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Welcome

On behalf of the Committee of Management, the staff, volunteers and Residents and their families, I would like to extend a very warm welcome to you.

Fairhaven, the greater Peterborough's only municipal Long-Term Care Home has been providing long-term care services since 1960 and has established itself as an innovative organization committed to continuous quality improvement. In accordance with long-term care legislation, Fairhaven is funded by the province of Ontario and current Residents. The city of Peterborough, and the County of Peterborough, also provides funding to our Home for operating and capital expenses. Fairhaven is in the north end of Peterborough in a quiet Residential setting overlooking the Otonabee River.

Over the years, Fairhaven has provided quality care to generations of Residents who needed either long term or respite services. As the needs of the community have changed, Fairhaven has responded by expanding its scope of services and reaching out to serve the continuum of needs in the long-term care field to individuals of all ages and all levels of care. Our Home includes active Resident and Family Councils which provides for direct representation concerning issues which impact the quality of life of individuals residing at Fairhaven.

It is Fairhaven's goal to continue to provide high quality and compassionate care by maintaining a highly knowledgeable and effective multi-disciplinary team and up to date equipment to provide services that meet the demands of the expanding and diverse needs of our Residents and our community. Fairhaven works collaboratively with the local health services network and the Ontario Health team to ensure that the needs of our existing and future Residents are met within a network of comprehensive community resources. We are pleased you have decided to become a Resident of Fairhaven.

*Betty Hazen,
RN, Director of Care*

Fairhaven's Mission Statement

Committed to enhancing the quality of life in a caring and safe environment.

Ownership of Fairhaven

The corporations of the city and the county of Peterborough own Fairhaven. Prior to 1973, Fairhaven was the sole responsibility of the city of Peterborough.

Effective July 1, 1993, the Ontario government reclassified Fairhaven as a Long-Term Care Home. The primary purpose of such a Home is to provide care and services to persons over 18 years of age who require assistance that cannot be provided through in-home community services.

The original Fairhaven, at 131 Langton Street, could not be renovated in order to meet the Ministry of Health and Long-Term Care's new 1998 design standards. The current Home was constructed on adjacent property and Residents and staff transferred to the new building in January 2003. Financial support for the construction was provided by both City and County Councils, by Fairhaven itself through fundraising and business initiatives, and once completed and occupied by the Ministry of Health on a per diem basis over a twenty year period.

Governing Legislation

Fairhaven, like all other Long-Term Care Homes in Ontario, operates according to the regulations set out in *The Long-Term Care Homes Act, 2007* (Bill 140). This act determines most aspects of Home activity such as:

- Establishment and operation of Homes,
- Admission to and discharge from Homes
- Resident care and services
- Accommodation rates and management of Resident trust accounts
- Resident Rights

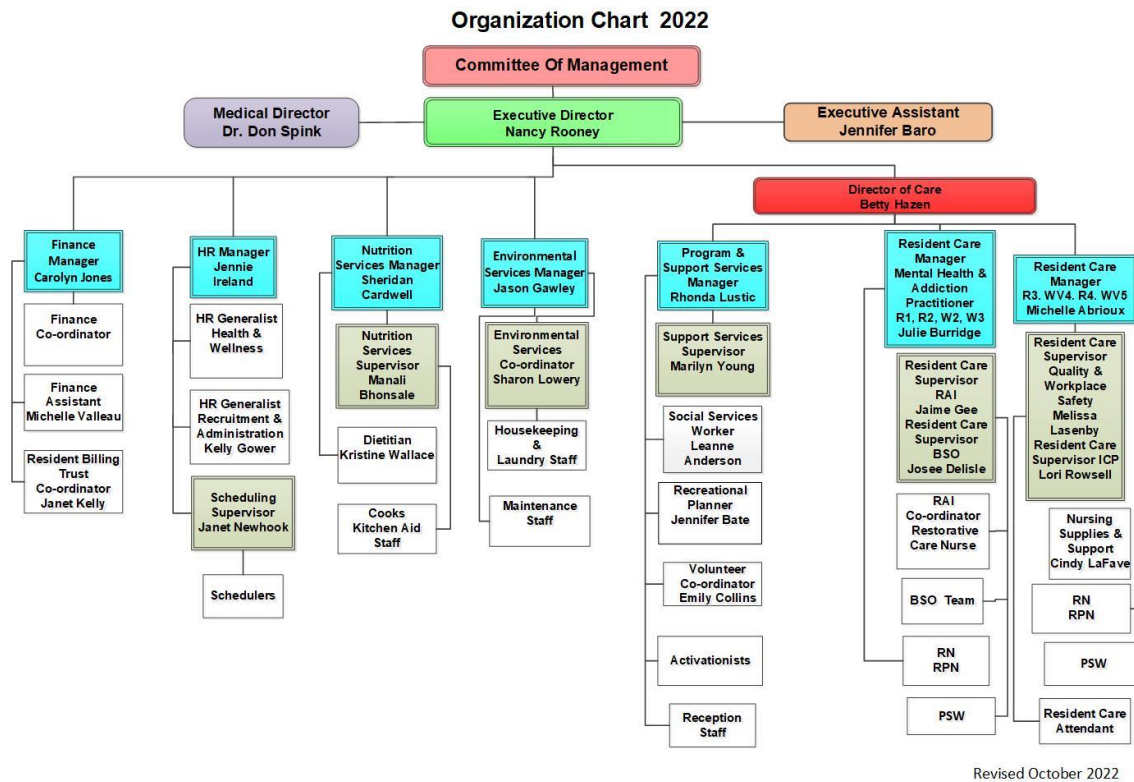
Governance

The governing body of Fairhaven is its Committee of Management. This committee has seven members including a Chair, and a Vice-Chair. Four members are municipal councillors; two from the City of Peterborough and two from the County of Peterborough. The remaining three members are from the community. Fairhaven's Senior Management team are non-voting attendees of committee meetings.

The Committee of Management is responsible for governing and supporting Fairhaven's entire operation. Governance responsibilities include, but are not limited to:

- Determining Fairhaven's Mission, Vision, Values and strategic direction
- Selecting an Executive Director and evaluating their performance
- Ensuring effective organizational planning
- Evaluating the effectiveness of Fairhaven's programs and services
- Enhancing the organization's public image
- Ensuring adequate resources are provided to the Home and the effective use of those resources

Organization Chart



Residents' Rights and Responsibilities

Fairhaven adheres to the province's *Residents' Bill of Rights*. It is expected that all care and services are provided in a manner, which fully promotes Residents' rights and supports their responsibilities. If a conflict arises regarding rights and responsibilities, staff will attempt to ensure that there is clear understanding of the issue among the involved parties, acknowledge that the situation will be investigated and inform the involved Residents of the staff member who will be working to resolve the conflict.

The *Residents' Bill of Rights* and Resident Responsibilities are included at the end of this booklet.

Cost of Accommodation for Long-Term Care Home

Rates are established annually by the provincial government not by Fairhaven or its owners. Rates are set for all long-term care facilities in Ontario. An annual income test

is done on all Residents in basic accommodation to determine their applicable rate.

Basic Accommodation: (Ministry Rate Reduction available by application)

- Rooms for which basic rates apply usually accommodate 2 Residents with an attached washroom.
- \$63.73/day and \$1,938.46/month. (Maximum accommodation cost).

Preferred Accommodation: (Ministry Rate Reduction is **not** available)

- **Semi-private rates** are charged for rooms occupied by one person with an attached washroom, which is shared with the Resident in the adjacent semi-private room.
- Rates for Residents admitted after July 1, 2015 \$76.83/day and \$2,336.92/month

Private rates apply for rooms that accommodate one Resident and have an attached washroom for the exclusive use of that Resident.

- Rates for Residents admitted after July 1, 2015 are \$91.04/day and \$2,769.14/month

Services of Fairhaven

The services listed below are all available to Fairhaven Residents and payment for these services is included in the cost of accommodation as noted in the section above.

- ✓ Basic accommodation in all Resident Home Areas
- ✓ Internal transfers between Resident Home Areas or rooms as needed
- ✓ Resident-centred nursing and personal care 24 hours per day
- ✓ Call system in every Resident room
- ✓ Medical care and supervision available within the home
- ✓ Pharmacy services
- ✓ Administration of medications using multi-dosing packets
- ✓ Medical supplies and nursing equipment necessary for Resident care involving skin disorders, infection control, and sterile procedures
- ✓ Medical devices such as catheters, colostomy and ileostomy devices
- ✓ Continence care products which are environmentally responsible
- ✓ Assistance with activities of daily living
- ✓ Supplies and equipment for personal hygiene (skin care lotions, shampoo, soap, deodorant, toothpaste, toothbrushes, denture cup, denture cleanser, toilet tissue, facial tissue, comb, shaving cream and feminine hygiene products)
- ✓ Therapeutic programs –e.g. physiotherapy, social work
- ✓ Mobility Aids for general use – e.g. walker, wheelchair, gerichair
- ✓ Nursing Rehabilitation Program
- ✓ Onsite Behaviour Support Ontario Team
- ✓ Conference Room access for meeting with care professionals
- ✓ Jacks for telephone and cable TV provided in alternate locations in each Resident room

- ✓ Cable television on all Resident Home Areas in TV rooms and the Great Room
- ✓ In-house information via “Fairhaven TV” at the main entrance and in Resident Home area dining rooms
- ✓ Resident recreational and social activities and special events including related supplies and equipment
- ✓ Outdoor gardens and walkways, landscaped grounds, patios and balconies
- ✓ Spiritual and Religious Care activities and services, access to Worship Centre
- ✓ Nutritional services, 3 meals and 3 snacks daily
- ✓ Dietician assessment and therapeutic diets, dietary supplements
- ✓ Devices enabling Residents to feed themselves
- ✓ Bedroom furnishings including a bed with a firm, comfortable mattress, easy chair, night table, bedside lamp, wardrobe and high privacy sun screen
- ✓ Housekeeping services
- ✓ Linen – sheets, blankets, bed spread, towels, face cloths, pillows and cases
- ✓ Machine washing and drying of personal laundry
- ✓ Labelling of Resident clothing
- ✓ Maintenance of building and plant equipment
- ✓ Facilitation of meetings and business of Resident Advisory Council and Family Council
- ✓ Volunteer resources
- ✓ Library services including daily newspapers in Resident lounges
- ✓ Security systems
- ✓ Personal funds maintained/entrusted in Fairhaven
- ✓ Reception, mail delivery service
- ✓ General administrative services
- ✓ Computer and Internet access
- ✓ Local telephone service from Care Centres
- ✓ Satisfaction Surveys and Quality Improvement program
- ✓ Parking, designated disabled parking
- ✓ Life Safety Alarm System, and Emergency Response Codes
- ✓ Booking privileges for the use of in-house private functions space
- ✓ Access to the Auxiliary Family Room

By regulation of the Ministry of Health and Long-Term Care, it is not permissible to charge for the following:

- Prescription pharmaceutical preparations listed in the Drug Benefit Formulary
- Special preparations or medical devices that may be obtained from the Ontario Drug Benefit Program as interim non-formulary benefits
- Insured devices, equipment, supplies and services available to Residents through other programs such as Home Care Program & Assistive Devices Program
- Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon requisition.

