



LEAMINGTON

*Mennonite Home*

# **Retirement Residence**



ADMISSION  
INFORMATION

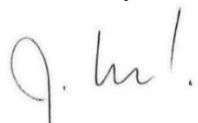
## **Dear Resident Family Member,**

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 and inspected by the Retirement Homes Regulatory Authority (RHRA). 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 need to 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 or 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 Nursing & Seniors Services.

### **The following personal 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
- Facial and toilet tissue

Our Home can provide a fully furnished room with a night table and a dresser if available. No 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:

- One comfortable chair which will be placed in the common sitting area of the room
- One or two guest chairs as desired and the room allows
- TV set on a TV stand
- A radio or any other electronics
- Up to three wall hangings, with use of shelves for photographs (additional wall hangings – use of 3M wall hooks only)
- Other items might include a clock, family photos, a lamp, and other mementos which can be placed on the wall shelf.

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.

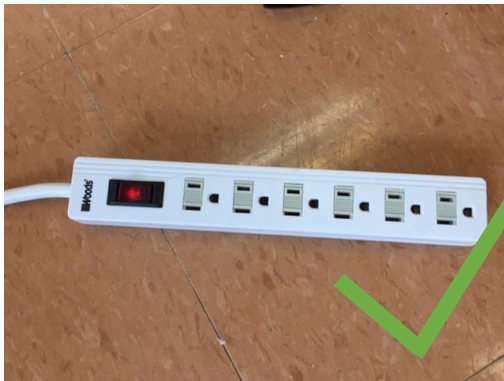
## ELECTRONICS

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.**



## ACCOMMODATION CHOICES

OPTION	TOTAL
Semi-private	<b>\$2,523.71</b>
Private (north)	<b>\$2,775.58</b>
Private (west)	<b>\$2,775.58</b>
Private (west, courtyard)	<b>\$2,649.84</b>
Private – Couple (west)	<b>\$3,305.28</b>
Couple Room (1 resident)	<b>\$3,457.13</b>
Couple Room (2 residents)	<b>\$3,812.95</b>
New Room (1/room)	<b>\$3,660.23</b>
New Room (2/room)	<b>\$4,194.22</b>
Respite Care	<b>\$140/day</b>

## SERVICES PROVIDED FOR ALL ACCOMMODATIONS

### Medical

- 24-Hour Registered Nursing Staff
- Medication Distribution
- Onsite Doctor's Clinic
- Lab Services
- Physiotherapy
- Exercise Classes
- Foot Care
- Bathing Assistance – 2 baths per week
- Mobility Assistance as needed
- Care Staffing Includes:
  - 1 Registered Staff on duty 24-hours per day
  - 2 Personal Support Workers on duty from 6am-2pm
  - 1 Personal Support Worker on duty from 2pm-9:30pm



### Meals

- All meals are cooked in-house and served in the Dining Room
- Special & Therapeutic Diet Accommodation
- Dieting Supplements
- Snacks (twice daily)
- Coffee & Tea available throughout the day



## **Laundry**

- Personal Laundry
- Linen Service

## **Spiritual**

- Weekly Worship Services
- Church Broadcast System
- Chaplaincy & Pastoral Care

## **Hair Salon**

- Weekly appointments as needed
  - Haircut
  - Wash & Cut
  - Wash & Set
  - Wash, Cut, & Set
  - Colour
  - Colour & Cut
  - Perm (includes Cut & Set)



## **Social & Recreational**

- Weekly Activities
- Group Outings
- Special Events

## **Cogeco**

- Basic TV Services
- Phone Services
  - Unlimited long-distance calling within Canada/United States

## **Physiotherapy**

- Complete Physiotherapy & Specialized Exercises available
- Assessments for Assistive Devices

## **RESIDENTS' BILL OF RIGHTS**

The *Retirement Homes Act, 2010* is a piece of legislation designed to protect the residents of Ontario's retirement homes. Each resident is entitled to the following rights, as set out in section 51 of the Act:

