



Belvedere Heights

Community Support Services • Residential • Long Term Care

A Guide for Prospective Residents and their Families



Encouraging Residents to remain:

INDEPENDENT, ENGAGED and CONNECTED

HOME FOR THE AGED

ADMINISTRATION
(705) 746-5871 • FAX (705) 774-7300

21 BELVEDERE AVENUE

NURSING DEPARTMENT
(705) 746-5871 • Extension 2
FAX (705) 774-7300

PARRY SOUND, ON P2A 2A2

COMMUNITY SUPPORT SERVICES
(705) 746-5602 or 1-800-883-0058
FAX (705) 774-7300

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

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Home Information

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Resident Home Areas

Residents are assigned to the Home Area that is most suitable to provide the care and services they require. Residents may not always remain in the room to which they were admitted. As Residents' health status change, it is necessary, from time to time, to relocate them from one Home Area to another. The Director of Care or her designate will dialogue with the Resident/Family and communicate the rationale for the relocation.



Willow Home Area

Willow home area is located on the
Ground Level



Pinecrest Home Area

is located on the Main Level



Oak Home Area

Is located on the Upper Level



Home Information

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Care Conferences

Each Resident Home Area has a physician who visits the Home regularly. Residents and families are invited to attend a care conference with the physician and the care team 6-weeks after moving into the home and at least annually thereafter. Residents/families will be contacted with the date and time of the care conference.

Care conferences afford an opportunity for the resident/family to discuss the care and services provided to the resident with the multi-disciplinary care team. Any care requirement changes that need to be made to the Plan of Care can be discussed during the conference.

Residents/families are encouraged to participate in the conference by asking questions and sharing any issues or concerns they may have.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

What to Bring!

Clothing



Please bring enough clothing for 6 days. Clothing which can be commercially laundered is recommended. Comfortable, versatile clothing is most suitable for everyday wear.

Cotton or cotton-blend socks are preferred over nylon and wool. Shoes should be flat or low-heeled and provide good support. Open-back clothing is best for Residents who require heavy nursing care.

Recommended Wardrobe:

- 5 or 6 complete washable changes of clothing
- Robe(s)
- 5 or 6 nightgowns or pairs of pajamas
- Minimum of 6 pair of underwear
- A cardigan or fleece jacket
- Well fitting, comfortable shoes which provide support

NB: Slippers do NOT provide sufficient support and should not be worn by residents at risk for falls.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

What to Bring! Page 2

Winter Requirements

- 1 pair of appropriate footwear for winter conditions
- 1 heavy coat/jacket
- hats
- mittens or gloves

Summer Requirements

- a lightweight jacket
- a sun hat
- a pair of sun glasses
- sunscreen (SPF 30)

Toiletries:

- Comb and brush
- Toothbrush
- Electric razor – must be labelled
- Other personal items

Bath accessories and shampoo are provided in nursing care areas, but Residents may provide their own choice of skin cream, shampoo, or non-alcohol mouthwash. Powder is not recommended for use.

Ask your Dentist and Optometrist to label your dentures and eyeglasses prior to admission.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS



Dental Services



Riverview Dental is pleased to provide an on-site denturist to the Residents of Belvedere Heights. Oasis Mobile Dental is available to provide dental hygiene services.

Resident/Families can book appointments on the second Thursday of the month with Riverview Dental or Oasis Mobile Dental if they wish to have services on site. The Dental hygienist requests that a full list of medications be provided at the time of the appointment and that payment arrangements are made in advance at the time of bookings.

If the Resident has insurance, Riverview Dental Services would be pleased to bill insurance for the hygiene appointment. Insurance information is required to be provided at the time of appointment. Riverview will then invoice the resident (or family member) for the difference once the insurance has paid their portion.

Please verify the payment methods with the providers.

Contact Riverview Dental Centre (705) 746-6334 or Lianne Cameron (705-774-4623) to book appointments.

Or

Call (705) 746-5871 ext 2256 and leave a message for Lianne Cameron, Dental Hygienist, to book a dental hygiene appointment.

Note:

Residents/Families can also choose to use other providers in the community.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Wellness Centre

Our Wellness Centre is located on the main floor by the service elevator before you enter the Pine Home Area. Residents may book appointments directly by calling extension 2253.

Costs for services may be deducted from a Residents' Trust account with signed permission from the Resident or Financial Power of Attorney. Residents may also choose to pay cash.

Wellness Centre Price List

LADIES

Wash & Set or Blow Dry	\$15.00
Cut (Only)	\$10.00
Wash, Cut & Set	\$20.00
Wash (Only)	\$ 5.00
Colour, Wash & Set	\$30.00
Perms	\$40.00

MEN

Cut	\$10.00
Facial Hair Care	\$ 5.00

MANICURES

A Smile 😊

FRIENDLY VISIT

A Smile 😊

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Housekeeping and Laundry Services

Our experienced and friendly housekeeping and laundry staff provide a clean and safe environment for Residents, staff and visitors, consistent with Belvederes' mission.

Labeling Clothing

Upon admission or when purchasing new clothes, please have Residents' clothing brought to Laundry or Nursing so that they can be labeled. Labels will be made and ironed on each article of clothing at no extra cost. Please report lost articles to the Laundry as soon as possible.

Laundry and Dry Cleaning

Laundry service is available to all Residents at no extra cost. Laundry is done on a regular basis and returned to each Resident's room within 48 hours.

Bed Linen, pillows, washcloths and towels are provided to all Residents and laundered on site.

Residents may send clothing out for dry cleaning and mending, the cost of which is payable by the Resident.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Mail

Residents may receive mail at:

**Belvedere Heights Home for the Aged
21 Belvedere Avenue
Parry Sound, Ontario
P2A 2A2**



Mail is delivered to the Administration Office each business day. Activation staff delivers mail to the residents.

For your convenience stamps can be purchased from the main office. If you wish, letters can be dropped off for mailing at the main office during business hours or left in the locked mailbox just outside the main office door.

For those who wish to mail their own letters there is a mailbox located across the street in front of Georgian Sunset Court Apartments at 22A Belvedere Avenue.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Medical Appointments outside the Home



If a Resident requires dental services, hearing aids, a hearing test, eye exam or eye glasses, it is the responsibility of the family to schedule the appointment and then inform the Charge Nurse of the appointment date and method of transportation.



The family will also be responsible for accompanying the Resident to medical appointments outside the home. Transportation services are available through Community Support Services. The cost of a taxi or transportation through Community Support Services is the responsibility of the Resident and /or family. An escort may be scheduled to accompany the

resident if the family is unable to. There is a cost for this service.

Advanced Foot care services are available at Belvedere Heights.