Optional Services

Other services are available to Residents at Fairhaven for which there is additional cost.

Optional services and associated costs include:

- ✓ Cable TV connection and monthly charges for Resident's personal use (Perfect Mix Cable \$35/month)
- ✓ Specialized foot care services – available on site *
- ✓ Alternative Therapies – may be available on site *
- ✓ Continence care products not part of Fairhaven's continence care system *
- ✓ Dental and denturist services – may be available on site *
- ✓ Scribing of dentures for identification (No charge when done by Fairhaven)
- ✓ Eyeglasses, hearing aids and hearing aid batteries *
- ✓ Hairdressing and barber services (Price list is posted)
- ✓ Alcoholic beverages served at the Social Pub (Price list is posted)
- ✓ Newspaper subscription delivered to the Resident's room *
- ✓ Non-prescription drugs, medication and treatment products not available through the Ontario government pharmaceutical and medical supplies *
- ✓ Preferred accommodation (Private = \$27.31/day or Semiprivate = \$13.10/day)
- ✓ Custom assessment for rental or purchase of walkers, wheelchairs and geriatric chairs for exclusive Resident use *
- ✓ Telephone connection and monthly charges for Resident's personal use (\$23/month)
- ✓ Transportation services (Taxi, Handivan, Land Transfer Service, etc.)*
- ✓ Catering Services for private in-house functions
- ✓ Reservation and use of Resident activity spaces for private in-house functions
- ✓ Café purchases (Price list is posted)
- ✓ In-house clothing and shoe sales from mobile vendors *
- ✓ Guest meals provided by Fairhaven with Resident (Arranged through Reception at a cost of \$6/meal)

*** Rates for these optional services are set by an outside service provider.**

The Resident or the Resident's Power of Attorney for Property must authorize in writing purchase of, or arrangement for, any of the above list of optional services.

Fairhaven's Resident Home Areas

Please see the back cover for a typical floor plan at Fairhaven.

Care at Fairhaven is aimed to respond to the needs of each individual Resident. Varying degrees of assistance, support and services are available to our Residents to ensure their needs are met and at the same time their individuality and independence are encouraged.

Residents are admitted or transferred to Fairhaven’s various Resident Home Areas as indicated by the nature of their needs. Fairhaven has a special care area where care and programming are adapted to the functional needs of the physically-active cognitively impaired.

Fairhaven staff provides Residents with the opportunity, assistance, support and encouragement to assist them to meet their individual goals. It is understood that some Residents may not choose to or be able to use all of the available supports and services.

The Ministry of Health and Long-Term Care specifies standards of care within long-term care facilities. Fairhaven would like each Resident and their family to feel comfortable in asking questions or bringing forward suggestions and concerns. A “Resident and Family Information Book” is located at Reception and contains copies of important Ministry of Health and Long-Term Care information:

- Current Service Agreement between Fairhaven and the Ministry
- Home Review Reports
- Complaints and Concerns Policy and Directory

Staff Directory

Please note that the voice mail system at Fairhaven is confidential. Office hours for managers are generally from 8:30 a.m. until 4:30 p.m.

Position	Name	Office	743-0881	Email
Executive Director		2013	257	
Interim Executive Director Director of Care	Betty Hazen	2037	233	betty.hazen @fairhavenltc.com
Human Resources Manager	Jennie Ireland	4008	256	jennie.ireland @fairhavenltc.com
Finance Manager	Carolyn Jones	2017	277	carolyn.jones @fairhavenltc.com
Executive Assistant (Foundation)	Jen Baro	2019	250	jennifer.baro @fairhavenltc.com
Resident Care Manager (RS3, RS4, WV4 & WV5)	Michelle Abrioux	4202	246	michelle.abrioux @fairhavenltc.com
Resident Care Manager (RSSC, RS2, WV2 & WV3)	Julie Burridge	3202	259	Julie.burridge @fairhavenltc.com

Nutrition Services Manager	Sheridan Cardwell	1030	258	sheridan.cardwell@fairhavenltc.com
Nutrition Services Supervisor (Catering)	Manali Bhonsale	1030	225	manali.bhonsale@fairhavenltc.com
Nutrition Services Registered Dietician	Kristine Wallace	2020	254	kristine.wallace@fairhavenltc.com
Environmental Services Manager (Laundry, Housekeeping & Maintenance)	Jason Gawley		252	jason.gawley@fairhavenltc.com
Housekeeping Services Supervisor	Sharon Lowery	1018	281	sharon.anne.lowery@fairhavenltc.com
Programs & Support Services Manager (Recreation, Volunteers, Resident Advisory Council, Spiritual & Religious Care)	Rhonda Lustic	3007	248	rhonda.lustic@fairhavenltc.com
Support Services Supervisor (Family Council)	Marilyn Young	3005	245	marilyn.young@fairhavenltc.com
Volunteer Resources Coordinator	Emily Collins	3006	290	emily.collins@fairhavenltc.com
Resident Care Supervisor (Quality and Workplace Safety Specialist & Westview & Riverside 3)	Melissa Lasenby	2102	267	melissa.lasenby@fairhavenltc.com
Recreation Planner	Jennifer Bate	3008	221	jennifer.bate@fairhavenltc.com
Resident Care Supervisor (RAI MDS & Westview 5)	Jaime Gee	5202	272	jaime.gee@fairhavenltc.com
Resident Care Supervisor (BSO & Riverside Special Care)	Josee Delisle	2102	289	josee.delisle@fairhavenltc.com
Social Services Worker	Leanne Anderson	3012	292	leanne.anderson@fairhavenltc.com
Resident Care Supervisor (Infection Control & Riverside 4)	Lori Rowsell	2039	284	lori.rowsell@fairhavenltc.com
IT Co-ordinator				

Information about Fairhaven's Services and Policies

ADMISSION AGREEMENT

Fairhaven has a four part Admission Agreement, which is completed as soon as possible following admission with the Resident and/or their legal representative/s. A copy of this document is provided for the Resident and the agreement can be reviewed upon request.

ADVOCACY

In assuming responsibility for a considerable portion of the care of the Resident, Fairhaven very much assumes an advocate role. Residents are always encouraged to participate fully in making decisions concerning their care.

The Resident/designate is asked to identify the person/s who Fairhaven should notify in case of an emergency. The Resident or their next-of-kin will also be asked if the Resident has given anyone Power of Attorney. Having a Power of Attorney for Property allows the designated person to act on the Resident's behalf in a situation when the Resident could not act for themselves in relation to property and finances. Power of Attorney for Property can handle the Resident's finances and can sign in relation to their assets. A Power of Attorney for Personal Care can make personal care decisions, for example, treatments, medical procedures. Powers of Attorney can be designated by a lawyer or by an authorized person. The Executive Director and Support Services Supervisor are prepared to supply and witness the Ontario Powers of Attorney Forms as it is important that the Resident designate one or more persons as having Power of Attorney for them. Fairhaven must be notified of any changes in these agreements. Contact Reception or the Support Services Supervisor.

AIR CONDITIONING

Individual Resident rooms are air-conditioned and Residents can adjust the temperature within a set range. When the air conditioning is in operation, please keep the doors and windows closed. Please see section on "Temperature Control in Resident Rooms".

ALCOHOL AND SOCIAL PUB

Although permitted, alcohol should be used cautiously due to possible adverse reactions with the Resident's medication (thus presenting a health risk). A Social Pub is set up by staff three times weekly for the enjoyment of Residents and their invited

guests in dining rooms and the Great Room. At the pub, alcoholic and non-alcoholic beverages are sold at modest cost. A two-drink limit is enforced for all patrons. Munchies are also available. Alcoholic beverages may be offered to Residents who attend special functions such as the New Year's Eve celebration.

ANTIVIRAL DOSING

Influenza (the flu) is a serious, contagious, viral illness that most often occurs during the winter months. In healthy individuals, influenza causes fever, cough, headaches, muscle aches, a stuffy nose and a sore throat. However, in the elderly and people with chronic lung or heart disease or compromised immune systems, influenza may cause serious illness, and may be complicated by life-threatening bacterial pneumonia and death. Vaccination against influenza greatly reduces the risk of illness and death in people who live in long-term care facilities.

However, the vaccine is not 100% effective and, in spite of vaccination, influenza outbreaks can still occur.

Antiviral medications are available to prevent and treat influenza. These are Amantadine (Symmetrel), Zanamivir and Oseltamivir (Tamiflu). Amantadine is used for preventing and treating influenza A only. Zanamivir and Oseltamivir are effective in preventing and treating both influenza A and B. Use of these antiviral medications, in outbreak situations, has been shown to reduce the severity of symptoms and prevent new cases from occurring.

Side Effects of antiviral medications are minimal. Amantadine may have associated neurological side effects in some individuals, such as increased confusion, irritability, and loss of balance. Zanamivir is taken by inhaling through a device called Diskhaler and some elderly people may have difficulty in using the Diskhaler. Inhalation of this medication may rarely cause increased difficulty breathing in people with severe asthma. Oseltamivir (Tamiflu) occasionally causes gastrointestinal symptoms like nausea and vomiting.

In the event of an influenza outbreak at Fairhaven, the Medical Directors may recommend the use of an antiviral agent. It is important that the medication be given to all Residents as soon as possible and signing a consent will allow prompt action to be taken to control an outbreak.

Amantadine should not be taken if a person has an active seizure disorder such as epilepsy. For more complete information on this medication, consult the latest edition of the Compendium of Pharmaceuticals and Specialties.

BEHAVIOUR SUPPORT ONTARIO (BSO)

The BSO Vision is:

To enable individuals with dementia and related mental health disorders who

demonstrate unsafe responsive behaviours to remain safely within their own environment.

The BSO Mission is to:

Provide onsite range of accessible services that include on site and outreach assessments, support and interventions to prevent hospitalization and prevent crisis

The BSO Value is:

"Enriching the Lives of Those We Serve"

The Program Objectives for the BSO Facilitators are as follows:

1. Enhance services for elderly Residents with complex behaviours through development and implementation of new models of care that focus on quality of care and quality of life.
2. Prevent hospital transfers of Residents with responsive behaviours through staff education.
3. Manage responsive behaviours proactively through offering Montessori activities and by utilizing non-pharmacological and pharmacological approaches.
4. Build capacity and knowledge based on best practices to care for Residents with various types of dementia.
5. Commit to quality improvement as a methodology for organization design and implementation.

