



LEAMINGTON

Mennonite Home

Long Term Care



ADMISSION
INFORMATION

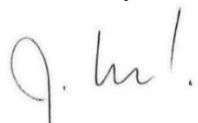
Dear Resident Family Member,

In preparation for the move into our Home, we have prepared this booklet about the admission process and a few other details.

Please read through this booklet before your resident comes to our Home; it contains important information about what your loved one may bring with him or her, as well as the care provided for our residents.

If you would like further information or have any questions prior to admission, please do not hesitate to contact our office at 519-326-6109. We look forward to welcoming you and your loved one to our Home soon!

Sincerely,



Jeff Konrad
Administrator



MISSION STATEMENT

Past legacy binds our commitment to compassionate care. Through faith-based values, we strive for excellence, accountability, and uniqueness in respect to the best care and wellbeing of each life we touch.

VISION STATEMENT

Residents first – through faith-based commitment, compassion, and community.

OUR HOME

Our Home was established in 1965 by area Mennonite churches as a ministry of eldercare in this community. As a faith-centered Home, we seek to provide holistic care to our residents, responding to their physical, social, spiritual, and emotional needs. Our Theology of Care mandates us to provide compassionate and professional care to all residents regardless of their age, socio-economic status, or debilitation.

We are fully recognized, inspected, and partially funded by the Ministry of Health. Our Home is owned and supported by the following area Mennonite churches:

- Leamington United Mennonite Church
- North Leamington United Mennonite Church
- Faith Mennonite Church
- Harrow Mennonite Church
- Old Colony Mennonite Church
- Meadow Brook Church
- Deer Run Church
- Windsor Mennonite Fellowship



These churches provide the funding for our facility, its maintenance, equipment, and capital projects. As a charitable, not-for-profit Home, we also rely on donations, memorial gifts, and bequests from community members and resident families.

Many of our residents are of the Mennonite faith and speak the German language. However, we welcome residents of all denominations and ethnocultural backgrounds. Our Home seeks to provide the best possible individualized care to all residents.

THE ADMISSION PROCESS

After the resident has accepted a bed at our Home, a date and time will be scheduled for the admission, which will take approximately two hours. It is important that a family member accompany the resident to the admission. This family member should be the designated resident representative who will serve as the primary contact person with our Home (usually a spouse, child, grandchild, etc.). The resident representative should also be the Power of Attorney (POA) of the resident. Please ensure that you bring the signed POA document to the admission. Additionally, residents are encouraged to have a preplanned and preferably prepaid funeral arrangement before admission occurs – this preplanning will ensure that we can respect and uphold the resident's wishes upon departure.

During admission, the Admissions Nurse will gather medical, social, dietary, and personal care information for your loved one. This information will be used in a confidential and respectful manner to care for the needs of your resident – please come prepared to discuss these needs. From the care needs discussed, we will create a comprehensive Care Plan specifically for your loved one.

Afterwards, you will meet with our Administrative Staff to make the appropriate financial arrangements.



To help us gather the right information for your loved one, please bring the following items:

- Health Card
- Social Insurance Number
- Power of Attorney: Personal Care and Property
- Latest Income Tax Return/Notice of Assessment
- First month's Resident Fee or void cheque

MOVING IN

Most residents and their families prefer to bring all their needed belongings with them on the admission day. Our Home discourages the resident from bringing valuable items, heirlooms, and money with them – these items should be entrusted to the resident family upon entry to our Home. If the room is available beforehand, personal belongings may be moved in before the admission day. These arrangements can be made with the Director of Care.

The following items should be with the resident on admission day:

- Slippers and shoes (non-skid soles recommended)
- Clothing – to be labelled at no charge
 - All clothing brought in after admission should be brought to the Front Office or the nurse on duty for labelling.
- Eyeglasses, dentures, hearing aid
- Cane, walker, and/or wheelchair
- HDMI cord if cable hook-up is desired

At least one change of clothing, underwear, and sleepwear to be given to the Admission Nurse for immediate labelling.

What we provide:

- Bed linens, sheets, and blankets
- Towels and washcloths
- Soap, shampoo, and deodorant
- Toothbrush and toothpaste
- Denture cups and cleaners
- Hairbrushes, combs, and razors
- Facial and toilet tissue

Please do not bring any knives, scissors, sewing kits, razors, or other sharp objects, as they may be a hazard to residents and staff.