There is a charge for this service. Some Residents may wish to receive this service at their local medical clinic.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Medications (Prescription and Non Prescription) and Natural Health Products

Belvedere Heights has an agreement with Medical Pharmacy to provide all medications prescribed by a resident's physician. Residents are responsible for the cost of medications and products not covered by the Ontario Drug Benefit Plan. Residents will be invoiced directly by the Pharmacy for these items.

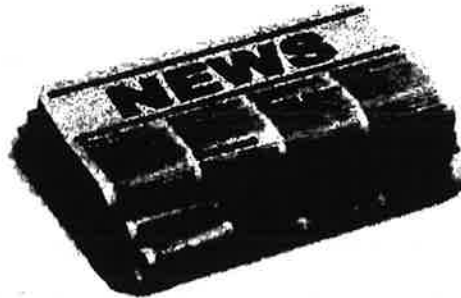


As per the Long Term Care Homes Act, 2007, which became effective on July 1, 2010, Belvedere Heights Registered Nursing staff are **only** permitted to administer medications/drugs that have been prescribed by the resident's physician. These medications will come from the Pharmacy, and will be labeled for each specific resident.

Residents wishing to use a natural health product that has not been prescribed by their physician may do so; however Belvedere staff **cannot** administer the product. This is the responsibility of the resident/family. Residents wishing to retain products in their room **must** inform the Nursing Staff in order for there to be a plan in place to safely store the product in a locked area. It is important that Nursing staff are aware of all products that a resident/family self administers, in the event that the product may react with other prescribed medications.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Newspapers



Resident's and/or families may subscribe to the local newspaper or Toronto Star or Sun. Setting up subscriptions and payment is the responsibility of the resident and/or his/her family. Activation staff delivers newspapers to residents daily.

A complimentary copy of the North Star & Beacon is provided on each home area for Residents to enjoy.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Pets



Belvedere Heights has a visiting pet program. A number of volunteers bring in their dogs to visit with residents on an ongoing basis. We encourage families or friends to bring their pets to visit.

Visiting pets must have proof of up to date vaccination and all visiting dogs must be leashed.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Photographs



A Programs Department Staff Member takes each new Resident's picture on the day of admission and at least annually thereafter. This allows staff to get to know the Resident sooner and it's a safety measure for medication administration and evacuation in emergency situations.

At the admission interview, the Resident/Substitute Decision Maker will be asked to sign an authorization permitting photos of the resident to be taken for such things as newspapers, newsletters or to be placed on activity bulletin boards.



BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Resident Room Furnishings

Resident rooms are furnished with a fully electric bed, bedside table, lamp, chair and wardrobe. There is a locked drawer in the wardrobe for safekeeping items.

Residents are encouraged to personalize their rooms with a selection of items and memorabilia which will make their environment like home. Rooms are large enough to accommodate a favourite chair, a portable television, radio and a lamp. It is most important when considering what to bring into the Home, to allow ample space for staff to provide care for residents and for the residents to safely transfer from bed to chair, and easily move about the room. This is especially important for residents who require transferring by means of a mechanical lift.

Please check with CEO/DOC prior to moving large or excessive pieces of furniture or equipment into resident rooms.

In the event that it becomes unsafe for staff to provide care or furnishings cause a barrier for resident transfers/mobility, families will be requested to remove these items.

Repairs for personal belongings are the responsibility of the resident/family.

Fabric or upholstered chairs/furnishings for residents, who are incontinent, are not recommended as they retain odour and soil easily. Fabric or upholstered chairs belonging to a resident will be cleaned by Belvedere Heights. There is also an outside company that will provide cleaning service.

No alterations can be made to Belvedere Heights' property or furnishings, including affixing nails, or screws to wardrobes or beds. Should damage occur, the cost of repair to furnishings will be borne by the resident/family.



Only maintenance staff are permitted to hang objects on walls in resident rooms. There is a limit to the number of items in a room. No hanging objects are permitted around beds or seating areas due to possible falling risks.

Glass pictures are limited to those weighing less than 10 pounds. It is preferred that glass be removed from pictures. Upon admission the maintenance staff will hang all pictures on a designated day. Thereafter, any request to have a picture hung must be made to staff. Staff will complete the necessary paperwork for maintenance. Hanging new pictures will occur within 10 days from date of request. Pictures should be placed in a safe location in Resident's room and a "Post-it" note should go on the wall to indicate where the picture is to be hung.

Electrical Appliances

All electrical appliances, such as table or floor lamps, radios and televisions must be CSA approved and be inspected by our Maintenance Department prior to use to ensure compliance with safety standards.

For safety reasons, electric room heaters, electric blankets, electric heating pads, vaporizers, humidifiers/dehumidifiers, and bean or grain filled microwaveable heat pads are not allowed. Kettles and toasters are not permitted.

Refrigerators are not permitted in resident rooms.

The Maintenance Department will examine cords, power bars or any other electrical item supplied by the Resident, to ensure their safe use.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Supplies (personal hygiene products)

Drawers in each resident washroom are provided for the storage of hygiene and grooming products. All personal care products **must** be labeled with Resident names.

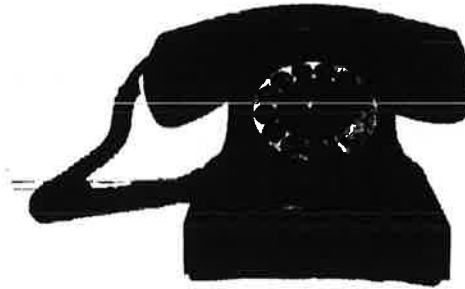


Belvedere Heights will supply personal use hygiene products, however residents who prefer using a particular brand of product are welcome to purchase specific product brands at their own expense.

Belvedere Heights has a policy on the use of scented products. It is requested that resident, visitors and staff refrain from using heavily scented products in the Home.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Telephones



Residents wishing to have their own telephone line installed may do so, however Residents are responsible for all charges including installation. The home is set up for installation of Bell phones only.

Please note: Bell Canada charges a fee for moving Resident phones from one room to another.

The Home has a phone for calling local numbers, located near the front entrance by the Administration Office. (Long distance calls cannot be made using this phone line.)

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Televisions /Radios

Television sets with cable connection are provided for general viewing in the main lounges on all floors.



Residents may bring their own radios and portable televisions into their rooms and have access to Cogeco Cable Service, which is available at an additional monthly cost. Arrangements may be made for Cable TV hookup at the Administration Office. A maintenance requisition for hook up is then completed and given to the maintenance department for follow up. Current cable costs will be deducted from the Resident Trust Account on a monthly basis.



All radios and televisions must be CSA approved, carry a CSA/UL label and be inspected by our Maintenance Department prior to use to ensure compliance with safety standards.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Time Away (Absences) from the Home

The Long Term Care Act, 2007 outlines the types of leaves of absence available to Residents of a Long Term Care Facility. Residents leaving the facility for any length of time are requested to notify nursing staff in advance of leave. Medications may be packaged for a leave of absence with adequate notice.