BUS SERVICE

The George Street North bus (Route 1) is available throughout the week at the front entrance.

Fairhaven Residents are automatically eligible to use the Peterborough Public Transit Handivan when bookings are made by staff. Residents wishing to make their own bookings need to apply for a pass. Registered staff on the day shift will assist with the assessment portion of the application. Bookings may be made up to one week in advance by telephone at 745-5801. Regular bus fare applies and an attendant seat is always available.

CAFE

The Café, which is operated by Fairhaven volunteers, is primarily for the use of Residents and their friends and families. Staff may make purchases during their breaks. The Café is open at the front entrance in the afternoon, see posted times at the Cafe for hours of operation.

CARE: ASSESSMENT AND PLANNING

Once admitted, staff of various disciplines assess the Resident. Resident Programs assess the Resident's interest in participating in Fairhaven's recreational programs and activities. The Dietician performs a nutritional assessment. The Physiotherapist (under the direction of the physician) may become involved as needs indicate. A co-ordinated Resident care plan is developed as the multidisciplinary team gets to know you.

Residents, families and other next-of-kin are very much involved in the assessment and planning of care. At any time, concerns should be brought to the attention of the nursing staff or the staff of other departments. If the issue is of a nature that it affects a number of persons, a care conference may be called to address the issue.

Each Resident benefits from an ongoing review of their care and service needs quarterly or when there is a change in the Resident's health status, needs or abilities.

CARE CONFERENCES

A Care Conference is a multidisciplinary meeting held within 6 weeks of admission and annually thereafter to review the Resident's care plan. Staff will contact the Resident, family and physician to arrange a date and time for each conference. A care conference may be required more frequently depending upon Resident needs or as required.

CATERING SERVICES

Catering services are available to Residents and families for birthdays, anniversaries or other special occasions being held at Fairhaven. Contact the Nutrition Services office (extension 225) directly for specific information when planning a function. Please refer to the "Families, Visitors, Private Events" section for directions on booking a room.

CLOTHING

Residents provide garments and footwear which suit their size, style, and colour preference. Fairhaven recommends certain fabrics when garments are to be included in the Home's laundry. (See: Laundry) Off season clothing may be stored at Fairhaven but a garment bag is required in which to keep these garments and space is limited because each Resident storage rooms is shared between 16 Residents.

In the event that a Resident requires the use of a mechanical lift for transfer, it may be necessary for him or her to wear adaptive clothing. These garments open at the back and allow for safer transferring and toileting for both Resident and staff. New clothing may be purchased or garments in use can be modified by a seamstress. (See: Clothing Sales)

CLOTHING LABELS

All clothing needs to be labelled and this is done on admission at Fairhaven's expense. The label is heat-sealed to the inside of the collar or waistband, for example. Additions to a Resident's wardrobe (from shopping, gifts or off-season storage) need to be labelled so that they may be promptly returned to the Resident. Please leave garments needing labels at the Resident's Care Centre .

Please consider that institutional washers and dryers use much higher temperature than conventional washers and dryers used at home. If labels are not properly heat-sealed to the Resident's personal garment they may fall off in the laundering process. It is recommended that Fairhaven heat press your family member's labels to the clothing items.

CLOTHING SALES

In-house clothing sales are held periodically in the Great Room and catalogues are available for the purchase of clothing, adaptive or special needs. Resident Programs organize this service and events are listed in the activity calendar. Purchases are at the Resident's expense and arrangements are made for labels before they go to the Resident's room.

COMMUNICATION SUGGESTIONS

Fairhaven Residents may exhibit some degree of impairment in their vision, hearing and cognitive abilities. As a result, the communication process can, at times, be more difficult. To interact more effectively with other Residents you should:

- Approach the person face to face, at their level and establish eye contact.
- Tell the person who you are and why you are approaching him/her.
- Speak slowly and in lower tones. It may help to speak in a slightly louder voice but shouting is not helpful. If the person is wearing a hearing aid, do not assume it is turned on.
- Use gestures and/or physical cues to help the person understand the idea you are trying to share.
- Use short sentences with the most important words at the end of the sentence.
- If the person does not understand your message, try again using different words and non-verbal cues.
- Be patient. Give the person extra time to respond to your communication. It is not unusual for an elderly person's response time to be delayed or for him/her to use a similar but incorrect word.

Listening is a very important part of communication. It may be one of the most important things that you can do for the person. Taking the time to listen conveys a feeling that they are important and that you care.

COMPLAINTS AND CONCERNS

Residents and their family members, who may wish to raise a concern, lodge a complaint, obtain information about Fairhaven or recommend changes to our Home's

operations, can do so by sharing the issue (depending on its nature) with:

- Fairhaven staff; management or administration
- Fairhaven Resident Advisory Council, executive members
- Fairhaven Family Council
- Fairhaven Food Committee
- Fairhaven Committee of Management
- Ministry of Health and Long-Term Care ACTION Line 1-866-434-0144
- Send a written letter by mail to:
Director, Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1

A current contact list is posted and copies are provided at Reception. Fairhaven encourages Residents and families to express their concerns to Fairhaven staff who will endeavour to resolve the issue to the satisfaction of all concerned parties.

It is strongly encouraged the serious issues are communicated in writing. A member of the Senior Management Committee will respond within ten days to a Resident's (or a family member's) requests, suggestions and complaints, including possible plans of action. In accordance with legislation, Fairhaven's annual Resident quality Inspection results (Ministry of Health and Long Term Care review) and the Residents' Bill of Rights are always available for public review at the right of our Reception area.

The following Fairhaven policies are available:

Resident and or Family Concerns – Process
Resident Council Concerns or Recommendations
Suggestion Box

COMPUTERS IN RESIDENT HOME AREAS (Policy: Resident Home Area Resident Computer Use)

Fairhaven provides Resident Home Area computers to all Residents located in the lounge by the Care Centre. The computer provides limited internet access and email services. A Service Agreement is required before access is given. If you are interested in using the Resident Home Area computer, please contact the Support Services Supervisor at extension 245 or the Information Technology Coordinator at extension 217.

PERSONAL COMPUTERS AND DEVICES

Residents are welcome to have their personal computers/devices in their rooms at Fairhaven. Internet service provider information is provided upon admission. Fairhaven does not supply an internet connection for Resident personal computers. Fairhaven staff is not able to provide technical assistance with personal computers. Although we strive to provide our Residents with the best quality of life, Fairhaven's

corporate IT infrastructure does not allow us to accommodate all requests related to internet access through our private network. Residents may contact any computer service dealership they wish to provide service to their personal computer or device at the Resident's expense.

CONFIDENTIALITY OF RESIDENTS' INFORMATION AND RECORDS

All records, reports and information concerning the Residents of Fairhaven are treated with the utmost of confidentiality. Many of the Residents at Fairhaven feel very much "at home" and confide in the staff. Facts intimate to Residents will not be disclosed or discussed with other employees, Residents and persons, except during professional meetings when the information may have a direct effect on the Resident's health and the provision of care. Staff are aware that discussions of any Fairhaven matter pertaining to Residents and their respective care is not to be done in public places, or areas where others present are able to overhear the conversation.

CONSENT

Consent is required for admission, discharge, for treatment, for sharing of Resident information, and to authorize purchase of goods or services on behalf of a Resident. The Resident or their Power of Attorney for Property or Care may provide consent. Depending on the situation, staff will ask for consent in writing or verbally.

DEATH

Whenever possible, registered staff notifies family that a Resident is palliative. Family are encouraged and supported to be with Residents at this time. Residents remain in their own room unless specific direction has been given for transfer to a hospital. (See Palliative Care)

Following a Resident's death at Fairhaven, nursing staff contact a funeral home if direction has been provided for them. Accrual of the deceased Resident's charges stops on the date of death. The deceased Resident's clothing, furnishings, etc. need to be collected by family within 24 hours. If this is not possible exceptions may be arranged with the Family and Client Relations Supervisor. Families are asked to contact the Resident and Billing Trust Coordinator to confirm the identity and address of the deceased Resident's Executor. A final statement is prepared and mailed to this individual. The Resident's health card, if in Fairhaven's care, is destroyed following submission of a report to the Ministry of Health. Fairhaven cannot accept donations of Residents' clothing and furniture. Fairhaven provides a pamphlet, *Managing at a Challenging Time*, for family with helpful information.

Each year, two *Memorial Services* are held to honour the memory of deceased Fairhaven Residents and their names are recorded in a special book kept in the Worship Centre. Families are invited by mail to attend this service.

DELIVERIES

Residents and families are asked to contact Reception if they are expecting a delivery (e.g. furniture, drug store, pizza) so that an appropriate response may be given on arrival. During Outbreak, items may be left at Reception for delivery to Resident rooms. Items are usually delivered once in the morning and once in the afternoon. Please do not leave perishables.

DENTAL SERVICES

New Residents have an oral assessment as part of the admission medical and nursing assessments. When Residents require dental treatment or other services not provided by Fairhaven, assistance will be provided to arrange a referral to a dentist or other dental personnel of the Resident's choice. This can only be done when the Resident or their Power of Attorney has authorized payment and plans for transportation have been made. A mobile dental service, MultiGen, is available to Fairhaven Residents in the treatment room on WV5 by appointment. Fairhaven is working with this company to ensure that dental services are available to Residents who cannot access a local dental office.

MultiGen also offers Optometry services to Residents. Resident/POA must authorize treatment and funding of this service.

Dentures must be marked for easy identification. This can be done on-site.

DISCHARGE FROM FAIRHAVEN

A Resident's condition and/or circumstances may change sufficiently to consider discharge to another community living arrangement, home or another long-term care home. Fairhaven staff will make every effort to assist the Resident and their Power of Attorney in discharge planning.

If you are thinking about the possibility of discharge, please discuss this matter with the registered staff and the Support Services Supervisor. The Central East Local Health Integrated Network is available to assist Residents with discharge planning to alternate care facilities.

DISCHARGE FOLLOWING TRANSFER TO HOSPITAL

Upon transfer to an acute care hospital for medical or surgical care, a Resident is entitled to 30 days of medical leave. Upon transfer to a hospital for psychiatric care, a Resident is entitled to 60 days of psychiatric leave.

Fairhaven is unable to hold a bed beyond the 30 or 60 days of hospitalization.

Fairhaven must discharge a Resident if the hospital indicates that the Resident cannot return to Fairhaven within the available medical leave period due to changes in the Resident's condition or care needs.

DOCUMENTATION AND MINISTRY FUNDING

Fairhaven maintains a clinical record and an administrative record for each Resident. After discharge, these records are retained for a number of years. Ministry funding for nursing and personal care is based on the documented needs of all of the Residents in Fairhaven through the Resident Assessment Instrument Minimum Data Set (RAI MDS). RAI MDS is an electronic assessment tool completed on a quarterly basis and whenever the health status of a Resident changes significantly. The RAI MDS gives an overview of the Resident's strengths and needs, which in turn determines the focus of care priorities and services required. This important process determines the level of funding provided by the Ministry of Health to Fairhaven for the following year. The level of funding in turn determines the level of staffing.