### **1) EVERY RESIDENT OF A RETIREMENT HOME HAS THE FOLLOWING RIGHTS WHICH CONSTITUTE THE RESIDENTS' BILL OF RIGHTS:**

1. The right to,
  - i. Know what care services are provided in the home and how much they cost
  - ii. Be informed in advance of any increases in the charges for care services provided in the home
  - iii. Receive advance notice of a decision of the licensee of the home to discontinue providing a particular care service
  - iv. Have the licensee of the home take reasonable steps to facilitate the resident's access to any external care providers that the resident needs, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to continue to reside in the home, and
  - v. Have the licensee of the home take reasonable steps to find appropriate alternate accommodation for the resident, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to cease 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 to apply for care services and assessments from an external care provider.
4. The right to have his or her choice of care services provided by staff who are suitably qualified and trained to provide the services.
5. The right to,
  - i. Participate fully in making any decision concerning any aspect of his or her care,

- ii. Participate fully in the development, implementation, review, and revision of his or her plan of care, and
  - iii. Give or refuse consent to any treatment, care, or service for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent.
6. The right not to be restrained except in accordance with the common law.
7. The right to be afforded privacy in treatment and in caring for his or her personal needs.
8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
9. The right to have his or her lifestyle choices respected and to freely pursue his or her social, cultural, religious, spiritual, and other interests as long as the resident's lifestyle, choices, and pursuits do not substantially interfere with the reasonable enjoyment of the home for all usual purposes by the licensee and other residents.
10. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Authority or any other person without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else.
11. The right to know if the home is also a care home within the meaning of the *Residential Tenancies Act, 2006*, and whether the residents therefore have rights and responsibilities as tenants under that Act.

## **2. LICENSEE'S OBLIGATIONS**

1. Every licensee of a retirement home 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.

## **3. ENFORCEMENT BY RESIDENTS**

1. A resident of a retirement home may enforce the Residents' Bill of Rights against the licensee of the home as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote the rights set out in the Residents' Bill of Rights

## 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 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 & Seniors Services
  - Mariel Konrad – [mariel@mennonitehome.ca](mailto:mariel@mennonitehome.ca)
- Finance
  - Irene Collard – [irene@mennonitehome.ca](mailto:irene@mennonitehome.ca)
- Dietary Services
  - Kelly Dueck – [kellydueck@mennonitehome.ca](mailto:kellydueck@mennonitehome.ca)
- Housekeeping & Laundry Services
  - Tena Brum – [tena@mennonitehome.ca](mailto:tena@mennonitehome.ca)
- Social & Recreation Services
  - Judy Ferrari – [judy@mennonitehome.ca](mailto:judy@mennonitehome.ca)

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

- [jeffkonrad@mennonitehome.ca](mailto: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 RETIREMENT HOMES REGULATORY AUTHORITY

Contact can also be made with the Retirement Homes Regulatory Authority (RHRA) regarding complaints. The RHRA can be contacted in the following ways:

Telephone: 1-855-275-7472

Email: [info@rhra.ca](mailto:info@rhra.ca)

By Letter: Retirement Homes Regulatory Authority  
160 Eglinton Avenue East, 5<sup>th</sup> Floor  
Toronto, ON M4P 3B5



## **DUTY TO REPORT**

In Ontario, the law says that the abuse of an elder person living in a retirement 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 retirement home to the RHRA at 1-855-275-7472.

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](http://www.mennonitehome.ca)

[www.facebook.com/mennonitehome](http://www.facebook.com/mennonitehome)

[www.instagram.com/leamingtonmennonitehome](http://www.instagram.com/leamingtonmennonitehome)

## **Retirement Residence**

22 Garrison Avenue  
Leamington, ON N8H 2P2

## **Front Office**

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Leamington, ON N8H 4T5  
Phone: 519-326-6109  
Fax: 519-326-3595