Vacation

A vacation leave of absence of twenty-one days a year is available to Residents. The attending physician will document on the Resident's record the specific care and treatment instructions required by the Resident for the duration of the leave, as required. The facility will give these instructions to the Resident or the person accepting responsibility for the Resident's care while on leave. Medications may be packaged by the Pharmacy with adequate notice.

Medical Leave

A medical leave for the purpose of hospitalization is up to 30 days at a time and is available to all Residents of long-term care facilities. This leave is for the purpose of medical, not psychiatric care. The authorization of a Resident's attending physician is required for all medical leaves. The use of medical leaves does not reduce a Resident's available vacation or casual leave days.

Psychiatric Leave

A psychiatric leave, for the purpose of hospitalization for assessment and treatment, is up to 60 days at a time.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Community Support Services Transportation

Residents may arrange transportation through Belvedere Heights Community Support Services (CSS). A Resident must first register with CSS. After that, rides may be planned and prearranged for local social outings and or local/long distance medical trips. Escorts are required to travel with the resident and the resident must notify the Nursing Department of any planned outings. CSS will invoice the resident directly on a monthly basis. For further information visit our office located on the ground level lower back auditorium entrance. The best time to visit the CSS office is 8:30 to 4:00 Monday to Wednesday or contact us at (705)746-5602.

Please see our Brochure for services available to the Community, which may be beneficial to spouses of residents or family members.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Valuables



Residents are advised to keep only small amounts of money in their room. If you have jewelry or other valuables, we suggest you give them to your family for safekeeping. Every wardrobe has a locked drawer, which can be used for items the Resident wishes to keep in a safe location. Please see the nurse in charge to obtain a key. The key must be signed out as required.

Residents may wish to deposit funds into a Trust Account for safekeeping. See Administration for more information.

Please note that the home assumes no responsibility for the personal belongings of residents including valuables. Residents who wish to keep valuables in the home should have insurance to cover loss or damage.



Medical & Clinical Services Provided

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Medical and Clinical Services

❖Physician Services

The Home has a Medical Director and two Attending Physicians who are responsible for providing medical care and services to residents.

Physicians attend Belvedere Heights on a frequent basis and medical care is available to all residents 24 hours daily.

❖Nursing Services

The Department of Nursing is staffed 24 hours a day by Registered staff (RNs and RPNs) and Personal Support Workers (PSWs). Nursing care is available to all residents 24 hours daily.

❖Dental Services

Residents are encouraged to go out to their own dentist. However, if a dentist agrees to come to the Home to conduct simple procedures, he/she can be accommodated.

A Dental Hygiene program is available, by a local community hygienist. Refer to the Dental Hygiene page in this booklet.

❖Pharmacy Services

All medications are provided by a Pharmacy with whom Belvedere Heights has a contract. Refer to the Medications, Prescriptions/Non Prescriptions & Natural Health Products page in this booklet.

❖ **Laboratory Services**

A Laboratory Service comes into the Home twice weekly to draw blood from residents whose physician has ordered blood work or lab tests.

❖ **Physiotherapy Services**

A Physiotherapist is in the Home three days a week to provide physiotherapy Services to residents. A Physio Assistant is in the Home five days weekly to provide exercises, strength training and a walking program.

Assessments for wheelchairs, walkers, adaptive devices etc. are arranged for residents as required.

❖ **Occupational Services**

Occupational Services are arranged for residents as required.

❖ **Speech Therapy**

Speech Therapy is arranged for residents as required.

❖ **X-Rays (Diagnostic Imaging)**

Residents are sent/transferred to our local hospital when x-rays and scans are required.

❖ **Dietetic Services**

A Dietitian is in the Home to provide dietetic services (consultation, special diets etc.) to residents.

❖ **Psychiatric/Behavioural Resources**

Professionals who specialize in psychiatric or behavioural issues are consulted by Belvedere Heights, to assist in solving difficult and/or problematic issues, as per resident needs.

❖Foot Care Services

A Registered Nurse with specialized training in foot care is available in the Home 2-3 days weekly. Residents who require advanced foot care may make an appointment with her.

❖Audiology and Optometric Testing

Belvedere Heights staff can assist residents in making appointments for hearing and eye tests in the community.

❖Social Work Service Providers

Social Work Services are arranged by Registered Nursing Staff for residents who require them.



Food Services

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Community Room

Our cozy Community Room is available by reservation. If you wish to use the room, please book it with the Food Service staff at 774-7313 or 746-5871 ext 2213. This is a favourite spot for families who like to bring in specialty food items as a treat for residents. Families supply the food, china and cutlery. Belvedere Heights will provide a carafe of tea/coffee for a fee of \$5.00.

A barbeque and picnic table is available on the adjoining patio in the summer.



A Resident Food Services Committee consisting of Residents from the Residents' Council and the Dietary Manager meet to discuss menu ideas, recommendations and concerns. This committee provides Residents an opportunity to participate in decisions directly related to food service and dining experiences, and also assists the Dietary Manager with menu preparation.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Fireside Café / Tuck Shop



Operated by volunteers, the Fireside Café is located in the Fireside Lounge overlooking Georgian Bay.

Hours of Operation

Monday to Friday – 9:00 a.m. to 4:00 p.m.

Sunday – 1:00 p.m. to 4:00 p.m.

Closed Saturdays and Holidays

The café provides Residents, visitors and staff the opportunity to purchase treats, beverages and small items without leaving the building. Coffee & tea are free for the Residents.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Food Services

The food services department promotes the importance of nutritious food and the benefits of a pleasurable dining experience.

Dietitian

The Dietitian, the Dietary Manager, the Resident Food Committee and qualified food service staff ensure that wholesome delicious meals are prepared and served in the home.

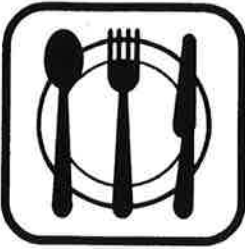
We offer a varied menu to Residents, knowing that each person has diversified tastes and food favorites. Residents are encouraged to choose from a selection of two entrees for their meals. Menus are posted for a "week at a glance" on the menu board located outside each dining room.

Therapeutic Diets

The Dietitian and/or Dietary Manager will visit all new Residents to explain food choices and options at meal times. Special diets and dietary preferences will be discussed at this time. Snacks and light refreshments are provided between meals and at bedtime.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Meals and Nourishments



Three meals are offered to each Resident daily, and snacks are offered to all Residents at mid-morning, mid-afternoon and at bedtime, unless otherwise indicated in resident's care plan.