EMERGENCY RESPONSE

Situations involving fire are covered by Fairhaven's Emergency Response – Code Red.

Other situations involving the physical integrity of the building or the supply chain are also covered by Fairhaven's Emergency Codes, such as Code Yellow for a missing person, Code Brown for a hazardous material spill or Code Purple for a power outage.

The emergency response to an individual life threatening health crisis of a Resident, Code Blue, varies according to the Resident's or their representative's written direction to Fairhaven. There is resuscitation equipment at Fairhaven. Registered staff are trained to provide CPR and Fairhaven relies upon the "911" emergency response available within the Peterborough community. Using the "Advanced Directives" form, Residents/their representatives are asked to identify the level of response desired in emergency life-threatening situations. In the absence of such direction, everything possible must be done.

ETHICS COMMITTEE

The Ethics Committee is responsible for the implementation and maintenance of Fairhaven's Ethics program. In addition to providing consultation services on individual cases Fairhaven's Ethics Committee mandate will include written policies, programs, risk assessments, training and employer obligations. Acts as an advisory body in the decision-making process related to organizational and clinical ethics issues.

FAIRHAVEN FOUNDATION

The Fairhaven Foundation exists to help provide a high quality of life for Fairhaven's 256 Residents and their families.

The Foundation, a registered charity, relies on donations to help buy equipment and

furnishings that improve the lives of the people who live at Fairhaven. Lifts, slings, furniture, artwork, trees and benches, computers, and physiotherapy equipment are all examples of items that the Foundation has purchased for Fairhaven's Residents.

There are many ways you can support the Fairhaven Foundation and enrich the lives of the people who call Fairhaven 'home':

- make a charitable donation
- make a donation in memory of a loved one at time of their death
- include a gift to the Foundation in your Will
- ask for donations to the Foundation in lieu of birthday/anniversary presents

If leaving Fairhaven Foundation, a bequest in your Will is not an option, we invite you to consider naming the Fairhaven Foundation as your charity of choice in your obituary. More information of the Fairhaven Foundation can be found in our Resource Centre.

The Fairhaven Foundation is managed by a Board of Directors and carries out a number of activities yearly. These are well advertised within Fairhaven and in the local media. Updates and information on the "What's Happening" in the Foundation is found monthly in our Newsletters. All those associated with Fairhaven are encouraged to get involved. The Foundation is always looking for persons to take an active role by:

- volunteering their services at specific events
- organizing fundraising activities on the Foundation's behalf
- help to promote the Foundation and its important work

Tax receipts are issued for all donations of \$10 or more. For further information or to arrange a meeting to learn more about the Foundation and how you can help support it, call extension 250.

FAMILIES, VISITORS, PRIVATE EVENTS

Families of Residents and significant others are encouraged to maintain an active relationship with Fairhaven Residents. Creating a friendly and open atmosphere is important for establishing this good relationship. Positive involvement and interaction between staff and the Resident's family often means the difference between success and failure in the Resident's adjustment to Fairhaven. Families are encouraged to participate with the Resident in care planning and review as well as in most of Fairhaven's activities. There is no restriction in visiting hours but when the Resident is living in a shared room, visitors are asked to be sensitive to the roommate's personal space and needs. All visitors need to register that they are in the building for safety reasons. A Sign-In Book is provided at the main entrance for this purpose.

In the interest of Resident health, visitors who are not feeling well are asked to reschedule their visit or call on the telephone instead. Signage is posted at the front entrance in the event of a Resident outbreak. Visitors are asked to thoroughly wash their hands or use hand gel provided before and after visiting to prevent the spread of germs. Visitors wishing to bring an animal with them on a visit are asked to see the

“PET” section.

Resident Council has established the following guidelines for visitors:

1. Please come to visit often. Many Residents retire early so please visit quietly after 8:30 p.m.
2. When young children come with you to visit, please do not let them run around in the halls. It is fun for them, but dangerous for us. Please be aware of electric wheelchairs. Please bring toys for them to play with while they are here.
3. If there are more than two visitors for a Resident who is sharing a room, it would be appreciated if you could visit in a lounge, the cafe, a dining room, the Great Room, or the Worship Centre.
4. When you bring your pets to visit, please remember to ask permission before approaching a Resident or entering their room. Keep your dog on a leash and do not take your pet into the Dining Rooms. (Refer to Pets Visiting at Fairhaven Policy)
5. This is our home. Please show respect while you are here.

Fairhaven is supportive of private events involving Residents held at the Home, however regularly scheduled Resident activities are given first priority. Those wishing to organize an event are asked to contact Resident Program staff to reserve space for their events at extension 221 or 248 or in person at office 3008. In lieu of a rental fee, a donation to the Foundation would be appreciated when reserving the Great Room, Family Room, Worship Centre, or Resident Activity Rooms. (See Catering Services)

FAMILY COUNCIL

Fairhaven Family Council is a group of family members and friends of Residents who gather for peer support, education, and problem-solving and provides opportunity for communication between families and the Home. The legislation governing long-term care homes legislates Family Council as autonomous and family member run and supported by a Staff Assistant. This Council meets the 3rd Wednesday of each month, in-person and virtually. For more information, contact Family Council Assistant, the Social Services Worker at 705-743-0881 ext. 292

FAX

Fairhaven's fax number is 705.743.6292. There will be a charge for long distance faxing. Fax messages addressed to Residents will be forwarded via the in-house mail system.

FIRE REGULATIONS

Every Resident is shown the Code Red Plan, and participates in regular fire drills. Silent drills are held during the evening hours. Residents are regularly instructed in the procedures that they are to follow. In case of fire, residents take direction from the Registered Practical Nurse in charge.

Each month, Fairhaven has a fire drill for each shift, during which time staff, volunteers, visitors and Residents practise clearly defined procedures as if there were a real fire. Residents are encouraged to ask questions.

Fire regulations restrict Residents from having certain electrical appliances such as kettles in their rooms and from storing personal belongings under the bed or on top of the wardrobe. Residents are not allowed to have open flame such as a lighted candle in their room. Smoking is prohibited anywhere in the building.

FOOT CARE

New Residents have a nursing assessment of their feet on admission. Each Resident's basic foot care needs are assessed and cared for by the registered staff as required as part of routine nursing care. Basic foot care will include the following non-invasive measures: assessment, identification of infection, injury and other problems, and care of the skin and nails.

Advanced foot care will be provided only by chiropodists, podiatrists or qualified registered nursing personnel. This latter care is done on a fee-for-service basis, on the authorization of the Resident or their Power of Attorney. Fairhaven has a preferred vendor agreement with Foot Fundamentals Foot Care Clinic. Please contact Support Services Supervisor to arrange foot care.

FUNDRAISING

All initiatives to raise funds at Fairhaven must have prior approval by the Executive Director. Individuals and groups who wish to formally raise monies at Fairhaven, for causes related to Fairhaven or concerning individuals at Fairhaven, must apply in writing for approval to the Executive Director.

GIFTS

Staff are not to solicit and/or accept monetary gifts or significant gifts-in-kind from Residents, families or significant others. A token gift of appreciation (not exceeding \$25 in value) to an individual or a group of staff is acceptable and cards are greatly appreciated at any time. Questionable and unusual circumstances concerning gifts to staff, or gifts of an excessive value, must be referred for consideration to the Executive Director.

GOALS OF RESIDENTS

Fairhaven staff attempt to provide each Resident with the opportunity, assistance, support and encouragement to meet their individual goals. It is understood that some Residents may not choose or be able to use all of the available support, programs and services. Effort is made to promote as much decision making and autonomy as possible on the part of Residents. For those Residents who have diminished cognitive capacity, Fairhaven staff will work with a Power of Attorney or a designated next-of-kin to assist the Resident in expressing his or her wishes and meeting his or her goals.

GOVERNMENT FINANCIAL ASSISTANCE PROGRAMS

Government financial assistance programs are available to Residents who do not have income sources sufficient to pay the maximum accommodation rate. These include:

- Ontario Disability Support Program
- Canada Pension Disability
- Reduced Canada Pension
- Spousal Allowance
- Involuntary Separation Applications
- Exceptional Circumstances Rate Reduction
- Guaranteed Income Supplement

For more information see Support Services Supervisor or Resident Billing & Trust Co-ordinator.

GUEST MEALS

Residents may invite guests for any meal on any day for a nominal fee. Reservations and ticket purchases are made through Reception. Each dining area has a guest table which seats three including the Resident/s. Please give 24 hours notice, if possible. If the space is already booked or a larger group wish to have a meal together, the Receptionist will contact the Recreational Planner for assistance in making arrangements.

HAIRSTYLIST

A hairstylist is available for shampoos, sets, cuts and permanents. Please try and make your appointment a few days in advance. The shop is open Mondays, Wednesdays, Thursdays and Fridays for ladies. Men's hair is cut Tuesday mornings. A list of fees for these services is posted in the shop window on level 5.

HEALTH INSURANCE CARDS

A Resident's Ontario Health Insurance card is required upon admission. Residents can choose to keep their card themselves or may store it at Fairhaven. If stored at

Fairhaven, it is added to Fairhaven's file that is maintained at Reception. From this location it can be signed out by the Resident or attendant when going to the doctor's office, for medical testing, on discharge, or on vacation leave.

The Support Services Supervisor orders replacement cards, required due to loss, damage, or expiry on behalf of the Resident. New cards are automatically issued when a Resident who has a green health card is admitted to reflect the new address. Upon death, the Ministry of Health and Long-Term Care is notified and the card is destroyed as required. Fairhaven automatically notifies service providers of health card changes.

HOSPITALIZATION

When a Resident requires medical or psychiatric testing or care, which cannot be provided at Fairhaven, they are transferred to the hospital. Even if the Resident is admitted to hospital, they remain a Fairhaven Resident and co-payment charges accrue. When the Resident is ready for discharge from the hospital, the registered staff are contacted by the hospital. The hospital will contact family to arrange return transportation.

HOUSEKEEPING

Cleaning frequencies at Fairhaven are determined by identified infection control risks as well as our desire to keep an attractive appearance throughout the Home. A hospital-grade disinfectant/cleaner is used at Fairhaven and daily visual audits are completed home-wide. Each day, Resident bathrooms are cleaned, and garbage/recycling is collected. Resident living spaces are cleaned weekly including the floors, furniture provided by Fairhaven, touch points, window ledges and mirrors. Cleaners respect the Resident's right to organize their living space in a way that reflects their preferences and/or life style.

