



# Georgian Manor

## Resident and Family Handbook

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PENETANGUISHENE, ON  
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2013



## Table of Contents

Table of Contents	1
Introduction:	4
History of the Home	4
Mission of the Home	5
Core Values	5
Scope of Service	6
Accommodations:	7
What to Bring With You:	8
Clothing	8
Lost Articles	8
Eyeglasses and Dentures	8
Supplies/Equipment/Medication	9
Furnishings	9
Wheelchairs/Walkers, etc	10
Health Cards	10
Personal Services Available:	11
Hairdresser/Barber	11
Telephone	11
Cable	11
Mail	11
Newspapers	11
Computer/Internet	12
Library	12
Tuck Shop	12
Transportation	12
Alternate Therapies	12
Meals at Georgian Manor:	13
General Meal Information	13
Special Diets	13
Food Not Prepared at Georgian Manor	13
Meal Service	13
Guest Meals	14



## Table of Contents

Food Committee	14
Resident Care:	15
Power of Attorney for Personal Care	15
Notification of Next of Kin	15
Resident Care Conference	16
Medical Care	16
Registered Nursing Staff	16
Foot Care	16
Dentist and Denturist	17
Specialists	17
Hearing Aids	17
Physio, Speech or Occupational Therapy	18
Activities Available for Our Residents:	18
Activation Program	18
Entertainment	18
Outings	18
Church Services	19
Community Involvement/Volunteers	20
Visiting Hours/Going Out:	20
General Information	20
Cold and Flu Season	21
Going Out	22
Ministry Policy on Resident Leaves:	22
Casual Leave	22
Vacation Leave	22
Medical Leave	22
Psychiatric Leave	22
Resident Charges While on Leave	

## Table of Contents

Safety Regulations:	23
Smoking	23
Electrical Appliances	23
Fire and Other Emergencies	23
Fire Alarm - Residents	24
Fire Alarm - Visitors	24
Restraints	24
Resident Personal Vehicles	24
Alcohol	25
Security	25
Money Matters:	26
Valuables	26
Power of Attorney for Property	26
Accommodation Charges	26
Trust Account	27
Financial Assistance	27
Resident Rights and Responsibilities:	28
Resident Rights	28
Resident Responsibilities	28
Resident's Council	28
Families:	29
Family Council	29
Family Information Night	29
Communication	30
Room Rental:	30
Room Rentals	30
Concerns, Compliments and Questions:	31
Who to Call	31

## A. Introduction and Welcome

### I. History of the Home:

Georgian Manor was first established in the Town of Penetanguishene by the County of Simcoe through the acquisition of the vacant General Hospital property.

Penetanguishene General Hospital had just completed the construction of a new facility and their original building, a large old home, was no longer needed. The County, in 1957, added a two-level addition to the old hospital to accommodate 52 seniors. The first resident was admitted to the Manor on July 1, 1957.

It was soon realized that the demand for seniors' accommodation was greater than the supply. In 1961, the original hospital portion of the home was replaced by a new service component; kitchen, laundry, dining room, activity space, and a bedroom wing to accommodate an additional 45 seniors. Space was also provided for live-in accommodation for five staff persons.

In 1971, a further addition was completed. This provided a large auditorium, chapel, library as well as a "Senior Citizens Centre" for the use of Manor residents, together with local senior citizens organizations.

In the early 1970s, approval was received to convert the staff accommodation to residential accommodations for four. With this change, the Manor reached its present occupancy limit of 107.

In 1987 work began on a retrofit project with the major goal of replacing the four-bed rooms and communal washrooms with private and semi-private rooms with ensuite washrooms. Also included in the project was the development of a Special Care Unit including a direct connection to the Penetanguishene General Hospital. This enhancement project was completed in June 1990.

Our Adult Day Care Program opened in May 1991 and in 1994, it was further renovated to provide a secured environment.

In 2000, Georgian Manor conducted a feasibility study which was then revised in 2004. The County of Simcoe approved a redevelopment project in 2006 and a decision was made to build a new facility.

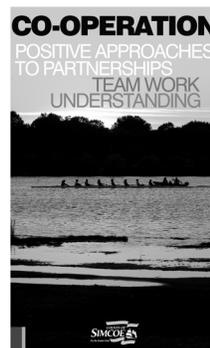
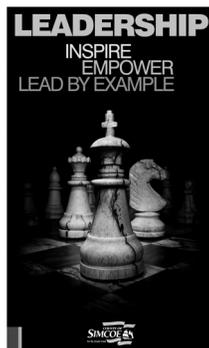
The new Georgian Village is a 60+ adult lifestyle community that promotes wellness and autonomy. The new building will house the new Georgian Manor with five Resident Home Areas. It will be home to 143 residents which includes 5 convalescent care beds. The campus atmosphere will allow for a variety of amenities to be utilized by all residents of the campus.

