concerns of the complainant and keep written and signed copies of complaints along with the steps taken to resolve the matter.
3. In the event that management cannot satisfactorily resolve the complaint, the complaint must be brought forth to the Director who will determine the best way to handle the concern.
4. The Director will keep a copy of the written and signed complaint, along with the steps taken to resolve the matter.

Complaints filed by an individual toward an employee, the organization, outside service providers or a resident will be handled immediately by the appropriate personnel.

Complaint Information is also available in the Care Information Package and Residents Handbook

Resident Elder Abuse and Neglect Policy

Intent

Billingswood manor has adopted this policy to ensure the ongoing safety of our residents by instituting a **zero tolerance** policy of abuse and neglect of residents. Abuse and neglect of residents will not be tolerated.

Billingswood manor will act in accordance with all applicable legislations, and will thoroughly investigate all complaints of abuse and/or neglect, take necessary disciplinary actions and report violations as appropriate to the RHRA

All Abuse complaints shall be investigated, ***if the complaint alleges harm and risk the investigation shall begin immediately and reported to the RHRA and the family members, care giver, or POA***

Definitions

The following definitions have been taken from Ontario's Retirement Homes Act 2010

Abuse in relation to a resident means physical, sexual, emotional, verbal or financial abuse, as defined below.

"Neglect " means: the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents.

"Physical abuse" means: (i) the use of physical force by anyone other than a resident that causes physical injury or pain; (ii) administering or withholding a drug for an inappropriate purpose; or (iii) the use of physical force by a resident that causes physical injury to another resident. Physical abuse does not include the use of force that is appropriate to the provision of care or assisting a resident with activities of daily living, unless the force used is excessive in the circumstance.

"Sexual abuse" means: (i) any consensual or non-consensual touching, Behavior or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member; or (ii) any non-consensual touching, Behavior or remarks of a sexual nature or sexual exploitation directed towards a resident by a person other than a licensee or staff member. Sexual abuse does not include: (i) touching, Behavior or remarks of a clinical nature that are appropriate to the provision of care or assisting a resident with activities of daily living; or (ii) consensual touching, Behavior or remarks of a sexual nature between a resident and a licensee or staff member that is in the course of a sexual

relationship that began before the resident was admitted to the long-term care home or before the licensee or staff member became a licensee or staff member.

“Emotional abuse” means: (i) any threatening, insulting, intimidating or humiliating gestures, actions, Behavior or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident, or (ii) any threatening or intimidating gestures, actions, behavior or remarks by a resident that causes alarm or fear to another resident where the resident performing the gestures, actions, behavior or remarks understands and appreciates their consequences.

“Verbal abuse” means: (i) any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident’s sense of well-being, dignity or self-worth, that is made by anyone other than a resident, or (ii) any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for his or her safety where the resident making the communication understands and appreciates its consequences.

“Financial abuse” means any misappropriation or misuse of a resident’s money or property.

Preventing Abuse

To prevent abuse and neglect, Billingswood manor requires all prospective employees and volunteers to have a Police Check completed prior to hiring.

Billingswood manor also provides information to staff/volunteers at time of hire/volunteering and annually thereafter on our Resident Abuse Policy, aimed at prevention, reporting and eradication of abuse.

Training and Education

Billingswood manor will make every effort to eliminate abuse and neglect through the implementation of in-house continuous quality improvements and risk management programs, including an annual evaluation of the effectiveness of our policy to promote zero tolerance of abuse and neglect of residents.

Billingswood manor provides annual mandatory educational in-services **to staff and volunteers regarding abuse and neglect.**

This includes training and retraining of all Billingswood manor staff, including:

- training on the relationship between power imbalances between staff and residents and the potential for abuse and neglect by those in a position of trust, power and responsibility for resident care, and
- Situations that may lead to abuse and neglect and how to avoid such situations.

Risk Assessment

Billingswood manor will conduct a risk assessment of the environment to identify any issues related to potential abuse and/or neglect that may impact the wellbeing and safety of the residents and will institute measures to control any identified risks. This information will be provided to all relevant stakeholders.

The risk assessment may include review of records and reports i.e. security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records. Research may also include a review of similar workplaces with respect to their history of abuse and/or neglect.