Fairhaven housekeepers do not clean the following items:

1. Ceramic ornaments or other collectables in display cases or on open shelves
2. Upholstered furniture belonging to the Resident
3. Computer equipment or other types of specialized equipment
4. Bar or mini fridges
5. Surfaces needing specialized cleaners – leather, open grained wood, etc.
6. Resident craft projects or hobby areas
7. Items which have been identified by the Resident or family

There are items in the Resident's room which are cleaned by Fairhaven staff. Examples of this are bedding and towels, commodes, mobility aides, and specialized care equipment.

INFECTION CONTROL

Frequent and proper hand hygiene is the single most important factor in preventing the spread of infection. This applies to all Residents, staff and volunteers. Residents who

feel unwell are asked to inform the nurse immediately.

Out of respect for our Residents, if a visitor is feeling unwell, we ask that they reschedule the visit. If there are several Residents who are ill, Fairhaven works with Peterborough Public Health in determining if an outbreak exists and takes appropriate actions to reduce the spread of infection. This may require the cancellation of home-wide activities. Notices of the presence of certain infections will be posted to inform visitors at the front entrance.

The operation of a humidifier/vaporiser, either hot or cool mist, is not permitted.

Pets and visiting animals are not permitted in the dining rooms immediately before or during the service of meals or snacks.

INCOME TAX RECEIPTS

A Medical Tax Credit Letter is prepared annually for each Resident at the end of February or after their final bill is paid. Fairhaven Residents are not eligible for a property tax credit, as Fairhaven does not pay full municipal and school taxes or a full grant instead of taxes.

INTERNET

Fairhaven's general e-mail address is info@fairhavenlhc.com. Residents can access the internet and e-mail in lounges within their Home Area. Volunteer assistance can be arranged by the Volunteer Coordinator to assist Residents with internet and e-mail use and computer basics. Family members, with computer expertise, are welcome to participate on-line with Residents. Email addresses are available without charge. The IT Co-ordinator will arrange for technical support.

LAUNDRY

Personal laundry options include:

- All personal laundry services are done by Fairhaven Laundry.
- Family can do the Resident's laundry at home. (A collection bag is recommended).
- Resident Self-Serve Laundry Facilities on Third Floor

It is helpful to identify the desired option on admission. Residents may choose to have personal laundry serviced by Fairhaven. Laundry is collected daily and Residents' personals are processed and returned within 48 hours. Labels for clothing are provided by Fairhaven in order to prevent loss of clothing

Fairhaven is not responsible for Residents' personals that are lost or damaged during processing.

Concerns about missing items need to be identified as soon as possible to the

Resident's Care Centre so that staff may assist in tracing the whereabouts of the item. Environmental Services Manager may also be contacted about laundry concerns.

Laundry is processed using safe commercial laundry chemicals which ensure the sanitization of the clothing.

Clothing brought in to Fairhaven must be clean and in good condition

Types of Fabrics That Are Suitable for the Laundry include:

- 65% polyester and 35% cotton blend fabric
easy care fabric that requires little or no ironing
- 100% polyester
- Others marked with machine wash and tumble dry labelling

Types of Fabrics Not Suitable for the Laundry include:

- 100% cotton
- Wool or wool blend fabrics
- Specialty fabrics or trims such as leather, silk, satin, suede or fur
- Rayon, acetate or other man-made fibres
- Labels which indicate "No Bleach" or "Air Dry" or "Flat Dry" or "Dry Clean Only"
- Lace, lace edging or loose weaves

LEAVES OF ABSENCE

A: *CASUAL LEAVE*

Casual leaves of absence of up to 48 hours per week are available to Residents in long-term care facilities. Casual leaves are permitted throughout the year regardless of vacation or other medical leaves taken. For calculation of the period for casual leaves, the first day of the week is considered to be Sunday. Casual leaves are considered separate from medical and vacation leaves. Consent for casual leaves is obtained on admission as part of Admission Orders.

When a Resident is not able to understand their care needs, the responsible person or caregiver during the leave must be 19 years of age or older and must be willing and able to:

- Provide appropriate care of the Resident as instructed by the Home, and
- Notify the Executive Director (or designate) if the Resident is admitted to a hospital during the leave.

Instructions for medications and care required during the leave are documented in the Resident's record by the nursing staff and a copy provided for the person accepting responsibility for the Resident's care while on leave. Registered staff reviews any care and treatment instructions with the Resident or the person assuming responsibility.

The Resident or the person assuming responsibility signs a *Resident Leave of Absence Statement*, Form AVI g, for each casual or vacation leave of absence.

Registered staff will remind the Resident and/or person accompanying the Resident to stop at Reception to sign out the Resident's health card.

B: MEDICAL LEAVE

A Resident's condition may change requiring assessment or treatment in a hospital. If this occurs, a Medical Leave of Absence in a hospital for up to 30 days is available to the Resident. (Use of the Medical Leave does not reduce the Resident's available casual or vacation leave days). Authorization by the Resident's physician is required for all Medical Leaves.

If a Resident is not well enough to return to Fairhaven after the thirty (30) days, the Resident must be discharged from Fairhaven and must re-apply through the Community Care Access Centre (CCAC) for admission.

C: PSYCHIATRIC LEAVE

A Psychiatric Leave in a hospital for up to sixty (60) days at a time is available to Residents of Fairhaven for the purpose of assessment, treatment, and stabilization of a Resident's psychiatric status. The use of psychiatric leave days does not reduce a Resident's available casual or vacation leave days. If the Resident's condition or care needs require absence from Fairhaven beyond the available leave the Resident must be discharged from Fairhaven and must re-apply through the Community Care Access Centre (CCAC) for admission.

D: VACATION LEAVE

A Vacation Leave of Absence of up to twenty-one (21) days a year is available to Residents of long-term care facilities. For Residents who enter Fairhaven during the calendar year, the available vacation days are calculated as follows:

- three days vacation leave following the first full calendar month of admission;
- one and a half days vacation leave for each of the next ten calendar months, following the first full calendar month of admission;
- three days vacation leave following the 12th full calendar month of admission

The Resident's physician must authorize all Resident vacation leaves. Please see the registered staff well in advance of the requested leave.

When a Resident is not able to understand their care needs, the responsible person or caregiver during the leave must be 19 years of age or older and must be willing and able to:

- Provide appropriate care of the Resident as instructed by the Home, and

- Notify the Executive Director (or designate) if the Resident is admitted to a hospital during the leave.

The Resident's Attending Physician provides written authorization for vacation leave.

Instructions for medications and care required during the leave are documented in the Resident's record and a copy provided for the person accepting responsibility for the Resident's care while on leave.

Registered staff reviews any care and treatment instructions with the Resident or the person assuming responsibility.

The Resident or the person assuming responsibility signs a *Resident Leave of Absence Statement, Form*, for each casual or vacation leave of absence including name of person accompanying Resident, date and time of return, and contact number.

Registered staff will remind the Resident and/or person accompanying the Resident to stop at Reception to sign out the Resident's health card.

Residents are obligated to pay accommodation charge during all approved leaves of absence from the home (regardless of type).

LEGAL DOCUMENTS

If a lawyer or other business advisor is coming to Fairhaven to do business with a Resident who does not have a private room, please contact the Support Services Supervisor to arrange use of the Conference Room for private consultation. Resident Home Area staff are not permitted to witness legal documents, even at the request of a lawyer or other visitor. All such matters must be referred to the Executive Director or their designate.

LEGISLATION AND SERVICE AGREEMENT

Fairhaven is governed by the Long-Term Care Act and Regulations, 2007 (LTCHA). A Service Agreement between Fairhaven and the Central East Local Health Integration Network is negotiated every three (3) years. This agreement outlines the expectations, rights and responsibilities of both Fairhaven and the government. Standards and criteria are explicitly defined in the LTCHA. Our Home, like other LTC homes, are expected to achieve these standards and criteria in the provision of care, programs and services to Residents. Results of reviews are available in two ways:

- copies are posted on the board at the front entrance close to Reception
- Public Reporting link on the Ministry's webpage, www.health.gov.on.ca

LINK GALLERY

The Fairhaven Foundation Link Gallery is filled with beautiful creations by local

artisans. Located on the main floor of Fairhaven to the right of the front lobby, enter through the vine-covered pillar and enjoy the many different art forms that fill the gallery with colour and design. Residents and their guests are welcome to enjoy a visit to this area at any time. Many items on display are available for sale through the Fairhaven Foundation. Contact the Foundation office located at the end of the gallery or at 705-743-0881, extension 250, or by email at info@fairhavenlhc.com. Thanks to all of our artisans for supporting the Fairhaven Foundation through sales of their work.

LOTTERY TICKETS

Nevada fund-raising tickets are sold at Reception between approximately 9:30 a.m. and 3:30 p.m., Monday to Friday. Proceeds are directed into purchasing furnishings, equipment and supplies to enhance the quality of life of the Residents.

MAIL

The mail is picked up from and delivered to Reception daily. Stamps are available for purchase and letters can be weighed during normal business hours. A Canada Post box is available outside the front entrance. Mail is distributed to the Resident Home Areas Monday to Friday.

All mail pertaining to income tax preparation (T4's, T5's etc.) is given to the Resident Billing & Trust Co-ordinator who records it and distributes it at the end of February. If these items are required earlier, arrangements can be made with Resident Billing & Trust Co-ordinator.

Powers of Attorneys are required to redirect business mail to their home address. Any business mail (ie. Cogeco bill, bank statement, etc) that requires forwarding on will have a \$3 surcharge per mailing.

MAINTENANCE

All electrical, plumbing, heating and other maintenance problems, which occur within Fairhaven, should be reported to the registered staff as soon as they are noticed. The Environmental Services staff will take care of the problem as soon as possible. Fairhaven's staff complete inspections and preventative maintenance regularly. Safety is of prime concern. When Resident appliances are not working family are responsible for repairing or replacing the item.

MEDICAL EXAMINATIONS

Each Resident's physician is responsible for preparing an admission medical history and performing a physical examination within 7 days of admission, yearly medical reassessments and a medical reassessment of the Resident following readmission to Fairhaven from an acute care hospital. Quarterly medication and diet reviews are also mandated for all Residents.

MEDICAL DIRECTOR AND ATTENDING PHYSICIANS

Fairhaven's Medical Director, Dr. Donald Spink, monitors all medical care in Fairhaven and deals with major medical issues. Fairhaven also has a Professional Advisory Committee that advises regarding clinical matters, particularly those of a policy nature.

Doctors who practice at Fairhaven (Attending Physicians) must have a signed agreement with Fairhaven and be prepared to follow certain mandated medical protocols. This allows some Residents in Fairhaven to retain their own family physicians. Fairhaven assigns one of its registered in-house physicians to be the primary care provider for new Residents who do not wish to retain their former family physician.