## A. Introduction and Welcome

### 2. Mission of the Home:

To provide effective, high quality, safe and efficient long term care services in a home-like setting for the clients and families that we serve.

### 3. Core Values:



## A. Introduction and Welcome

### 4. Scope of Service:

Georgian Manor is one of four Municipal Homes for the Aged operated by the County of Simcoe. (Simcoe Manor in New Tecumseth, Sunset Manor in Collingwood, and Trillium Manor in Orillia represent the other three). Georgian Manor provides services for seniors who require care in accordance with the Long Term Care Homes Act, 2007.

Georgian Manor services the North Simcoe area, however, admissions are not restricted to this area. Admissions are arranged through the North Simcoe Muskoka Community Care Access Centre (1-888-721-2222).

Georgian Manor provides long term care services that include 24-hour personal or nursing care, rehabilitation, medical care, social and recreational activities as well as the provision of a safe, comfortable home-like setting. The Home does not provide special one-to-one nursing, except in unusual circumstances, and then only for a limited/short period of time. If this level of care is desired on an ongoing basis, arrangements may be made.

There is a secured unit for cognitively impaired residents. Keypads are used to grant access when exiting the unit.

Two rooms are available for respite care. One room is located on Willow, the secure unit and the other Respite room is located on White Pine.

There are also 5 Convalescent Care beds located on the third floor Silver Birch. The convalescent care program is a short stay program which offers services to people who need time to recover strength and functioning. Services within this program include qualified nursing care, individualized physiotherapy programs, nutritional support and full access to other amenities within the campus

In order to provide comprehensive services, Georgian Manor accesses the following additional services as required:

- a. Physiotherapy and exercise groups by a contracted provider
- b. Social work services and Speech Therapy through the Community Care Access Centre.
- c. A Geriatric Outreach teams are available: the Mobile Support Team (BSO) and Geriatric Outreach Services through Waypoint.

## B. Accommodations

The Home is organized into five distinct resident areas each with its own nursing station, lounge, activity room and dining room.

There are 61 private rooms which have a private bathroom, and 82 Basic accommodations which includes a shared washroom. Georgian Manor attempts to make suitable placement when residents are sharing accommodations with others. These placements take into account the interest, needs and preferences of each resident. However, Georgian Manor cannot guarantee that each placement will meet the specific requirements imposed.

All resident rooms, washrooms and amenity spaces are equipped with a nurse call system. When the resident pulls the cord or pushes the button, a signal sounds to a Nursing Call System. Please note, staff must come to the room to cancel the call and the dome light.

All exterior doors are on an alarm system that is connected to the Nursing Station panel. Stairwell doors have keypad access only.

The “Willow” unit provides a secure environment for those residents that require this level of care

## C. What to Bring With You

### I. Clothing:

Residents supply all their own clothing. The Housekeeping staff will arrange to have your name labeled on all items when you arrive. When you purchase new clothing, please have them marked as well.

Clothing is laundered free of charge, but you are responsible for looking after any dry cleaning needs. All clothing should be machine washable and permanent press. We do not provide any ironing service. If you require special adaptive clothing we can provide you with a list of vendors. Various clothing companies host sales at the Home one to two times a year for your convenience.

Residents and families frequently ask what types of and how much clothing to bring. The style of clothing is completely up to you, but as outlined above, your every day clothing must be of “wash and wear” material. You should bring at least six seasonal outfits of clothing. Storage at the home is limited; therefore families should be prepared to store off-season clothing

### 2. Lost Articles:

All resident belongings should be labeled. This includes pictures, photographs, furniture and equipment. The staff makes every effort to ensure that laundered articles are returned to the appropriate resident. However, on occasion items do go astray. This is usually because, items are not marked, or the labels have come off, items have been placed on the wrong laundry cart in error or articles of clothing are returned to another resident in error.

If you are missing an item, please notify the Nursing staff. The Housekeeping staff will search for the article. It sometimes takes a week or two to locate an item, but our experience has been that lost articles do eventually resurface.