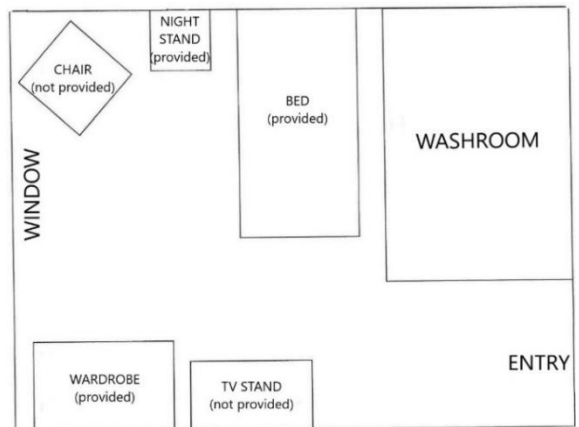


Our Home provides a fully furnished room with a bed, bed rails, night table, dresser, and closet. No dresser drawers, beds, or other large furnishings are to be moved into resident rooms without approval from Director of Care.

FURNITURE GUIDELINES

Residents and their families should limit their furniture selection to:

- A comfortable lift chair (additional folding chairs may be stored in the washroom)
- TV set (24-30") on a TV stand
- A Floor Lamp
- Up to three wall hangings, with use of shelves for photographs (additional wall hangings – use of 3M wall hooks only)
- Please limit number of breakable figurines and knick knacks



Furniture selection and placement are subject to the care needs of the resident and care equipment needed in the resident's room.

Call the Home prior to delivery of furniture to ensure the pieces can be accommodated.

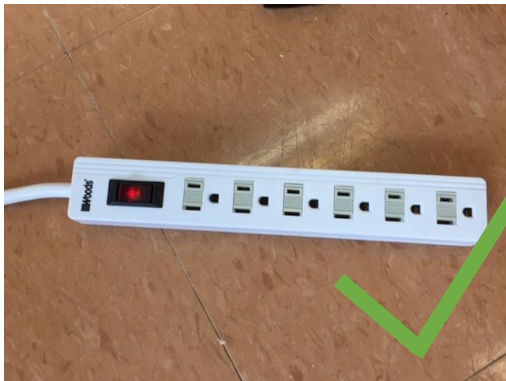
ELECTRONICS

All electronic items must be Canada Safety Approved (CSA). Please check the labels of your electronic items to ensure CSA approval. All electronic items brought into our Home will be first inspected by the Maintenance Department to ensure that it is a CSA approved item for safe use in our Home.

Please be aware that the style of plug receptacle seen here cannot be used at the Leamington Mennonite Home.



Only power bars with an ON/OFF switch and that are CSA approved are acceptable.



FIRE SAFETY REGULATIONS: DECORATIVE ITEMS

To be compliant with the Ontario Fire Code, we are not allowed to have any articles in hallways that can impede a firefighter in the case of an emergency (tables, chairs, plants, etc.)

All types of decorations inside a room are allowed, but **flammable wall/door décor is not allowed on the outside of the resident's door** (ribbon wreaths, artificial flower wreaths, wooden decoration, or paper/plastic decorations).

Acceptable door décor includes non-flammable materials such as metal or ceramic.



RESIDENT COUNCIL

All residents are invited and encouraged to attend and participate in the monthly Resident Council Meetings, which are held on the first Monday of every month in the First Floor Program Activity Area at 2:30pm. Meetings, led by the Resident Chair, focus on resident preferences for activities, events, and programming. Resident services such as meals, personal care, housekeeping, and laundry are discussed and evaluated.

FAMILY COUNCIL



A Family Council, consisting of resident family members, meets every three months to review resident services, care, and activities. The Family Council is led by resident representatives who meet the third Wednesday of every third month in the Meeting Room.

The Family Council assists in the development of Resident Family newsletters, identifies needs, preferences and projects for the Long Term Care Home. The council also provides input in the creation of an annual Home Survey distributed to all residents and resident representatives.

The Leamington Mennonite Home Long Term Care has a Family Council consisting of resident family members who work to improve the lives of residents. The Council:

- *Allows families to give each other ongoing mutual support and encouragement*
- *Handles group concerns*
- *Provides the opportunity to become knowledgeable about the Home's operations*
- *Advises or recommends what residents would like to see done to improve care or quality of life in the Home*

Within the next month, I will be contacting the primary caregiver of your resident to introduce the Council and to see if you would like to become involved.

-Brenda Fischer, Family Council President (brefisch11@gmail.com)

RESIDENT BILL OF RIGHTS

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge, or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion regarding any of those matters, and
 - iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else.
 - i. the Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.





18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

Our residents also have the right to retain their own physician or RN Extended Class (example: Nurse Practitioner).

ABUSE POLICY

Our Home values and respects the dignity and unique gifts of each resident, staff, volunteer, resident family member, and community caregivers. We strive to promote a homelike environment which nurtures respect between and among all individuals who contribute to the quality of life in our Home. We seek to provide a safe and secure facility of care, free from any threat, abuse, neglect, or harsh behaviours and/or conduct.