MEDICATIONS

Fairhaven has an organized pharmacy service under the direction of a registered pharmacist. All medical products are supplied by a single accredited pharmacy or pharmacy service. Only Registered Nurses and Registered Practical Nurses are allowed to administer medications.

On admission, after reviewing the medical history with family and any documentation from Home & Community Care Support Services pac and other resources, Fairhaven will receive orders from Resident's physician for medications. The registered staff maintains a record of the medications the Resident requires and receives. All reordering of medication and ordering of new medications is the responsibility of registered staff in consultation with the physician, NP Stat or Fairhaven's Medical Director.

Resident's physician completes a quarterly medication review. Residents can self-administer medication as long as they meet the criteria. (Please see Registered Staff for policy). Upon admission medication should be given to Registered Staff. Residents are not to supply their own medications, i.e. vitamins this will be supplied by the pharmacy. All medications must come from the contracted pharmacy service as ordered by the physician. Medications and instructions are provided for Residents who will be away from Fairhaven on a casual or vacation leave.

MUSIC AND MEMORIES PROGRAM

Music and Memory is a program where Residents listen to music on a personalized ipod. Playlists will be created with input from Residents, family, friends and our staff. These playlists are loaded onto iPods for Residents to enjoy their favorite music. The Residents can connect with the music they love, with the goal of improving their overall health and well-being. This program is offered to Residents through a referral process. The Music and Memories Team consists of Resident Programs staff, the Social Worker, and the Support Services Supervisor. If you would like more information about this program or the referral process, please see a team member.

NEWSPAPER SUBSCRIPTIONS AND LIBRARY

Fairhaven subscribes daily to *The Peterborough Examiner* and *The Toronto Star* for use by Residents in a number of the Resident lounges and front lobby. Personal subscriptions for newspapers can be initiated by family and papers are received and distributed by Reception.

Large print books are available in lounges and/or activity rooms. Many other reading materials such as newspapers and magazines are also available. Through the Peterborough City Library, a "shut-in" service is also available and "Talking Books" are delivered for CNIB clients.

NURSING

Registered Nurses, Registered Practical Nurses (Registered Staff) and certified personal support workers provide care in each of the Resident home areas. Registered nursing staff are on duty at all times. They administer all medications and help Residents with medical and health care problems. The Personal Support Workers work with the registered staff to ensure the Residents are given help with their personal care needs.

Medical supplies and nursing equipment necessary for the care of Residents, including the prevention and care of skin disorders, continence care, infection control and sterile procedures are available. The cost of some medications/medical supplies is not covered under Provincial regulations. When this occurs, the Resident/family is informed of the occurring cost for medication not covered by Ontario Drug Benefit. Additional nursing assistance may be beneficial to a Resident in certain circumstances. Arrangements need to be made by the Resident's representative to contract and pay for such services ie foot care, private worker. Fairhaven staff will assist with the co-ordination of care routines to facilitate meeting the Resident's needs.

NUTRITION SERVICES

Fairhaven provides three nutritious meals daily, which are served in each Resident home area dining room, and three in-between meal snacks daily that are served to the Residents in their room. Residents who are unable to attend the dining room may receive tray service in their room once assessed by registered staff.

If additional nourishment is required in between meals and snacks, the employees will be more than happy to assist. Non-perishable food is allowed in Residents' rooms, which must be stored in a proper manner. Any perishable food brought into Fairhaven needs to be labelled with the Resident's name and a date and placed in a fridge.

Menus change semi-annually (spring/summer and fall/winter) and follow a three-week menu cycle. Special diets ordered by Physicians or the Dietitian are provided. Mealtime schedules, menus and a seating plan are posted in each dining room.

Fairhaven employs a full time Registered Dietitian, a Nutrition Services Manager, a Nutrition Services Supervisor, and dedicated Nutrition Service workers.

OTN

We can offer Evisits via the OTN website. This is via secure video from Fairhaven on a computer. Your doctor can arrange for you to see a specialist from anywhere in Ontario without the stress of and cost of travel.

OUTBREAK

When a communicable infection is identified at Fairhaven control measures are established in conjunction with Peterborough Public Health. Visiting may be restricted during an outbreak. Fairhaven may not be able to notify families individually when an outbreak begins. Daily Information is made available and updated in the following ways:

- posted at the main entrance or at the entrance to the affected Resident home area/s
- at Reception in the main lobby
- a recorded message at 705.743.0881, extension 200

Hand Hygiene is recommended at all times before and after visiting with a Resident.

PALLIATIVE CARE

In situations when the death of a Resident seems imminent, Residents often want to stay in their own room at Fairhaven rather than be sent to hospital. Staff are trained and very skilled in providing good palliative care. Families and clergy are free to visit whenever they wish and extra volunteer support can be arranged through Hospice Peterborough. An informative booklet is provided for family members to assist with their understanding and preparation for the dying process. Family wishing to stay at Fairhaven and participate in palliative care can make use of the Hospitality Suite. Registered staff will assist with these arrangements.

PARKING

Complimentary parking is provided at Fairhaven for visitors in designated areas. Accessible Parking is available for permit holders. City of Peterborough parking regulations apply.

PAYMENT

Upon admission Residents or their Power of Attorney, Property, are required to sign an authorization to have the monthly accommodation fees automatically withdrawn from the bank account and paid to Fairhaven (Direct Debit). At the beginning of the month, the Resident or designate receives a statement showing how much is outstanding for the previous month and indicating when it will be withdrawn. Also provided is a monthly

statement of personal trust spending activity. Questions about either statement can be directed to the Billing & Trust Co-ordinator.

PERSONAL ASSISTANCE

Residents who may wish to have assistance with their correspondence, reading or accomplishing other personal tasks should make their requests known to the staff, who in turn will obtain help of the Activationists or volunteers.

PERSONAL HYGIENE

Although Fairhaven supplies all the necessities (full list on page 7 under “Services of Fairhaven”), Residents are encouraged or may wish to continue to use their own. There is designated space available in each Resident bathroom for storing personal grooming products. Below we have outlined some additional items that are acceptable to bring in as well as items that we ask you to refrain from bringing into the home for safety reasons:

Acceptable personal hygiene products:

- Nail clippers and tweezers
- Electric or rechargeable razor (only if normally uses one)
- Reusable grocery-type bag with handles for carrying belongings to and from the spa

Refrain from bringing:

- Disposable razors or razors with exposed blades
- Perfume and cologne (Please see “Scents and Aerosols” for additional information)
- Powders of any type (bacteria producing in skin folds and a slip hazard on floors)

If you are having problems with personal hygiene, for whatever reason, please discuss your concern with the nursing staff.

Families are often looking for gift ideas; our staff can help with practical ideas.

Ensure ALL Resident personal items and products are labelled with their name using permanent marker.

PETS

Fairhaven generally has a number of pets and Therapy Dogs visit throughout Fairhaven several times weekly. Visiting pets must be in good health and be kept on a leash or in a cage while in Fairhaven for Resident safety. Animals are not permitted in any area of Fairhaven in which food and/or beverages are being set out and/or served.

PHOTOGRAPHY

On admission, a digital photo of each Resident is taken and added to their data base file for identification purposes. Additionally, Residents may be photographed or videotaped while engaged in routine activities within Fairhaven. Consent is required if a Resident is clearly identifiable and the material is to be used in the community.

PHOTOCOPYING

Residents may have written materials photocopied or enlarged at a nominal cost. Materials for photocopying are to be left at Reception. An attempt will be made to accommodate your request within 24 hours. A cost quotation for the work requested can be provided.

RATE REDUCTION APPLICATIONS

Residents in basic accommodation may apply upon admission or date of transfer to a basic room and annually on July 1 thereafter for a reduction in the accommodation co-payment rate. In order to complete this application, a Resident's Notice of Assessment for the previous year is required and the rate reduction can only be initiated for the month in which it is signed by the Resident or their designate. Contact the Billing and Trust Coordinator to apply.

RECREATION PROGRAMS

A variety of regular recreation activities are held within Fairhaven to facilitate Resident enjoyment of physical activities, crafts, social games, music, and intellectual pursuits. Information about times and places can be found on the activity schedules at the Care Centres. Every Resident is welcome at these activities as a participant or a spectator. Special events, entertainments and outings are held regularly. Information about special events and activities is also posted and available on the Fairhaven website.

RECYCLING

Blue recycling containers are provided throughout Fairhaven for the collection of clean materials - paper products, boxboard, cardboard, paper, metals, plastics, glass and other containers. No sorting is necessary. Please help us reduce the amount of trash that goes to landfill!

RESIDENT ABUSE (Zero Tolerance for Abuse and Neglect Policy)

Fairhaven ensures a positive atmosphere exists within its environment for both Residents and staff by endeavouring to ensure that each individual's human rights and personal dignities are respected. Abuse of a Resident in any form or threats of abuse are not tolerated under any circumstance. If you or your next-of-kin witness an incident which might be defined as abusive, it is your responsibility to inform the nurse or other senior staff member about it, as soon as possible. All allegations will be investigated and reported to the Executive Director.

RESIDENT COUNCIL

Fairhaven supports the activity of a Resident Council. Residents may get involved in a variety of ways by volunteering for office or simply by attending the monthly meetings. The Council serves in an advisory capacity to Fairhaven's Executive Director. Minutes of Council meetings are posted on the notice board in the Common Room and on the Fairhaven website. Residents may attend Council meetings. The Council reviews suggestions at the monthly meeting and initiates a tracking form for each. A recommendation for follow-up will be made to the Executive Director and a response received by the next meeting.

A suggestion box is also provided near the front entrance for anyone who wishes to leave a written suggestion or complaint. Signing the note is optional.

RESPIRE CARE (Short-Stay Program)

Respite care provides time-limited relief for a caregiver who is providing care for a disabled or chronically ill family member or friend in the community. A respite care Resident entering Fairhaven for a short time may also benefit from the programs and services of Fairhaven. The longest booking for respite care is 60 days at one time with a maximum of 90 days per calendar year per individual. Fairhaven has one bed reserved through the Central East Local Health Integrated Network for respite care, which is located on Riverside 3 Home Area.

RESTRAINT MINIMIZATION POLICY

Fairhaven has a policy of least restraint. Restraints are used only when absolutely necessary and then, only with a physician's order, family consultation, and consent. Please see Resident Care Manager to obtain a copy of the policy.

RESIDENT ROOMS

Resident rooms are arranged in a predetermined layout that cannot be altered to suit the resident's preference. The following considerations must be adhered to when designing the room:

- Furnishings are arranged so that staff can safely use lifts while delivering resident care in their rooms.
- Safety hazards are not present in the room. Fairhaven has the express right to limit and/or remove items from Resident rooms which pose a threat to the safety of Residents and Staff. (ie. Glass tabletops,etc.) Resident and/or POA will be informed in advance of the removal of items.
- In case of emergency, furnishings must not impede traffic flow. There must be access for Emergency Medical Services to bring a stretcher and any medical equipment required

- Fairhaven is not expected to expend undue time, effort, or cost in restoring the room to its normal appearance when the Resident leaves. Any stickers used to decorate need to be “peelable”. Any pictures or wall mounting must be approved and hung by environmental services staff. Command hooks, or similar type may be used.
- Tools or sharp instruments are prohibited from being kept in Resident rooms. These items will be removed.