### 3. Eyeglasses and Dentures:

Please arrange to have these marked with your name BEFORE admission. Arrangements can be made by the nursing staff for an Optometrist or Denturist to visit the Home to do minor adjustments and repairs for a nominal fee.

## C. What to Bring With You

### 4. Supplies/Equipment/Medication:

Medical and/or personal hygiene supplies, and nursing equipment required for the care of residents are provided by the Home. Male residents should bring their own electric razor that is labeled prior to admission. Prescription pharmaceutical preparations listed in the Ontario Drug Benefit Formulary are provided to residents. Residents are responsible for the cost of pharmaceuticals not listed in the formulary.

**\*For safety reasons:** Residents are not permitted to keep medications in their rooms unless ordered by their attending physician.

### 5. Furnishings:

All furniture and bedding is provided by the Home. However, if you wish to bring a few favourite items to personalize your room, you are most welcome to do so. Please refer to the Furniture Agreement for allowable furniture and items. Appropriate items include:

- A favourite comforter for your bed
- Pictures for your walls
- Items to fill the Memory Box provided
- A small television, a radio, etc. (please provide ear phones).

**\*For safety reasons:**

- a. We do limit the amount of furniture and other personal belongings that you may keep in your room. You, your roommate and staff must be able to move about the room safely. Resident room sizes do not accommodate love seats, dining room tables or large dressers. These also pose a housekeeping problem as staff cannot move them to clean properly.
- b. All electrical appliances must first be inspected by our maintenance staff.
- c. Residents are not permitted to have kitchen appliances (kettles, toasters, microwave ovens, coffee machines, etc.) or personal fridges in their room.
- d. Surfaces of all furnishings must be intact (free of cracks) and in a good state of repair. Arrangements for removal (and any associated costs) of furniture is the responsibility of the resident.

## C. What to Bring With You

### 6. Wheelchairs/Walkers, etc:

Limited supplies of wheelchairs, geriatric chairs, walkers, etc., are available for general use of residents on a short term basis only. However, if you require such equipment on a permanent basis you are responsible for providing your own. If you need to purchase such items, the registered nursing staff would be more than happy to advise and assist. An assessment completed by a qualified therapist is required in order to qualify for possible Assistive Device Program (ADP) funding.

### 7. Health Cards:

Health card numbers are required for any hospital or specialist visits. To ensure that it is available when needed, we ask that you bring your Health Card in at the time of your admission and it will remain at the Nursing Station on each Resident Home Area.

## D. Personal Services Available

### 1. Hairdresser/Barber:

The Hairdresser is in three days a week, Tuesday, Wednesday and Thursday. Appointments should be made in advance at the Beauty Salon (located on the second floor).

Residents pay the Hairdresser directly for these services or authorize payment deductions from their Trust Account. Permission to deduct payment from trust account is required and receipts will be issued. Gift certificates are available from the hairdresser.

### 2. Telephone:

Arrangements can be made with Rogers to install a telephone in your room. The service charge for installation, plus the monthly rate is your responsibility. If you decide to have your own personal phone, please contact Rogers directly at 1-800-790-6678.

### 3. Cable:

Arrangements for cable hook up can be arranged by the resident or family through Rogers directly at 1-800-790-6678. The installation charge and monthly rate are your responsibility. If you should change rooms, charges may apply.

### 4. Mail:

Mail is delivered to residents on weekdays. Stamps can also be purchased in the Administration office. The box for outgoing mail is in the front reception office.

### 5. Newspapers:

If you would like to arrange for newspaper delivery, please speak with the Administration Office. You are responsible for subscription costs.

## D. Personal Services Available

### 6. Computer/Internet:

In the library by the front lobby area, there are two computers available for residents to use with access to the internet. This computer has a keyboard and desk for your convenience. The computers are Skype enabled for continued family contact. If interested in Skype, please contact the PSS team member on your Resident Home Area.

### 7. Library:

The Resident Library is located on the first floor near the front door. For your convenience, there is a selection of large print books for you to choose from. Talking books can be ordered through the Activation Department.

### 8. Tuck Shop:

Georgian Manor at Georgian Village schedules a travelling tuck cart on each Resident Home Area two times per month.

### 9. Transportation

Families are responsible for transporting residents to outside appointments and must notify Georgian Manor registered staff about the transport arrangements. If Transportation services are required for non-emergency appointments, this is to be arranged by family. Contact registered staff on your unit for further information. All costs are the responsibility of the resident/family.