Meals are served in our dining rooms at the following times:

	<u>Breakfast</u>	<u>Lunch</u>	<u>Supper</u>
Pinecrest	8:15 a.m.	12:15 p.m.	5:15 p.m.
Oakridge	8:15 a.m.	12:30 p.m.	5:30 p.m.
Willow	8:30 a.m.	12:45 p.m.	5:30 p.m.

Nourishments:

	<u>A.M.</u>	<u>P.M.</u>	<u>H.S.</u>
Pinecrest	10:30 a.m.	2:30 p.m.	7:15 p.m.
Oakridge	10:30 a.m.	3:00 p.m.	7:30 p.m.
Willow	10:30 a.m.	3:00 p.m.	7:30 p.m.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Snack Machines

Beverage and Snack Machines are available on the main floor for your convenience. They are located across from the Community Room.





Recreation/ Activities, Programs and Restorative Care

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Programs and Support Services

Residents of Belvedere benefit from social, leisure and therapeutic opportunities designed to create an environment, which supports their individuality and uniqueness.

Programs are designed to support Residents' emotional, mental, physical, social, sensory and spiritual needs.

Examples of Large Group programs are: monthly birthday parties, music presentations, current events, discussion groups, BINGOs, "Pub", etc. Boat Cruises and gardening are examples of seasonal programs.



Small group programs may be more specialized as in music appreciation, continuing education and programs for the cognitively impaired.

Specialized programs may be held in a small group or may be held with an individual such as reminiscing.

Individual programs include bedside diversional activities and one-to-one programs for the cognitively impaired.

Activities are placed on day boards outside each Activity room every day and calendars are distributed monthly.

For the hearing impaired Residents, services are offered through the Canadian Hearing Society.

For the visually impaired Residents, support is provided by the CNIB.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Restorative Care /Assistive Devices



Restorative Care

Restorative Care is a philosophy of care that is focused on residents' needs and desires, and fosters individual independence and quality of life. The goal is to maintain each resident at his/her highest practical physical, mental and psychological functional level.

Restorative Nursing Care refers to nursing interventions that promote a resident's ability to adapt and adjust to living as independently and safely as possible. The focus is on resident skill development or support required for activities of daily living.

Interventions may include:

- Range of motion (active and passive)
- Bed mobility
- Transfers
- Walking
- Dressing or grooming
- Eating and swallowing
- Communication
- Others as required by residents, i.e. diabetic teaching

Restorative Therapy Services are therapeutic interventions that are usually provided by a physiotherapist, occupational therapist or a speech language pathologist, or trained support personnel, under the direction of one of the above professionals. The focus of the therapeutic interventions is to address a clinical issue such as illness, injury or disease.

A qualified physiotherapist and Departmental Staff assess the mobility status of all Residents upon admission and on a regular basis after that. A detailed and continuing treatment program is developed for Residents in need of therapy. The Restorative Care Assistant works closely with the Program support staff, Nursing staff, Physicians, and the Physiotherapist in carrying out any prescribed routines. Therapy and Restorative services are provided to the Residents without cost.

Assistive Devices Program

Basic therapy equipment is supplied to Residents receiving therapy services. Families are encouraged to apply, on behalf of the Resident who require specialized equipment, to the Assistive Devices program. This Government Program provides assistance for up to 75% of the cost of the mobility devices. Once an authorized Occupational Therapist assesses a Resident, an application to the program is made.

Residents who require assistive mobility equipment will then own their equipment and it will match the individual Resident's needs. Cost of equipment required, such as walkers or wheelchairs and possible government funding assistance can be discussed with the Programs Manager and/or the Restorative Care Assistant.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Volunteers

The Home is proud of its network of volunteers. These generous individuals give freely of their time to assist in the staging of activities for the residents and the provision of additional comforts to enhance their lifestyle. Our valuable volunteers assist staff with small and large group programs as well as individual programs. Some of these services include the following:

- reading to those with impaired vision
- assisting in writing letters and Christmas Cards,
- visiting Residents on a regular basis
- assisting with bingo, musical activities, worship services
- sitting with a resident at the Fireside café
- accompanying Residents to social functions

Our volunteers are an enthusiastic, friendly group. Perhaps you'd like to join them. All programs require constant help, and we welcome all inquiries about becoming a volunteer. Please contact the Programs Manager at 705-746-5871, ext. 2220.





BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Spiritual Care

Belvedere has its own chapel on site. Services within the facility will reflect the religious affiliations, denominations and creeds of the Residents whenever possible.

Programs are made available as they relate to the Resident's interests and needs.

Large group programs/activities are observation of holy days, worship services/meetings in the facility and hymn sings.

Small group programs are more specialized like Bible study, religious reading and prayer meetings.

Individual programs for spiritual counseling and one to one visitations are available with community service lay-visitors, pastoral visits and volunteers.

Memorial Services are held in the Belvedere Heights chapel on a quarterly basis.

Residents are encouraged to retain their relationships with their community church. Referral for pastoral visits will be made when requested by the Resident or family representative.

Provision will be made for those Residents who prefer to attend services in the community depending on available community resources.



Committees

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Residents' Council



Belvedere Heights' Residents' Council

The Residents' Council is open to all Residents. The Residents at large elect the Chairperson, and Co-Chair, for a term of 2 years. An election will only be held every second year. The purpose of this meeting will be to elect a new council for the coming year. The Chairperson shall be in charge of all meetings. The times and dates of these meetings shall be determined by the Chairperson and agreed upon by the other council members. The Residents' Council shall meet an established number of times a year. The Chair, if necessary shall call extra meetings.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

The Long Term Care Homes Act 2007 states that:

56. (1) Every licensee of a long-term care home shall ensure that a Residents' Council is established in the home. 2007, c. 8, s. 56 (1).

Only residents

(2) Only residents of the long-term care home may be members of the Residents' Council. 2007, c. 8, s. 56 (2).

Powers of Residents' Council

57. (1) A Residents' Council of a long-term care home has the power to do any or all of the following:

1. Advise residents respecting their rights and obligations under this Act.
2. Advise residents respecting the rights and obligations of the licensee under this Act and under any agreement relating to the home.
3. Attempt to resolve disputes between the licensee and residents.
4. Sponsor and plan activities for residents.
5. Collaborate with community groups and volunteers concerning activities for residents.
6. Advise the licensee of any concerns or recommendations the Council has about the operation of the home.
7. Provide advice and recommendations to the licensee regarding what the residents would like to see done to improve care or the quality of life in the home.
8. Report to the Director any concerns and recommendations that in the Council's opinion ought to be brought to the Director's attention.
9. Review,
 - i. inspection reports and summaries received under section 149,
 - ii. the detailed allocation, by the licensee, of funding under this Act and amounts paid by residents,

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

iv. the operation of the home.