Fairhaven provides basic furnishings for the use of the Resident. The Resident may choose to bring additional furniture, which adhere to the above considerations.

Housekeeping and general repairs are made to a Resident’s room as needed to maintain a safe and attractive appearance.

All electrical equipment brought into the home must be identified as “CSA Approved” or “UL” and verified in good repair. Environmental Services Staff does routine electrical safety check in all rooms to ensure these standards are met. Any electrical equipment failing to meet these requirements will be tagged and removed.

Residents/representatives are informed through the Admission Agreement and Resident Handbook that Fairhaven does not assume any responsibility for loss or damage to the Resident’s personal property.

When the Resident’s care needs and care plan change, the arrangement or amount of furnishings in a Resident’s room may need to be changed.

Furnishings Provided by Fairhaven

Fairhaven provides the following for Resident use in their room:

- Bed with raised perimeter mattress and electric controls to meet the Resident’s care needs. All bedding for the Resident is supplied by Fairhaven including a fire-retardant bedspread.
- Closet, fixed position for safety
- Bedside table and lamp
- Arm chair, soil resistant upholstery
- Waste receptacle

Adding Furnishings to the Resident’s Room

If there is adequate space and the furnishing is in good repair, it can usually be added to the Resident’s room. The following give some guidelines.

- dresser, chest, desk, cabinet, table, etc., within limits while maintaining the room layout integrity

- An additional chair. Lazy-boy reclining and lift chairs are permitted. Vinyl or leather upholstery is recommended. Rocking chairs and gliders are not permitted for safety reasons.
- A television and VCR/DVD with appropriate stand. Only flat screen TVs are permitted. The maximum acceptable width is 45 inches across. TVs are to be mounted by Fairhaven Environmental Staff after being assessed for proper mounting bracket and acceptable weight.

Any items that will not fit in the Resident's wardrobe, such as suitcases, or other personal belongings will need to go home with the family as there is minimal storage available at Fairhaven. Wheelchair parts must be labelled and will be stored in the Resident's room – i.e. wheelchair footrests. If the Resident suffers a change in their condition, i.e. from independent to dependent care, a request will be made to the family to remove certain pieces of furniture. If the furniture is not removed in a timely fashion, and it poses a safety hazard to the Resident or staff, the Joint Health and Safety Committee will complete an assessment of the situation and making recommendations on any room changes required.

Fairhaven is not able to store furniture items, mobility devices which are no longer in use, or decorations in the Resident storeroom area.

Safety Hazards

Safety hazards are defined as those items which pose a risk to the Resident, staff who work in the room, or other Residents in the area.

Items that are prohibited include the following:

- electrical appliances which heat up e.g. kettles, coffee makers, irons, toasters, hair dryers, curling irons, hot plates, microwaves, space heaters
- Rocking chairs and gliders
- area rugs, bath mats, scatter rugs
- anything which creates or invites an open flame e.g. candle, oil lamp, matches or lighters
- air mattresses or other therapeutic surface (MOH regulated)
- polyurethane mattress or chair pad (egg-crate appearance) and mattress pads which are not flame retardant and water proof
- draperies or curtains
- electric blanket, heating pads, hot water bottles

- portable humidifiers, dehumidifiers, vaporizers, diffusers or air cleaners
- tables with glass tops
- electrical equipment, extension cords or outlet adapters which are not in good repair and/or not “CSA Approved” or “UL”.

Décor

Fairhaven touches up the paint prior to admission and thereafter as required. Wallpaper and decorative borders are not permitted. Painting the Resident’s room a different colour is not permitted.

Solar blinds are provided and maintained by Fairhaven.

Maintenance staff provide picture hooks and hang items as desired by the Resident.

Fairhaven cautions against including heirloom items or porcelain figurines in a Resident’s room due to security and cleaning issues. If the Resident decides to bring these items to Fairhaven, an appropriate display area is to be supplied by the Resident/family and a cleaning routine needs to be established by the family.

Installations

Any assistive device which requires attachment to the wall, floor or ceiling must first be approved by management and, once approved for use, be installed by certified professionals approved by Fairhaven.

ROOM CHANGES

Residents may be moved to another room within Fairhaven. The priorities used to determine room changes are:

1. safety considerations
2. Resident care needs
3. ability to pay for preferred accommodation
4. Resident preference

Requests for room changes are recorded by the Support Services Supervisor and can be made at any time following admission. When a Fairhaven bed is available, the needs of Fairhaven Residents on this internal waiting list are satisfied prior to the bed being offered to the community for admission. Basic beds are offered on an alternating basis. Fairhaven must notify the Central East Local Health Integrated Network of each available bed within 24 hours, so internal transfer decisions must be made quickly.

RISK MANAGEMENT

Risk management is an important component of Fairhaven's Quality Improvement program. Risk management activities include all those strategies designed to reduce and control actual or potential risks to the safety, security, welfare and health of Residents, staff, volunteers, and visitors or to the safety and security of the Home.

SAFE RESIDENT HANDLING

Under the *Occupational Health and Safety Act*, Fairhaven as an employer has a legal obligation to provide a safe working environment for staff. The employer provides equipment and training to staff to enable them to work safely. This in turn results in a safer living environment for our Residents.

As a Resident's physical condition changes an assessment is done by Registered staff and/or physiotherapist to determine the safest method of assisting the Resident relating to lifts, transfers, and repositioning. The Resident may be assessed as requiring a mechanical lift which sometimes necessitates the use of adaptive clothing. We encourage Residents/families to be aware that these changes are being made for the sole purpose of keeping both Residents and staff safe.

SAFETY

Fairhaven is committed to providing a healthy, safe living and working environment. To achieve this, Fairhaven continuously fosters safe living and working conditions, complies with health and safety legislation, maintains its equipment and premises in a safe condition and endeavours to ensure that all its Residents and employees comply with safety procedures.

SCENTS AND AEROSOLS

The use of some chemicals can cause certain Residents and/or staff to suffer breathing problems, sometimes severe enough to require hospitalization. Because of this, family and visitors are asked to adhere to Fairhaven's scent free policy in the following ways:

- Do not send or bring any lilies or other heavily scented flowers.
- Refrain from wearing perfumes, perfumed hairsprays, or aftershaves when inside Fairhaven.
- Avoid bringing aerosol products to the Home, of any kind.
- Air fresheners are not to be placed in Resident rooms.
- Oil diffusers are not allowed

Please report to nursing staff if you are experiencing odours in a Resident's room so that an investigation of the source may be completed and corrective action initiated. Unscented odour eliminators are provided by Fairhaven when needed.

SECURE CARE (SPECIAL CARE)

Riverside Special Care (RSSC) Home Area at Fairhaven is dedicated to care of persons experiencing cognitive impairment and who need the protection of a secure and stable environment. The area is designed to reduce the amount of environmental stimuli so as to maximize Resident functioning, allow Residents to interact within their individual capabilities and prevent Residents from displaying behaviours that may lead to incidents. While in RSSC, Residents are attended by one of the three physicians who specialize in the care of the cognitively impaired.

All staff are trained in meeting the needs of the cognitively impaired and RSSC staffing is enhanced for this reason. The Residents in this area are generally mobile and wandering within a secure space including the garden is expected. In the Special Care area, Resident safety is paramount therefore, the doors are secured, and require a keypad entry for access to enter or leave the area. Family and visitors are asked to co-operate by closing these doors and signing the Resident out of the home area at all times, even when they are not planning on leaving the building.

Family members and significant others are very much included in the care of Residents and are given support in dealing with Residents' behaviours. Families are encouraged to visit frequently and to take Residents out of the home area as deemed beneficial for the Resident.

When a Resident's ability and care needs change and they no longer require the need for a secure living environment or the need for the special programming offered, Fairhaven reserves the right to transfer the Resident to another area of the home leaving the bed in RSSC open for an individual in the community or Home who would benefit from the security and modified programs.

SECURITY

The inner set of doors at the front entrance is locked nightly. A "night" buzzer is located in the vestibule at the front entrance. A closed circuit camera is on at this time. Fire doors are kept locked to restrict entrance from the outside. Magnetic locks are present on internal doors leading to stairwells or the outdoors for the safety of confused Residents. Codes are generally the same throughout the building.

Nightly security checks are in place.

Each Resident is asked to sign out, in a book at the Care Centre, when they leave Fairhaven and to sign in, when they return. All Residents are strongly discouraged from keeping large sums of money in pockets, wallets or purses or unlocked in their rooms. Each Resident has a personal trust account, which can be accessed at Reception from 9:30 to 3:30 Monday to Friday except holidays. It is recommended that jewellery and valuable papers be stored off-site or in a secure container provided by the Resident.

SMOKING

Fairhaven operates according to the *Smoke-Free Ontario Act* and does not have a controlled smoking area. As a result, any Resident who wishes to smoke must do so out-of-doors at least nine meters from any entrance or window. A smoking shelter is located at the front of the Home. Fairhaven does not have resources sufficient to provide assistance to Residents who wish to smoke. Families may provide assistance or make alternate arrangements for the Resident who requires assistance. Smoking supplies must be left at the Resident's Care Centre when not in use. Residents who smoke have a smoking assessment completed quarterly and the results of the assessment will be shared with the Resident and their representative. In order to smoke while at Fairhaven, a Resident, when awake and alert, must be oriented to time, place and person, and must be able to ambulate independently or propel self safety in a wheelchair. Should a Resident decide to stop smoking, Fairhaven will provide assistance in developing a cessation program to support the Resident. Smoking is not permitted within Fairhaven by anyone. This includes the Home, balconies, and gardens.

SOCIAL SERVICES WORKER

Our Social Services Worker is part of the care team at Fairhaven and is available for both Residents and families to discuss concerns and provide support with emotional, financial, legal, or other issues. This could include settling in support, linking to community resources, liaising with government agencies, dealing with issues between residents, families and/or the care team, and grief support. Residents and their families can contact our Social Services Worker, Monday to Friday, between 8:30 a.m. – 4:30 p.m. at 705-743-0881 ext. 292 or visit in person in Office 3012, found to the left of the elevator on the 3rd Floor.