Billingswood manor shall:

- Investigate all reported acts, incidents of abuse and / or neglect, and:
- Consult with other parties (i.e. Retirement Home Regulatory Authority, POA's, family members, care givers, Local Police Services);
- Take all reasonable measures to eliminate or mitigate risks identified by the incident;
- Document the incident, its investigation, and corrective action taken.
- Submit a report of the incident to the RHRA
- Review the efficacy of actions taken to eliminate or control abuse and/or neglect, and will revise our policy and procedures as required.

Reporting Abuse and/or Neglect

Billingswood manor recognizes that abuse and neglect can have serious and even lethal consequences. Behaviors such as physical abuse, emotional and psychological intimidation and harassment can be disruptive and harmful to the victim.

Residents:

- Any resident, family member, care giver of Billingswood manor may come forward and report an act of abuse or neglect that they have experienced or witnessed to management.
- Billingswood manor will ensure that they are protected from any reprisal or negative action resulting from the report.
- Billingswood manor will thoroughly investigate all claims / reports of abuse and/or neglect.



All Abuse complaints shall be investigated, ***if the complaint alleges harm and risk the investigation shall begin immediately and reported to the RHRA and the family members, care giver, or POA***

Employee:

As an employee of Billingswood manor, you have the following responsibilities:

- If you witness any action related to abuse and/or neglect in the workplace, you must immediately report the incident to a member of Management.
- All employees are responsible for preventing and reporting acts of abuse and/or neglect.
- You have a duty to report to the registrar “ RHRA” any wrong doing

All Abuse complaints shall be investigated, ***if the complaint alleges harm and risk the investigation shall begin immediately and reported to the RHRA and the family members, care giver, or POA***

Manager's and Management's Role

- Management is responsible for creating and maintaining a safe and healthy residence free from abuse and/or neglect.
- Managers must be sensitive to the climate in the residence and address potential problems before those problems become serious.
- If a manager becomes aware of abuse and/or neglect in the residence and chooses to ignore it, that Manager and the Company risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/ or government representatives.
- Shall evaluate on a yearly basis the effectiveness of the abuse and neglect policy, make changes and improvements if required to prevent further occurrences of abuse and neglect.
- Keep a written record of the changes made to the abuse/neglect policy, this dated record shall include names of participants who was consulted in the evaluation.
- Update all record, training manuals to reflect the improvements to this policy
- Using the revised policy, promptly train and inform all staff of the revised changes to this policy.

When a client has asked the manager to deal with a situation involving abuse and/or neglect, the manager should:

- Support the client without prejudging the situation, investigate the concern right away.



- Contact the person's responsible (POA) family members, and advise them of the incident within 12 hours of becoming aware of the alleged, suspected or witnessed abuse or neglect of a resident.
- Work with the resident and guide the resident through the process of filing an official complaint.
- If the residents are in immediate danger or requires the assistance of police, call 911
- Document all information, actions taken to prevent this from reoccurring
- Send final report, findings, conclusion, to the RHRA.

Billingswood manor will immediately report to the Police, to the RHRA and the resident's substitute decision-maker, if any, every suspected, alleged, witnessed or confirmed incident of abuse or neglect regardless that did the abusing, or caused the neglect.

Billingswood manor will ensure that the resident and the resident's substitute decision-maker, if any, are notified in writing within 10 days of the results of the investigation;

Investigation of Abuse or Neglect

Billingswood manor shall take all claims of abuse and/or neglect seriously, and will investigate thoroughly.

In the investigation process, Billingswood manor management will the investigation process outlined below:

Obtain a Description of the Incident / Claim

- Listen to the resident or witness, and ensure that they provide a full account of the incident(s).
- Ensure that you treat the matter seriously, using a professional manner and avoid discounting their difficulties in coming forward and telling the story.
- Contact the company legal department where it appears that the situation may require legal action.
- Obtain a written, signed and dated statement from the claimant / resident.
- Ensure that the resident is free from retaliation as a result of their coming forward.
- Ask the resident if there is a resolution that can be reached.
- Inform the resident that they may wish to file a complaint with the authorities.
- Immediately report to the Police, the RHRA, the resident's substitute decision-maker, if any, every suspected, alleged, witnessed or confirmed incident of abuse or neglect regardless who did the abusing, or caused the neglect.
- Document all information appropriately

Conduct an Investigation into the Incident / Claim

- Conduct your investigation immediately after learning of the complaint.
- Ensure that the investigation remains confidential, and that all information gathered remains confidential. Information should be shared only where necessary, and with appropriate parties. They must also be informed of the need to remain confidential.
- Investigate all claims seriously.
- Document all information appropriately.
- Contact the authorities when appropriate.