10. Exercise any other powers provided for in the regulations. 2007, c. 8, s. 57 (1).

Duty to respond

(2) If the Residents' Council has advised the licensee of concerns or recommendations under either paragraph 6 or 8 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing. 2007, c. 8, s. 57 (2).

Residents' Council Assistant

58. (1) Every licensee of a long-term care home shall appoint a Residents' Council assistant who is acceptable to that Council to assist the Residents' Council. 2007, c. 8, s. 58 (1).

Duties

(2) In carrying out his or her duties, a Residents' Council assistant shall take instructions from the Residents' Council, ensure confidentiality where requested and report to the Residents' Council. 2007, c. 8, s. 58 (2).

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Family Council



Belvedere Heights' Family Council consists of family members and friends who have volunteered to be a part of the Council.

Family Council Assistant (Long Term Care Homes Act 2007, c. 8, s. 61 (1))

61. (1) If the Family Council so requests, the Home shall appoint a Family Council assistant who is acceptable to that Council to assist the Family Council. In carrying out the duties, the staff member shall take instructions from the Family Council, ensure confidentiality where requested and report to the Family Council 2007, c. 8, 61 (2).

Powers of Family Council (Long Term Care Homes Act 2007)

60. (1) A Family Council of a long-term care home has the power to do any or all of the following:

1. Provide assistance, information and advice to residents, family members of residents and persons of importance to residents, including when new residents are admitted to the home.
2. Advise residents, family members of residents and persons of importance to residents respecting their rights and obligations under this Act.
3. Advise residents, family members of residents and persons of importance to residents respecting the rights and obligations of the licensee under this Act and under any agreement relating to the home.
4. Attempt to resolve disputes between the licensee and residents.
5. Sponsor and plan activities for residents.
6. Collaborate with community groups and volunteers concerning activities for residents.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

7. Review,

- i. inspection reports and summaries received under section 149,
- ii. the detailed allocation, by the licensee, of funding under this Act and amounts paid by residents,
- iii. the financial statements relating to the home filed with the Director under the regulations,
- iv. the operation of the home.

8. Advise the licensee of any concerns or recommendations the Council has about the operation of the home.

9. Report to the Director any concerns and recommendations that in the Council's opinion ought to be brought to the Director's attention.

10. Exercise any other powers provided for in the regulations, 2007, c. 8, ss. 60 (1), 195 (7,8)

Duty to respond

(2) If the Family Council has advised the licensee of concerns or recommendations under either paragraph 8 or 9 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Family Council in writing. 2007, c. 8, s. 60 (2).

Right to be a Member Long Term Care Homes Act 2007)

(5) Subject to subsection (6), a family member of a resident or a person of importance to a resident is entitled to be a member of the Family Council of a long-term care home. 2007, c. 8, s. 59 (5).

Who May Not be a Member (Long Term Care Homes Act 2007)

(6) The following persons may not be members of the Family Council:

- 1. The licensee, and anyone involved in the management of the long-term care home on behalf of the licensee.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

2. An officer or director of the licensee or of a corporation that manages the long-term care home on behalf of the licensee or, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129, as the case may be.
3. A person with a controlling interest in the licensee.
4. The Administrator.
5. Any other staff member.
6. A person who is employed by the Ministry or has a contractual relationship with the Minister or with the Crown regarding matters for which the Minister is responsible and who is involved as part of their responsibilities with long-term care home matters.
7. Any other person provided for in the regulations. 2007, c. 8, s. 59 (6).

Members have a number of responsibilities in the home including:

- Welcoming and supporting families by providing orientation for new families and acting as a peer support group on an ongoing basis.
- Serve in an advisory capacity by sponsoring focus groups to address concerns and sharing information directly with staff and administration.
- Sponsor activities that may improve quality of life for Residents.
- Educate, organize and sponsor opportunities for families to learn about various topics such as Residents' Rights, relevant legislation, regulations and facility standards
- Advocate for the improved quality of life of Residents locally and provincially.

The Family Council's Mission is to:

Provide sensitive and caring support for families and friends of new and long-term Residents.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

The Family Council's Purpose is to:

- Comfort, inform and motivate friends and relatives of Residents
- Improve the quality of life, well-being and happiness of Residents
- Provide input, suggestions and recommendations to the CEO and Board of Management, related quality care and welling being of residents
- Promote positive attitudes toward aging

Meetings

Meetings are held the first Thursday of every month at 2:00 p.m. in the meeting room.



Administration

BELVEDERE HEIGHTS

STRATEGIC PLAN 2018-2022



WELCOME & INTRODUCTION

From March to May 2018, Belvedere Heights undertook a strategic planning process to update its Mission, Vision, Values and Strategic Priorities.

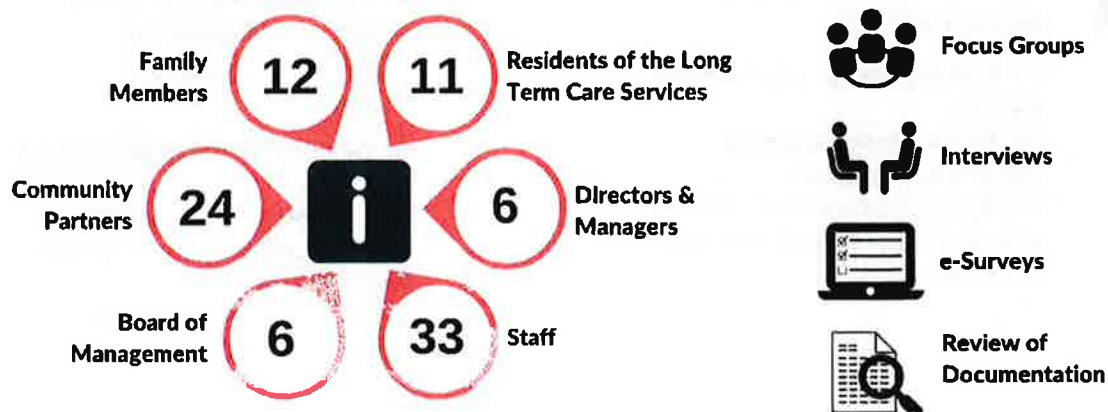
As part of the strategic planning process, we analyzed the external and internal environments in which we exist. We gathered information about current and future trends in long term care and health service delivery, opportunities for the organization, our strengths and assets, and challenges that we are wise to "take note of."

At the outset of our strategic planning process, we made a commitment to engage the people connected to our services in the development of the plan through a comprehensive consultation process. Through interviews, surveys and focus groups, input was gathered from over 90 residents, families, employees, volunteers, external and partner organizations, the management team and the Board of Management. This input was used as the foundation of our path for the future.

We are proud to share our new strategic plan with you. For the next four years we will focus on four strategic directions, guided by our updated Vision, Mission and Values. We believe our plan reflects what Belvedere stands for now, and where Belvedere is headed in the future.