SPIRITUAL CARE

The spiritual needs of Residents and caregivers are recognized and nurtured at Fairhaven under the direction of a Spiritual Care Committee. Caregivers and members of local faith communities work closely to ensure ongoing spiritual support. Residents and families are encouraged to seek help as required. Information about spiritual activities is available on each home area's activity schedule and on the Worship Centre's notice board. Services are held regularly in the Worship Centre and Residents are invited to attend at any time regardless of denomination. Other spiritual activities take place regularly in various locations throughout Fairhaven. All Residents and their caregivers are welcome to take part in spiritual care programs and services. Our Worship Centre is available, at no charge, to Residents and families wishing to hold wedding or funeral services on site.

STORAGE

A storage room is located on each Resident home area with limited space. It is advised to keep off-season clothing off site. However if off-site storage is not an option labelled clothing bags are recommended. To access the storage room, please leave a request at the Care Centre. Due to space limitations furniture and excess mobility aids cannot

be placed in storage at Fairhaven. Items are stored at the Resident's risk.

STUDENTS

Fairhaven provides co-operative, job experience placements for local high school students, as well as students from community colleges, Trent University and other community and government agencies. Please help make all students feel that they are part of the team.

SUGGESTION BOX (Suggestion Box Policy)

A Suggestion Box is located near the main entrance at the Resource Centre on level 2. Residents and family are encouraged to submit ideas, questions and/or suggestions. A signature is optional. The box is checked regularly for submissions which are copied and forwarded to the appropriate Committee, Director, or to the Council. The Executive Director gets a copy of each submission. A written response is provided for each individual who makes a signed submission.

TELEPHONE

A toll-free local line is available for Resident use on level 2 by the elevators. As an optional service, Fairhaven can add Residents to their telephone network for local and long distance service as desired. A service agreement is required and provides details about costs and service options. The loan of a large button phone and support to set it up with speed dial numbers is provided as part of the service. Service agreements can be discontinued by contacting the Support Services Supervisor.

TELEVISION/CABLE

There are a number of large screen televisions, many with companion VCR or DVD units, for the use of Residents in designated lounges throughout Fairhaven and in the Great Room. Residents wishing to have cable for a television in their room may do so at their expense. Arrangements for the connection, transfer and termination of cable must be made through the Support Service Supervisor at ext 245.

TEMPERATURE CONTROL IN RESIDENT ROOMS

Each room has a thermostat mounted on the wall beside the entrance to the room to provide control for both heating and air-conditioning in the room. Temperatures are pre-set through a computerized climate control program.

Changes to the program mode should only be made by Environmental Services staff. Please do not use the settings located under the flip down door. Staff at the Care Centre will have the requested changes made.

THERAPY

As part of the admission assessment, Residents are assessed by a Physiotherapist at Fairhaven for therapy needs. Therapy may be provided to improve, maintain, or slow decline in strength, mobility and overall physical functioning. There is one full time physiotherapist and two full-time assistants on duty at Fairhaven through Achieva Health, and there is no cost to Residents for physiotherapy. If there is a need identified by the physiotherapist for a Resident to have an assessment for custom mobility device or seating i.e. a wheelchair or walker, it will be discussed with the Resident and/or designate, as there is a fee for that type of assessment. The purpose of a custom assessment is to optimize comfort and functioning for the Resident, as well as assist with the application for government funding to help cover the cost of the custom equipment.

TRANSFER TO ANOTHER LONG-TERM CARE PROVIDER

A Resident who desires transfer to another long-term care Home must contact the Central East Local Health Integrated Network to request a place on the waiting list for that Home. Residents who are on "secondary placement" status at Fairhaven are awaiting transfer to their first choice home. Either situation does not affect care or services provided by Fairhaven. Inform your physician, your home area staff, and the Support Services Supervisor of your desire to transfer will help facilitate the move. A discharge plan must be put in place before a Resident can leave Fairhaven.

TRANSPORTATION SERVICES

If a Resident goes into the community for a medical appointment such as an eye examination or to a dentist, it is the Resident's responsibility to cover the cost of transportation. Fairhaven will make arrangements for transportation by taxi or Handivan service if this cost has been authorized. Fairhaven has arranged with Capital Taxi for a chit system to be used. Capital Taxi can also accommodate wheelchairs with advance notice.

When a Resident is sent for medical services, the service provider often requires that the Resident be accompanied. An example of this would be the cast clinic. Fairhaven staff are not available to accompany Residents on medical appointments. When family are not able to accompany a Resident and an outside attendant is required, the Resident is responsible for this added expense.

If a Resident is sent from Fairhaven to the hospital for emergency services, the ambulance provides transportation. Upon discharge from the hospital, the Resident is responsible for the cost of the transfer service. If family are not able to bring the Resident back to the Home and the Resident is unable to come by taxi, a transfer service is required and the hospital will expect the family to make these arrangements at the Resident's expense. When family are not present at the hospital with the

Resident, Fairhaven staff are required to call and get an authorization for this expense.

TRUST ACCOUNTS

Fairhaven maintains a financial management system that provides Residents with the opportunity of retaining money in Fairhaven in specifically designated accounts. The Personal Trust account is for the management of each Resident's personal funds. These funds come through deposits by the Resident or their representative. They are non-interest bearing accounts and the balance cannot exceed \$5,000. An itemized statement is prepared each month.

Residents are strongly urged not to retain any significant amount of money in their rooms or on their person. Personal Trust monies can be withdrawn Monday through Friday from 9:30 a.m. until 3:30 p.m. with the exception of holidays at Reception.

TUBERCULIN TESTING

All Residents of Fairhaven must have a 2-step tuberculin skin test as a condition of admission. Residents who are known to be positive reactors to the tuberculin skin test must have a chest x-ray.

UNIONS

Fairhaven has collective agreements with:

- Ontario Nurses' Association (ONA)
- Canadian Union of Public Employees (CUPE)

VCR/DVD PLAYERS

VCR or DVD players are available in all Resident home areas and a supply of VHS and DVDs are available through the Resident program staff for use by Residents. Staff will aid as required. Residents may bring in their own VCR/DVD unit in their room if desired.

VENDING MACHINES

Vending machines for beverages and snacks is located at the main entrance on level 2 for use by all.

VETERANS

Special funding may be available from the Department of Veterans Affairs Canada for veterans.

VOLUNTEERS

All volunteers are under the direction of the Volunteer Resources Coordinator. Fairhaven has a dedicated group of registered volunteers who help in many areas of the home. Volunteers make a significant contribution to Fairhaven and help to enhance

the quality of life of the Residents. Volunteers can be identified by their red name badges.

Family members and friends are welcome and encouraged to volunteer at Fairhaven. A wide variety of interesting opportunities exist for persons of all ages. Time commitment can be as little as one hour per week. For more information please contact the Volunteer Resources Coordinator at extension 290.

WEBPAGE

A great deal of information is available about Fairhaven at www.fairhavenltc.com.

WHISTLE BLOWING (*Policy Attached*)

This policy identifies that there is no form of retaliation against anyone because of disclosure of information to an inspector or to a member of Fairhaven's leadership team.

WHEELCHAIRS AND WALKERS

Fairhaven has a limited number of loaner wheelchairs and walkers, which are provided by Align Home Healthcare for temporary use only. If a Resident always requires a wheelchair or walker, a custom assessment will be done by a qualified therapist for a fee, after consultation and consent from the Resident and/or designate. The assessment includes assistance with the application to Assistive Devices Program (ADP) which is a source of government funding to cover most of the cost of the custom equipment.

Fairhaven cannot supply chairs and walkers to Residents on a permanent basis. Fairhaven's walkers and wheelchairs are loaned to Residents, under the following circumstances:

- As a tester so the Resident has a chance to try the equipment prior to purchase
- As a loaner, to be used when the Resident's own equipment is being repaired
- As a trainer, when the equipment has been identified as being needed for only a short period of time

Fairhaven has limited storage space. When it is determined that equipment is no longer needed or appropriate (i.e. the Resident's condition has changed), families will be asked to remove it within 2 weeks. If it is not removed within that time period, it will be discarded by Fairhaven.

WIFI (Wifi Policy)

Fairhaven provides visitors temporary access to the Fairhaven WIFI Public Network. The password is entered into the device by the Information Technology Coordinator or designate during office hours. Office hours: Monday to Thursday 0700 – 1500. The temporary password is changed on a weekly basis. A new agreement must be signed each week. Fairhaven WIFI is not be used for steaming movies and/or large amounts of data. The Fairhaven Guest WIFI is not intended for Resident use.

ZERO TOLERANCE OF ABUSE AND NEGLECT (*Policy Attached*)

Fairhaven is committed to zero tolerance of abuse or neglect of its Residents. Every Resident has the right to be protected from abuse.

This policy applies to all employees and volunteers at Fairhaven. A report of Resident abuse may come to the attention of Fairhaven from a number of sources including the Resident, family or friends, staff member, volunteer, visitor or by direct observation.

Resident Bill of Rights Under the Fixing Long-Term Care Act, 2021

Residents' Bill of Rights

3 (1) *Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:*

RIGHT TO BE TREATED WITH RESPECT

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

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

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

RIGHT TO AN OPTIMAL QUALITY OF LIFE

- 6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.*
- 7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.*
- 8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.*
- 9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.*
- 10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.*
- 11. Every resident has the right to live in a safe and clean environment.*

12. *Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.*
13. *Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.*
14. *Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.*
15. *Every resident has the right to exercise the rights of a citizen.*

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. *Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.*
17. *Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.*
18. *Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.*
19. *Every resident has the right to,*
 - i. *participate fully in the development, implementation, review and revision of their plan of care,*
 - ii. *give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,*
 - iii. *participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and*
 - iv. *have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.*
20. *Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.*
21. *Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.*
22. *Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.*
23. *Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.*
24. *Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.*

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out

“restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))

25. *Every resident has the right to be provided with care and services based on a palliative care philosophy.*

26. *Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.*

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. *Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.*

28. *Every resident has the right to participate in the Residents’ Council.*

29. *Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:*

i. the Residents’ Council.

ii. the Family Council.

iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX,

B. RESIDENT'S RESPONSIBILITIES

Fairhaven expects the following:

1. *The Resident has the responsibility to observe Fairhaven’s policies and procedures to the level of his or her capacity.*
2. *The Resident has the responsibility to promptly report safety and security hazards.*
3. *The Resident has the responsibility to treat with care anything that is owned or supplied by Fairhaven or others.*
4. *The Resident has the responsibility to treat fellow Residents and caregivers in a civil manner at all times.*
5. *The Resident has the responsibility to express his or her needs, and/or complaints, directly to staff or volunteers in order that these issues may receive attention.*
6. *The Resident has the responsibility to recognize the validity of other Residents' needs and understand that staff may not always be able to respond.*
7. *If capable, the Resident has the responsibility on admission to appoint Powers*

of Attorney to provide guidance and direction to staff and other caregivers as required, at some future time. These Powers of Attorney would apply in situations of decision-making concerning the management of his or her personal and health care and his or her property, should he or she be deemed as no longer capable of making the decision or decisions.