Interviewing the Complainant

- Obtain a full account of the incident, and document all details provided.
- Determine any potential pattern involved, or if the incident was a singular occurrence.
- Determine if the incident was influenced by any contextual factors.
- Identify any reporting relationships, or hierarchical structures that may have influenced the incident(s).
- Determine a time-line of events associated with the incident, and what the job duties of each party were at the time of the incident, and what their expected locations were.
- Examine the potential of a charge made under false pretenses, and any motivating factors that may be involved. Work to rule out these potential elements.
- Inform the complainant that a thorough investigation will take place.
- Obtain a written, signed and dated statement from the claimant.
- Ensure that the employee is free from retaliation as a result of their coming forward.

Interview the Accused

- Obtain a written, signed and dated statement from the claimant.
- Describe the details of the accusation, and ask for clarification on any discrepancies between the two stories.
- Identify any reporting relationships, or hierarchical structures that exist between the parties.
- Determine a time-line of events associated with the incident, and what the job duties of each party were at the time of the incident, and what their expected locations were.
- Determine any potential for retaliation or reprisal, and inform the accused that this would be unacceptable.
- Document all pertinent details of the interview, including observations of behavior displayed and their account of the incident.

Interviewing Witnesses

- Obtain written, dated and signed statements from any witnesses.
- Ensure that the employee is free from retaliation as a result of their coming forward.

Resolve the Complaint

- Where disciplinary action is required, determine the employers rights and terminate the associate.
- Review, revise and re-communicate company policy on abuse and/or neglect.
- Place documentation of the complaint, investigation, rulings, discipline imposed, and any actions taken into confidential files/ residents charts.
- Follow up with the involved parties to provide details of the actions being taken in response to the findings of the investigation.
- Ensure that the resident and the resident's substitute decision-maker, if any, are immediately notified in writing of the results of the investigation.

Mandatory Reporting

Any person who has reasonable grounds to suspect that any of the following has occurred or may occur must immediately report that suspicion and the information upon which the suspicion

- Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident;
- Abuse of a resident by anyone, or neglect of a resident by the Home or its staff, that resulted in harm or a risk of harm to the resident;
- Unlawful conduct that resulted in harm or a risk of harm to a resident;
- Misuse or misappropriation of a resident's money;

RETIREMENT HOME REGULATORY AUTHORITY 1-855-275-7472

Confidentiality

Billingswood manor will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Billingswood manor will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the Company and will be proportional to the seriousness of the behavior concerned. Billingswood manor will also provide appropriate assistance to any Resident who is victim of discrimination or harassment.

Disciplinary Measures

If it is determined by the company that any employee has been involved in a elder abuse, neglect, violent behavior or unacceptable conduct related to a resident, immediate disciplinary action will be taken. Such disciplinary action may result in immediate dismissal without further notice.

This Anti-Abuse and/or neglect Policy must never be used to bring fraudulent or malicious complaints against employees or the home. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the company significant damage. If it is determined by the company that any resident has knowingly made false statements regarding an allegation related to abuse and/or neglect, action will be taken. As with any case of dishonesty residents may be asked to cease their tenancy at Billingswood Manor Inc.

Whistle-Blowing Protection

The *Retirement Homes Act, 2010* offers protection against retaliation to any person who discloses information to an inspector or to the RHRA, or who gives evidence in legal proceedings. This protection is known as the “whistle-blowing” protection.

Specifically, the whistle-blowing protection requires that the Home or the Licensee and its staff will not retaliate against any person, whether by action or omission, or threaten to do so because anything has been disclosed to an inspector or to the Director. This includes, but is not limited to, disclosure of: (i) improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident; (ii) abuse of a resident by anyone or neglect of a resident by the Home or its staff that resulted in harm or a risk of harm to the resident; (iii) unlawful conduct that resulted in harm or a risk of harm to a resident; (iv) misuse or misappropriation of a resident’s money; (v) misuse or misappropriation of government funding provided to the Home; (vi) a breach of a requirement under the Retirement Home Act, 2010; or (vii) any other matter concerning the care of a resident or the operation of the Home that the person advising believes ought to be reported to the Director.