- Marsha Rivers, CEO

COMMUNITY ENGAGEMENT PROCESS



BELVEDERE HEIGHTS

STRATEGIC PLAN 2018-2022



BelvedereHeights

VISION

Caring. Supporting.
Enriching lives.

PURPOSE

Belvedere Heights enriches lives by offering long term care and supports that our clients and their families trust, our employees are proud of, and our communities value.

VALUES

At Belvedere Heights, we are at our best when we:

- Put people first
- Exceed expectations
- Take care of what's important
- Create Comfort
- Promote Choice & Freedom



Strategic Priority 1

PEOPLE MATTER

We provide care and services that enable people to thrive by:

- 1a. Providing client-centered services, honouring diversity, values, needs and preferences
- 1b. Spending meaningful time with clients
- 1c. Offering high quality, specialized care
- 1d. Strengthening partnerships with families
- 1e. Developing a culture that reflects our values



Strategic Priority 2

WELCOMING PLACES

We offer a welcoming, home-like and safe environment by:

- 2a. Strengthening communication
- 2b. Taking full advantage of our physical setting and space
- 2c. Encouraging connections & strategic partnerships with the community
- 2d. Reducing our environmental impact



Strategic Priority 3

EXCELLENCE

We pursue optimal quality, innovation and efficient service delivery by:

- 3a. Enabling greater consistency in staffing
- 3b. Recruiting and retaining exceptional employees
- 3c. Making services more efficient and convenient through the use of technology



Strategic Priority 4

SUSTAINABLE CORE SERVICES

We have determined where to best concentrate our efforts and allocate our resources by:

- 4a. Conducting a strategic business analysis.
- 4b. Assessing the desirability, feasibility and viability of current and future services.
- 4c. Offering sustainable services that align with our vision.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Residents' Bill of Rights

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

home or a secure unit and to obtain an independent opinion with regard to any of those matters, and

- iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
- 12. Every Resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
 - 13. Every Resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
 - 14. Every Resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
 - 15. Every Resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
 - 16. Every Resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the Resident and to have that person receive that information immediately.
 - 17. Every Resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the Resident or anyone else,
 - i. The Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of

- management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.
18. Every Resident has the right to form friendships and relationships and to participate in the life of the long-term-care home.
 19. Every Resident has the right to have his or her lifestyle and choices respected.
 20. Every Resident has the right to participate in the Residents' Council.
 21. Every Resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
 22. Every Resident has the right to share a room with another Resident according to their mutual wishes, if appropriate accommodation is available.
 23. Every Resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
 24. Every Resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
 25. Every Resident has the right to manage his or her own financial affairs unless the Resident lacks the legal capacity to do so.
 26. Every Resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
 27. Every Resident has the right to have any friend, family member, or other person of importance to the Resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Family Members' Bill of Rights and Responsibilities

Belvedere Heights is committed to providing quality Resident care and a work environment that fosters respect of its staff, physicians, Residents, families, volunteers and visitors. In partnership with Belvedere Heights, family members are expected to endorse the following rights and responsibilities.

- ❖ To know about your rights and responsibilities, understand what each right and responsibility means, and how it applies to you.
- ❖ To make decisions when necessary, as the Resident's representative, based on informed consent, respecting the Resident's anticipated wishes.
- ❖ To participate in planning and reviewing your relative's care.
- ❖ To let the care provider know if you are having concerns with the care of your relative or if you feel that her/his rights are not being respected.
- ❖ To treat staff, physicians, Residents, other family members, volunteers and visitors with respect and common courtesy.
- ❖ To refrain from harassing, discriminatory or racist language or behaviors towards Residents, staff, physicians, other family members, volunteers, and visitors.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Your feedback is important to us!

If you have a complaint or concern:

If you have a comment, concern, complaint or an issue you would like to address, we suggest you follow the steps listed below:

Residents, Families, Substitute Decision Makers may contact a Departmental Manager or the Chief Executive Officer at any time to discuss an issue, concern or a complaint. However, it is requested that the following procedure be used:

PROCEDURE:

Step 1 If you, as a resident, family member or substitute decision maker, have a concern or complaint, contact the appropriate staff member to address the issue.

For example, if your issue concerns your care and/or services provided by Belvedere Heights, contact:

- **The Registered Staff member on the Home Area in which you live, or the Registered Nurse in Charge.**

If the issue is about Recreation and Leisure Programs, or Restorative Care, contact:

- **The Program Manager.**

If the issue is about your diet, meals or menu, contact:

- **The Dietary Manager.**

If the issue is about Housekeeping/Laundry Services or Environmental or Maintenance issues, contact:

- **The Environmental Services Manager.**

In the event your concern, issue or complaint is **not** resolved to your satisfaction, proceed to Step 2.

Step 2 For unresolved Nursing Care and Service issues following discussion with Registered Staff, contact the Director of Nursing Administration.

For all other issues that remain unresolved following discussion with Departmental Managers or any of the above personnel, proceed to Step 3.

Step 3 If Nursing Care and Services issues have not been resolved to your satisfaction after discussion with the Director of Nursing Administration, contact the Chief Executive Officer.

How Belvedere Heights will respond to complaints from Residents, Families and/or Substitute Decision Makers:

1. Belvedere Heights shall ensure that every written or verbal complaint made to the Home or a staff member concerning the care of a resident or operation of the Home is dealt with as follows:

- The complaint shall be investigated and resolved where possible, and a response provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
- For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days including the date by which the complainant can reasonably expect a resolution, and a follow-up response shall be provided as soon as possible in the circumstances.
- A response shall be made to the person who made the complaint indicating:

- A response shall be made to the person who made the complaint indicating:
 - i. What Belvedere Heights has done to resolve the complaint, or
 - ii. Belvedere Heights believes the complaint to be unfounded and the reasons for the belief.

2. Belvedere Heights shall ensure that a documented record is kept in the Home that includes:

- the nature of each verbal or written complaint;
- the date the complaint was received;
- the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- every date on which any response was provided to the complainant and a description of the response, and
- any response made in turn by the complainant.

3. Belvedere Heights shall ensure that:

- the document record is reviewed and analyzed for trends, at least quarterly;
- the results of the review and analysis are taken into account in determining what improvements are required in the Home, and
- a written record is kept of each review and of the improvements made in response.

4. Subsections 2 and 3 do not apply with respect to verbal complaints that the licensee is able to resolve within 24 hours of the complaint being received.

Belvedere Heights is mandated by the Long Term Care Act 2007 to submit a copy of any written complaints received pertaining to the care of a resident or the operation of the Home to the Director (Ministry of Health).

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Surveys and Quality Initiatives

Surveys

These are conducted annually and as needed to review the products and services provided our residents and clients. The results of the surveys are posted on the QI Board in the main corridor. Staff surveys are also conducted and the results posted for everyone to review. An action plan is then developed by the management team to ensure all concerns or suggestions are reviewed and where possible implemented.