### 10. Alternative Therapies:

Alternative Therapies are permitted within the Home. Residents who would like alternative therapies are encouraged to discuss them with their physician prior to initiating treatment. Arrangements for and payment of Alternative Therapies are the responsibility of the resident and/or family. Please notify registered staff when any Alternative Therapies are initiated.

## E. Meals at Georgian Manor

### 1. General Meal Information:

The Dietary Department is managed by a Dietary Supervisor with the support of a Registered Dietitian. Meals are planned in accordance with Canada's Food Guide to meet the current recommended nutrient intake for the elderly as published by Health and Welfare Canada and according to the legislative requirements of the Ministry of Health and Long Term Care. All menu cycles must be approved by the Registered Dietician prior to implementation.

### 2. Special Diets:

Some residents may be on special therapeutic diets and/or modified textures ordered by the Registered Dietician and/or the physician to assist in the management or control of their disease conditions. These diets are individualized for each resident by the Dietitian who will provide ongoing support to residents and their families in interpreting them.

### 3. Food Not Prepared at Georgian Manor:

In keeping with our objective for the provision of safe and nutritious foods to residents, residents and families should ensure that foods brought into the Manor are stored properly (refrigerated if necessary) and used before spoilage or expiration dates.

All food that requires refrigeration is to be stored in the community fridge in the Activation Room, which has a limited capacity. All food stored here must be labeled with the resident's name and dated. The fridge will be monitored by the Program and Support Staff (Activity Staff) who will discard items not dated or older than 10 days. Items to be discarded will be at the discretion of the PSS staff in accordance with the Public Health Unit.

**\*For Safety Reasons:** It is important that foods and fluids brought in for you are in keeping with any therapeutic and/or modified texture diet that you have been ordered.

### 4. Meal Service:

Dining rooms are located in each resident area. Residents are expected to eat meals in the dining rooms. Meal times are as follows:

Breakfast	8:30 a.m.	Dinner	5:00 p.m.
Lunch	12:00 p.m.	Snacks	10 a.m., 2:15 p.m. and 7:30 p.m.

## E. Meals at Georgian Manor

### 5. Guest Meals:

Family and friends are encouraged to dine with residents. Please notify the Administration office at least two hours before the meal so the Dietary Staff can make the necessary arrangements. Meal costs are available from the Administration office. Please purchase meal tickets from the Administration office, Monday to Friday. Weekend meals must be purchased in advance. A designated area for families will be made available.

### 6. Food Committee:



Residents meet with the Dietary Supervisor to discuss meal service issues - food preferences, special occasion menus, quality concerns, etc. Minutes of meetings are posted on each Resident Home Area. Meetings are held the last Thursday of the month (except for July and August) immediately follow the Residents Council meeting.

## F. Resident Care

### 1. Power of Attorney for Personal Care:

A Power of Attorney (POA) for Personal Care is a legal document defined by the Substitute Decisions Act of Ontario which permits a person to make personal care decisions on behalf of a person only if the person has become incapable of making such decisions. Therefore, the resident is the primary decision-maker whenever possible about their care. Families must understand that residents' wishes take precedence. In the absence of a Power of Attorney document, staff follow the Substitute Decisions Act to determine who has authority if the resident is unable to make his or her own care decisions.

### 2. Notification of Next of Kin:

It is our policy to phone one (1) individual only, preferably the Power of Attorney for Personal Care or the appointed substitute decision-maker for care. This person should contact other family members as appropriate. On admission, please indicate who we should call and designate an alternate in the event that this person is unavailable.

Staff will contact the Power of Attorney for Personal Care or the substitute decision-maker for care when:

- a. There is a sudden change in a resident's condition
- b. A resident requires transfer to another health care facility (hospital for example)
- c. A transfer to another room within Georgian Manor is required
- d. Care concerns arise (as well as new physicians orders)
- e. A resident requests it

### 3. Resident Care Conference:

The Care Team reviews each resident's individual care requirements within six (6) weeks of admission, on an annual basis, and as needed, to evaluate care and programming. Residents and/or their Power of Attorney (POA) are invited to participate in this process and to discuss any problems or concerns they might have and to review the Plan of Care. Families are invited to attend at the discretion and consent of the competent resident. The object is to provide optimal quality of life for each resident.

## F. Resident Care

### 4. Medical Care

Our Medical Director is Dr. Donald Woods. There is also a Physician on call 24 hours a day.

You may choose to have a physician or nurse practitioner of your choice manage your care. However, your attending physician or nurse practitioner must agree to abide by the policies and procedures of the Home and the requirements of the Ministry of Health and Long Term Care, including entering into a written agreement with the home.