In addition, no person will encounter retaliation because evidence has been or may be given in a proceeding, including a proceeding in respect of the Retirement Home Act, 2010 or its regulations, or in an inquest under the *Coroners Act*.

The Home (or Licensee) or its staff will not do anything that discourages, is aimed at discouraging or that has the effect of discouraging a person from doing anything mentioned above. Nor will the Home (or Licensee) or its staff do anything to encourage a person to fail to do anything mentioned above.

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

Assisting Victims of Abuse and/or Neglect

Billingswood manor will work with victims of abuse and/or neglect to address their concerns and ensure their ongoing safety.

Billingswood manor will work to ensure that persons identified as posing a threat are barred from entry to Billingswood manor's premises.

Where necessary, Billingswood manor will provide chaperones for client interactions where there is a reasonable fear of abuse.

Billingswood manor will provide counseling for victims of abuse and/or neglect.

Special Circumstances

Should an resident have a legal court order (e.g. restraining order, or "no-contact" order) against another individuals in the home, they are encouraged to notify Billingswood manor, and to supply a copy of that order to the Managing director. This will likely be required in instances where the victim strongly feels that the aggressor may attempt to contact them at Billingswood manor, in direct violation of the court order. Such information shall be kept confidential.

All records of abuse and/or neglect reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Billingswood Manor Inc. will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Restraints Prohibited Policy

Intent

This Policy is intended to provide interpretive guidelines to the Retirement home act 2010 – sec 68, that regulates Retirement Homes and Outside Care Providers in the ***interdiction of the use of restraining residents by any methods or in any way***. The act and regulations prohibits the use of restraints unless as prescribed under the Act. sec. 70

All residents of Billingswood Manor Inc. are entitled to live in an environment that is respectful of their right to lead a life that is as independent as possible and thus free from the use of physical, environmental and chemical restraints.

Scope

This policy applies to Billingswood Manor Inc., its employees, visitors, external care providers, volunteers and residents at all times and without exception.

Definitions

The following definitions have been sourced from *Retirement Home Act 2010*.

External Care Provider - means a person who provides care services to a resident of a retirement home and who is not the licensee of the home, the staff of the home or a volunteer with respect to the home.

Licensee - means a person who is licensed under the Act to Regulate Retirement Homes to operate a retirement home and for the purpose of this Policy shall refer to (Company Name).

Personal Assistance Services Device - means a device that is intended to assist a resident with a routine activity of living if the device has the effect of limiting or inhibiting the resident's freedom of movement and the resident is not able, either physically or cognitively to release oneself from the device.

Plan of Care - means a plan of care developed by the retirement home for each resident that details the services that are to be provided to the resident and the goals of such services.

Although the *Retirement Home Act 2010* does not expressly define what a restraint is, the College of Nurses of Ontario provides the following comprehensive definition concerning restraints:

Restraints - are physical, chemical or environmental measures used to control the physical or behavioral activity of a person or a portion of their body. Physical restraints limit a client's movement and include such things as a table fixed to a chair or a bed rail that cannot be opened by the client. Environmental restraints control a client's mobility. Examples include a secure unit, seclusion or a time-out room. Chemical restraints are any form of psychoactive medication used not to treat illness, but to intentionally inhibit a particular behaviour or movement.

As per the *Retirement Home Act 2010*, the following shall not be considered restraints for the purposes of this policy:

- The use of a physical device from which a resident is both physically and cognitively able to release oneself.
- The use of a permitted Personal Assistance Services Device.
- The administration of a drug to a resident as part of the resident's treatment as provided for in the resident's plan of care if the restraining effect of the drug is not the primary purpose for its administration.
- Permitted confinement to a secure unit.

General Guidelines

Billingswood Manor Inc. values the rights, independence and integrity of all of our valued residents. In upholding such rights and the requirements *Retirement Home Act 2010*, *Billingswood Manor Inc.* has developed a Non-Restraint Policy to uphold section 68, 69, 70 of the Act. / section 52 of the regs.