The Leamington Mennonite Home has a policy of zero tolerance for any type of abuse that may occur at the Home. The Home will be proactive and responsive in its ongoing management of abuse prevention, intervention, and education.

The Home shall treat every reported incident and allegation of abuse, witnessed or suspected, as a serious matter and will investigate such allegations immediately with consequent Ministry of Health reporting, disciplinary, educational, and prevention measures as required. The Home and/or any person who has reasonable grounds to suspect abuse shall immediately report to the Administrator any:

- Improper or incompetent treatment or care of a resident that resulted in harm or risk of harm to the resident
- Abuse of a resident by anyone or neglect of a resident by the Home staff, volunteers, resident family members, contractors, and/or any visitor that resulted in harm or risk of harm to the resident
- Unlawful conduct that resulted in harm or risk of harm to a resident
- Misuse or misappropriation of a resident's money
- Misuse or misappropriation of funding provided to the Home under the Long Term Care Homes Act or the Social Health System Integration Act



**For a full copy of our Abuse Policy & Compendium,
please contact the Front Office.**



MINIMIZING RESTRAINTS

Our Home strives to retain independence, dignity, and respect of each resident. We therefore minimize the use of restraints, seeking alternatives whenever possible, to ensure that the safety and risks of each individual resident are effectively managed.

We will ensure that no resident in our Home is:

- Restrained in any way for the convenience of staff
- Restrained in any way as a disciplinary measure
- Restrained using a physical device, other than in accordance with the requirements as set out in our policy
- Restrained by the administration of a drug to control the resident, other than in exceptional circumstances as outlined in our policy
- Restrained by barriers, locks, or other devices or controls from leaving any part of the Home, including the grounds, other than in circumstances defined by this policy
- Restrained in bed at any time

**For a full copy of our Minimizing Restraints Policy,
please contact the Front Office.**

CONCERNS AND COMPLAINTS

When residents or their representatives have a concern or a complaint, contact should be made with the appropriate department leader by phone, email, or through a meeting. All complaints, processed confidentially, will be addressed within 24 hours with a resolution and, when possible, completed within ten days.

Departmental Leaders:

- Nursing & Personal Care
 - Cheryl Alice – cheryl@mennonitehome.ca
- Finance & Administration
 - Irene Collard – irene@mennonitehome.ca
- Dietary Services
 - Kelly Dueck – kellydueck@mennonitehome.ca
- Housekeeping & Laundry Services
 - Tena Brum – tena@mennonitehome.ca
- Social & Recreation Services
 - Judy Ferrari – judy@mennonitehome.ca

Complaints can also be forwarded to our Administrator, Jeff Konrad:

- jeffkonrad@mennonitehome.ca

Every effort is made by administration to ensure that the needs of all residents are met, and concerns are resolved in a timely manner.

CONTACT WITH THE MINISTRY OF HEALTH

Contact can also be made with the Ministry of Health and Long Term Care regarding complaints. The Ministry can be contacted in one of two ways:

Telephone: Long Term Care Action Line
1-866-434-0144

By Letter: Director, Performance Improvement Compliance Branch
Ministry of Health & Long Term Care
55 Street Clair Avenue West
8th Floor, Suite 800
Toronto, ON M4V 2Y7



DUTY TO REPORT

In Ontario, the law says that the abuse of an elder person living in a long-term care home must be reported immediately by anyone who has reasonable grounds to suspect that a resident has been harmed or will be harmed by:

- improper or incompetent treatment or care,
- abuse by anyone,
- neglect by staff or the owner of the Home,
- illegal conduct,
- misuse or fraud involving a resident's money.

Report abuse in a long-term care home to the Director at the Minister of Health and Long Term Care 1-866-434-0144.

Any person (except another resident) that knows or thinks that a resident of one of these types of homes is being abused or will be abused has a responsibility under the law to report the abuse. This obligation can include family members of residents, staff, owners of the homes, doctors, nurses and other health care professionals under the Regulated Health Professions Act, drugless practitioners and/or social workers. Professionals have a duty to report even if the report is based on information that is confidential or private.



YOU ARE PROTECTED

It is against the law for anyone to punish or retaliate against someone who reports abuse of a resident in a home, including staff members of the home, family members, friends, or other decision makers for the resident.

Want to stay connected?

Like our Facebook page, follow us on Instagram, and visit our website to see regular updates about resident life and the resources available to you as a resident family member.



www.mennonitehome.ca

www.facebook.com/mennonitehome



www.instagram.com/leamingtonmennonitehome



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