Quality Initiatives

Improvements to the home and the quality plan are posted on the board in the main corridor. The plan outlines the homes' goals for the year to improve the environment and service provision for all residents and staff. QI initiatives also come from Resident Council via their monthly minutes to the CEO for review.

Strategic Plan

The Board of Management, in conjunction with stakeholders, develops a long range plan for the home to ensure its' Mission, Vision and Values are implemented. The Board reviews this document annually and updates its' goals and objectives. Every three years all stakeholders come together to update the overall plan. In addition, the Board prepares a three year capital plan to ensure the physical plant is maintained for the people we serve.



Admission Information

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

What to bring to an Admission interview

Please remember to bring your Health Card with you.

We also require a current copy of the Resident's Power of Attorney for Personal Care and for Property.

If you are requesting a rate reduction, please bring a copy of the Notice of Assessment for the previous taxation year.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Rate Reduction Application

For residents wishing to apply for a basic rate reduction, the appropriate application package will have to be completed, depending on whether or not the Resident:

- Is receiving benefits from the Ontario Disability Support Program
- Has a Notice of Assessment
- Has been living in a long-term care home for less than a year.

A Rate Reduction application is available from the Administration Office by calling 705-746-5871, ext. 2210. between 8:00 a.m. and 4:00 p.m. Monday to Friday.



Safety And Security

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Communication



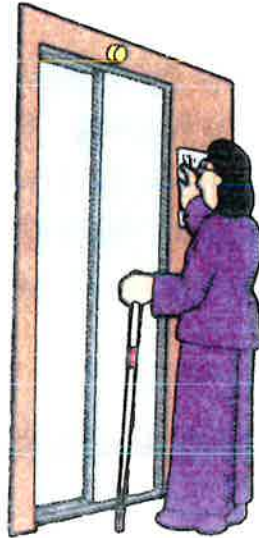
The Administration office is open 9 am – 4 pm Monday through Friday for your assistance and convenience. Residents, Family Members or their approved representatives may seek information or settle accounts during these hours.

You may call 705-746-5871 Ext. 2276 to leave a message for the charge nurse at any time.

You may also leave a message on administration voice mail by dialing 2210. Your call will be returned the next business day.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMIL MEMBERS

Elevators



The Visitors Elevator is located by the care centers on each floor.

The Service Elevator by the Environmental Services Manager's Office is accessible only to staff.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Fire Safety

Instructions for Residents and visitors capable of responding

When a fire occurs in your area:

“REACT”:

Remove person in danger to a safe area.

Ensure doors and windows are closed.

Activate the fire alarm.

Contact the Nurse in charge.

Try to control/extinguish the fire.



KEEP CALM. In case of fire, use the stairs and not the elevator. If you have left the building, do not re-enter the building until instructed to do so by staff or the Fire Department.

If you hear a slow intermittent alert signal:

1. Remain where you are.
2. Stand by for further instruction and prepare to evacuate the building.
3. Listen to the voice communication system, loudspeaker or staff for additional instruction.
4. Follow the instructions given by staff.

KEEP CALM. In case of fire, use the stairs and not the elevator.

If you hear a rapid alarm signal while in your room:

1. Stand by and prepare to evacuate the building.
2. Listen to the voice communication system loudspeaker or staff for additional instruction.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Fire Safety

3. Follow the instructions given by staff. Assistance to evacuate will be provided.

If you are not in the room:

1. Proceed to the nearest Resident Lounge if you are in a corridor, washroom, elevator, or stairwell.
2. If you encounter smoke, use an alternate exit or seek refuge in a lounge or other smoke free area.
3. Stand by for further instruction and prepare to evacuate the building.
4. Listen to the voice communication system loudspeaker or staff for additional instruction.
5. Follow the instructions given by staff. Assistance to evacuate will be provided.

KEEP CALM. If you hear the Fire Alarm and are trapped in your room and are unable to evacuate the area:

1. Close the door.
2. Seal all cracks around the door and vents (where smoke can enter) with wet towels or sheets.
3. Telephone for assistance (i.e. Main Office 746=5871 Press "0" or call the Fire Department at 911).
4. If smoke enters your room, keep low, close to the floor and move to the most protected area of the room. If possible, open a window unless smoke enters from the outside.
5. Show your rescuers where you are by hanging a sheet or other clothing from the window.
6. If possible, listen to the voice communication system loudspeaker or staff for additional instructions.
7. Wait to be rescued.

KEEP CALM...In case of fire, use the stairs and not the elevator.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Infection Prevention and Control for Visitors

There is an Alcohol Based Hand Rub (ABHR) Station located at the Visitor “sign-in” table in the front foyer of Belvedere Heights. Please sign in and review the infection related information at the top of the sign in sheet. If you say yes to any of the infections or you are aware that you are sick, please do not visit at that time. Our aim is to protect our residents, your family/friend from any infections.

After signing the visitor’s book please use the ABHR before entry into the facility. Here’s how to use the ABHR effectively.

How to Hand Rub (rub hands for 15 seconds)

1. Apply 1 or 2 pumps of product to palms of dry hands.
2. Rub hands together, palm to palm
3. Rub in between and around fingers.
4. Rub back of each hand with palm of other hand.
5. Rub fingertips of each hand in opposite palm.
6. Rub each thumb clasped in opposite hand.
7. Rub hands until product is dry. Do not use paper towels.
8. Once dry your hands are safe.

Please use the ABHR any time you feel you need to perform hand hygiene throughout your visit, (e.g. before handling and offering food; before and after helping with any toileting or direct care). ABHR stations are located throughout the facility.

If your hands become soiled for any reason, each resident has a sink in their room and there are sinks in the dining room that you may use for hand washing. Here’s how to hand wash effectively for infection prevention and control.

How to Hand Wash (lather hands for 15 seconds before rinsing)

1. Wet hands with warm water and apply soap.
2. Lather soap and rub hands palm to palm.
3. Rub in, between and around fingers.
4. Rub back of each hand with palm of other hand.
5. Rub fingertips of each hand in opposite palm.
6. Rub each thumb clasped in opposite hand. Rinse thoroughly under running water.
7. Pat hands dry with paper towel.
8. Turn off water using paper towel.
9. Your hands are now safe.

If for any reason your family member/friend has to be put on Additional Precaution Isolation, there will be a sign on the door for you to report to the Nursing Centre. Before entering to visit, you are required to receive instructions on how to apply the appropriate personal protective equipment (PPE) (e.g. gloves, gown, mask) and how to remove and dispose of the PPE properly. Minimizing the number of visitors/visits during this time would be greatly appreciated.