Section 68 of the Act states: "No licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by administration of a drug except as permitted by the Act". For the purposes of this Policy, restrictive devices shall also be considered Personal Assistance Services Devices.

This Policy shall:

1. Discuss Resident Rights
2. Discuss chemical and physical restraints and their use in emergency situations
3. Detail Personal Assistance Services Device use in the home
4. Explain Plans of Care and associated Assistance Services Device requirements
5. Detail Workplace responsibilities

Resident Rights

Ontario's *Retirement Home Act* prohibits the use of restraints unless as prescribed under the Act. All residents of Billingswood Manor Inc. are entitled to live in an environment that is respectful of their right to lead a life that is as independent as possible and thus free from the use of physical, environmental and chemical restraints.

Billingswood Manor Inc. shall prohibit the use of chemical, physical and environmental restraints on residents of the home unless deemed absolutely necessary or as part of a resident's plan of care.

Restraints shall never be utilized:

- As a permanent means of control.
- As a form of punishment.
- For the convenience of staff, licensees, external care providers, volunteers, family members or any other individual the resident may come into contact with.
- As a substitute for legitimate activities or treatment under the resident's Plan of care.

Physical and Chemical Restraints

The use of physical and/or chemical restraints is strictly prohibited by Billingswood Manor Inc. No employee shall utilize such restraints unless deemed absolutely necessary where immediate action is required in order to prevent serious bodily harm to the resident or to others.

The following devices shall not be considered permissible devices for restraint in any circumstances and their use are strictly prohibited within the home:

- A roller bar on wheelchairs, commodes or toilets.
- Any device used to restrain a person to a commode or toilet.
- Vest or jacket restraints.

- Any device with locks that can only be released by a separate device such as a key or magnet.
- Four point extremity restraints.
- Any device that cannot be immediately released by staff.
- Sheets, wraps, tensors or any other types of strips or bandages used with intentions other than for therapeutic purposes.

Emergency Situation Restraint

To assist in upholding Billingswood Manor Inc.'s prohibition on the use of restraints, the following requirements will be applicable in emergency situations where Billingswood Manor Inc. is under a common law duty to protect the resident and others from serious and immediate bodily harm.

Restraint by a Physical Device – Use of physical restraint shall be deemed permissible only where a member of the College of Physicians and Surgeons of Ontario or a member of the College of Nurses of Ontario has ordered the use of the device and only where staff apply the device in accordance with the manufacturer's instructions.

Restraint by a Drug – Where the administration of a drug is utilized in order to restrain a resident, Billingswood Manor Inc. shall require the following information to be documented:

- The circumstances precipitating the administration of the drug.
- The person who made the order, what drug was administered, the dosage given, by what means the drug was administered, the time when the drug was administered and the person who administered the drug.
- The resident's response to the drug.
- Information and observations made pertaining to the assessment, reassessment, and monitoring of the resident.

All instances where the common law duty of Billingswood Manor Inc. is evoked and a resident must be restrained by physical or chemical means will be properly documented and made available for review.

Billingswood requires proper documentation in order that the situation may be fully assessed to determine causal factors and identify possible measures that may be put into place in order to minimize or at a minimum mitigate recurrence.

Discussion shall also be held following the administration of a physical or chemical restraint with the residents or residents' decision-maker in order that reasons for the administration may be explained.

Personal Assistance Services Device

Personal Assisted Devices, although restrictive in nature, may be deemed necessary if their purpose is to assist a resident in an emergency situation (Evacuation Chair) in order to prevent serious bodily harm.

The following Personal Assistance Services Devices are provided for by Billingswood Manor Inc. and have been deemed permissible for use:

****Billingswood Manor Inc. has no restraining devices.**

Billingswood Manor Inc. wishes to limit any and all forms of restraint used upon its residents and as such and in compliance with legislative requirements, the following guidelines and procedures shall be adhered to and fulfilled regarding the permissible use of Personal Assistance Services Devices in the Home to assist a resident in the daily activity of living:

Assessments and Alternate Measures – Billingswood Manor Inc. shall conduct and document a thorough needs assessment of each resident. The primary goal of assessments and alternate measures is to provide assistance where deemed necessary through the least restrictive means possible. The use of Personal Assistance Services Devices shall be permitted only after documented attempts have been made to utilize alternate, less restrictive measures.

Billingswoods Manor health care team and various specialized practitioners shall work collaboratively with residents and their families in order to identify and develop alternates to the use of Personal Assistance Services Devices. Where alternate less restrictive measures are utilized the resident shall be monitored and evaluated to determine the efficacy of the alternate measure. Resident reactions including physical, cognitive and emotional responses shall be documented and fully assessed and will form the basis for a decision as to whether alternate more restrictive measures are required in order to assist the resident with a routine activity of living.

Reasonable Use – The resident's physical and mental condition as well as their personal history shall also be considered when determining if the use of a Personal Assistance Services Device is permissible. Where such factors have been taken into consideration, the least restrictive of such devices has been identified and all other requirements have been fulfilled a Personal Assistance Services Device may be permissible.

Approval – Prior to the permitted use of a Personal Assistance Services Device, approval for use will be required from one of the following:

- A legally qualified medical practitioner.
- A member of the College of Nurses.



- A member of the College of Occupational Therapists of Ontario.
- A member of the College of Physiotherapists of Ontario.

Additionally, approval shall be required from the resident, or if the resident is incapable, the resident's substitute decision-maker where the use of the device is included in the resident's plan of care and has fulfilled all necessary requirements.

Billingswood Manor Inc. shall ensure to schedule a meeting with the resident or the resident's substitute decision-maker prior to commencing use of a Personal Assistance Services Device. Such meetings will be held in order to provide an overview of the documentation and assessments performed of all alternate measures attempted as well as an explanation of how the Device will be utilized in order to better the resident's quality of life.

Plan of Care

All residents shall be provided with a plan of care that is compliant with all legislative and organizational requirements. Where a Personal Assistance Services Device has been deemed to be necessary, it shall be included in the resident's plan of care and will contain information pertaining to the details of the Device, the goals to be achieved through use of the Device as well as clear directions to staff members who provide direct care to the resident on use of the device.

All residents shall be reassessed and their plan of care reviewed at least every six (6) months or at any other time if, in the opinion of the licensee, the goal of the plan has not been met, the resident's care needs have changed or the care services set out in the plan have been determined to be ineffective.

Billingswood Manor Inc.'s Responsibilities and Obligations

Billingswood Manor Inc. shall ensure the rights of its residents are upheld at all times. In doing so, Billingswood Manor Inc. shall hold itself accountable to the following responsibilities and obligations as they pertain to the prohibition of restraints in organization:

- Ensure assessments are conducted on all new residents and reassessments are conducted at least every six (6) months in order to ensure the best plan of care is being provided to our residents and that the use of Personal Assistance Services Devices are kept to a minimum and only where deemed absolutely necessary.

- Discontinue the use of Personal Assistance Services Devices where reassessment determines they are no longer required or where a less restrictive measure has been identified, unless the resident requests that it be retained.
- Ensure all staff members, external care providers and volunteers are trained on the contents of this policy.
- Ensure all staff are properly trained on the proper use and administration of permissible Personal Assistance Services Devices.
- Ensure only those staff members given express authority utilize or release a resident from a Personal Assistance Services Device.

Billingswood Manor Inc.'s Responsibilities and Obligations

- Retain required documentation for the use of physical, chemical and environmental restraint in the workplace.
- Review the contents of this Policy at least annually or as deemed necessary due to changes in requirements or legislation.
- Ensure staff receives training pertaining to the contents of this Policy at least annually.

Employee Responsibilities and Obligations

- Utilize physical and chemical restraints only where deemed absolutely necessary and according to company policy to prevent serious bodily harm.
- Communicate to appropriate co-workers where authority has been given for use of a Personal Assistance Services Device.
- Ensure where physical restraints must be used they are used in accordance to manufacturer's instructions, if any, and to organizational regulations and guidelines.
- Adhere to the contents of this Policy at all times.
- Attend training sessions concerning the prohibition of restraints in the workplace as required.
- Refrain from altering in any way a Personal Assistance Services Device, except for routine adjustments in accordance to manufacturer's instructions.
- Provide daily monitoring and assessment of resident reaction to the use of a Personal Assistance Services Device.
- Discontinue use of a Personal Assistance Services Device should the resident develop altered skin integrity or the risk of altered skin integrity related to the use of the Device.

[illegible]

[illegible]