While you visit, we ask that you use Respiratory etiquette practices such as sneezing or coughing into your sleeve and immediately dispose of any tissue after use and then use hand hygiene (ABHR or hand washing).

There may be at times special considerations in regards to visiting the facility during an “Infectious Outbreak” and directions will be posted at the front entrance. Any time you have any questions about any of these directions do not hesitate to seek answers from Administration.

Thank you for your consideration in protecting our residents, your family member or friend.

RESOURCES:

Ontario Ministry of Health and Long-Term Care. Provincial Infectious Diseases Advisory Committee. Routine Practices and Additional Precautions in All Health Care Settings, August 2009

Ontario Ministry of Health and Long-Term Care, “Just Clean Your Hands Program”, March 2009

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Parking



There are 5 visitor spaces designated in the main entrance lot, or the back parking lot, 3 of which are marked as handicapped. Suppliers are requested to deliver parcels to the Receiving/Staff parking lot off Bayview Avenue.

Visitors may park on the street on Belvedere Avenue as well. The Parking lots off the Auditorium Entrance and off Bayview Avenue are restricted for Staff and Tenants of the Life Lease Apartments.

Please note that there are several parking spaces marked "Reserved". These cannot be used for Visitor parking.

There is also a parking lot across the street where visitors and family members may enjoy free parking.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Residents Leaving the Facility for Outings

Visiting

Residents are encouraged to come and go, visiting with family or friends as often as they wish. Family members are welcome at all times and are free to participate in the social and recreational programs that take place in the Home.

If a resident is leaving for an extended period, medications can be prepared and sent with residents/families, with instructions for administration. Please notify Care staff in advance so that medications can be available when the resident is ready to leave.

Signing Out

We ask that the Resident or Family members inform the Care staff when they are planning to take a resident for an outing.

All Residents leaving the building should register their name in the sign-out book located at each Care Centre in order that Care staff can account for all residents in the event of an emergency situation.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Safety & Security

Nurse Call System:

Resident Rooms:



Each room has a bed station with a 7 ft. call cord. To place normal bed call press the red button on the call cord. The dome light will light solid white and the call will annunciate at the nursing station console and assigned pager.

NOTE: Any call placed must be cancelled from place of origin. In order to cancel a call you must go to the room that placed the call and press the blue cancel button.

Dining Room/Washrooms:



Pull for Help Stations are located in all washrooms and Common Areas. To place a call; simply pull red cord. Dome light will light flashing red and call will annunciate at the nursing station console and assigned pager. The only way to cancel a Pull for Help is to go to the place of origin and press the Blue cancel button.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Safety & Security

Light on Ceiling Outside Resident's Room:



White Steady – Normal Resident Bed Call

White Flashing – Cord Out

Red Flashing – Bath/Tub/Shower/Common area

Red Steady – Fire Alarm

Console at Desk:



There is a console located in each home area at the nursing station. The station rings when a call cord is activated.

Pagers:



Each Resident Room is assigned to a pager. The pagers signal nursing staff when a Resident needing assistance pushes the red button on the call cord or pulls the red cord in the bathroom.

Front door Access/ Keypad:

Upon entering the building, doors open automatically through the day. To exit, use the keypad located on the wall, followed by pushing the handicapped button between the front doors.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Safety & Security

Late Evening Hours:

All exterior doors are locked at 9:00 pm every evening. If you need to enter the building after that hour, please use phone located at the front entrance to summon staff to provide entry.

Electro-Magnetic Door Locking System:

During a fire alarm, doors at various locations in the building automatically close. Should you be in the building during a fire drill please follow fire procedures and do not open the doors. Staff open the doors once the situation has cleared.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Safety Signs & Devices

Oxygen in Use - signs are placed on the door of Residents who use oxygen. Please follow instructions.

Wet Floor - signs are placed wherever housekeeping has washed the floor or where there is a liquid spill.

Evacuation Markers



In the event of an evacuation, Belvedere has installed magnetic colored Rescue Markers below the door handle of each Resident's room and tub rooms. When the magnetic marker is attached to the doorframe, the room has been evacuated. When the marker is not attached to the doorframe, the room has not been evacuated.

Auxiliary Power

Belvedere Heights is equipped with a propane-fueled generator to provide emergency power required to continue operation of fire safety equipment and systems and emergency lighting in case normal hydroelectric power goes off.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Smoking



**In accordance with the Smoke Free Ontario Act 2005
Ontario Legislation 48-06:**

- Smoking is not permitted anywhere on the property or in the building.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Visiting Hours

Visitors are welcome at anytime, however the usual hours are 8:00 am to 9:00 pm. We ask that you use the front entrance off Belvedere Avenue to access the Home.

The doors are locked at 9.00 pm every evening. When visiting after hours, please use the phone between the doors to contact nursing staff, to provide entry to the Home.

Lounges and a solarium are provided for visitors and guests to share with residents.

During a **flu outbreak or other contagious health issues**, visiting may be restricted. Please check for signs before entering the building.

Hand sanitizers are located at the entrances and in various locations throughout the Home. Visitors are asked to assist with this ongoing challenge of preventing the spread of germs at Belvedere by following vigilant hand sanitizing procedures.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Washroom Locations



- All private resident rooms have their own washroom.
- Semi-private resident rooms share a washroom with their neighbor; a locking sliding door on each side of the washroom provides separate entrances.
- Basic resident rooms share a washroom with only one entrance.

Public washrooms are located beside each care centre and adjacent to the service elevator on each floor.

BELVEDERE HEIGHTS INFORMATION FOR RESIDENTS & FAMILY MEMBERS

Resident Centred Philosophy

In keeping with Belvedere Heights' Mission, Vision and Value Statements, the Home's philosophy is resident centred with respect to the care and services provided. Belvedere Heights embraces the Residents' Bill of Rights and believes all residents are to be treated with respect and dignity. Our focus is on wellness, self-fulfillment and self-determination. Residents are empowered to make meaningful choices, from a variety of options, based on their needs, preferences and expectations.

Belvedere Heights believes that each resident is a unique and individual person. Physical, psychosocial, spiritual, emotional care and social activities are offered with a holistic perspective. Residents are encouraged to use their autonomy and participate in decision making, in order to achieve and maintain their goals and maximum potential. Residents/families are engaged in assessing their care requirements and specific plans of care are developed for them. Staff provide assistance in clarifying and explaining recommended care and/or services.

Residents are encouraged to express their thoughts, feelings and desires. Belvedere Heights will endeavour to meet their needs and preferences.

Belvedere Heights recognizes the importance of delivering culturally diverse activities and programs that enhance and enrich the lives of residents who have entrusted their care to us.

Residents and staff are encouraged to engage in conversations with each other whereby both parties are comfortable in sharing and exchanging information that cultivates ideas for change or improvement in delivery of care and/or service to residents.