### 5. Registered Nursing Staff

Registered Nursing Staff are available 24 hours a day. Resident Home Areas are managed by a full-time Director of Resident Care as well as Nurse Manager. They are responsible for coordinating your care. Please feel free to direct any questions, concerns or suggestions to them.

### 6. Foot Care:

This service is provided at no charge by one of our Registered Practical Nurses (RPNs) who has advanced training in foot care. Should additional podiatry services be required beyond the scope of our RPN, we will refer you to the Podiatrist or Chiropodist of your choice. The resident is responsible for any fees incurred.

### 7. Dentist and Denturist:

Dental services are available on-site at Georgian Manor through Toothpicks, a mobile Dental Services company. Consent forms are available from the Administration Office. Toothpicks then co-ordinates appointments for Georgian Manor residents. Residents are responsible for all fees.

Alternatively, residents requiring professional dental services may choose to do so with the practitioner of their choice, and are responsible for all transportation to and from appointments and associated transportation and dental fees.

## F. Resident Care

### 8. Specialist:

If your Physician or Nurse Practitioner feels that an appointment with a specialist is required, the Registered Nursing Staff will assist in making those appointments. Families are responsible for providing transportation and any personal assistance required. When the family makes an appointment, they are to notify Registered Staff. Ontario Telehealth Network (OTN) is available for appointments with participating doctors. Registered Staff will facilitate these appointments.

### 9. Hearing Aids:

An Audiologist is available at Georgian Village. If you would like your hearing aid serviced, families are responsible for booking the appointment and for any required fees. Please notify Nursing Staff when any appointment is made. Please ensure your hearing aid is labeled with your name.

### 10. Physiotherapy, Speech or Occupational Therapy:

Physiotherapist services are provided through a contracted provider on-site at Georgian Manor. Speech Therapy is available through the Community Care Access Centre referral process. If you require any of these services, it will be ordered by your physician and the Registered Nursing Staff will make the necessary arrangements. Swallowing Assessments are ordered by the Registered Dietician.

## G. Activities for our Residents

### 1. Activation Program:

Our Programs and Support staff plan a number of activities designed to satisfy your needs and interests. These activities include such things as bingo, conversation groups, shuffleboard, painting, rhythm band, horticultural therapy, music therapy, sensory stimulation plus a whole lot more. These programs change regularly as resident interests and abilities change. A calendar of activities, entertainment and programs is printed each month and available to residents. Families can access the calendars online at [simcoe.ca](http://simcoe.ca).

### 2. Entertainment:

Local organizations and community groups provide entertainment for your enjoyment. Such events are advertised in the monthly Activities Calendar. Family and friends are welcome on all occasions.

### 3. Outings:

Our Programs and Support staff plan regular outings for community events, picnics, tours of the countryside, etc. We have a wheelchair accessible bus available for such excursions. Families who wish to attend outings with residents may be asked to take their own vehicle in order to ensure bus space is allocated for residents as the numbers of participants is limited by the number of seats on the bus. There may be costs associated with outings, such as shopping trips, restaurants or admission fees which will be communicated in advance of the outing.

### 4. Church Services:

Catholic Mass is held in the auditorium, every Wednesday. Nondenominational church services are held on Thursdays at 10:30 a.m. in the auditorium as well. These are conducted by local clergy. Communion is also held on a regular basis. Our Chaplain is available to residents and families at scheduled times for spiritual guidance, support and visitation. Pastoral Care volunteers under the direction of the Programs and Support Services Manager and the Local Ministerial Association will visit you upon request.

## G. Activities for our Residents

### 5. Community Involvement/Volunteers:

We are indebted to the many organizations, groups and individuals who add the community dimension to the lives of our residents.

Volunteers of all age groups contribute regularly to our community at Georgian Manor. They are involved in a variety of activities: meal service, crafts, friendly visiting, pastoral care, palliative care, office routines, shopping trips, bingo,

birthday parties, entertainment, pub nights, church services, and fundraising. The Programs and Support Services (PSS) staff co-ordinates the volunteer program. Anyone who are interested in helping out are encouraged to contact the PSS staff as there are requirements that need to be completed before volunteering can occur. Local Schools, Guides and Scout Groups, Churches and Service Clubs also volunteer their time to provide special intergenerational and spiritual programs.



## H. Visiting Hours/Going Out

### I. General Information

Visitors are welcome at any reasonable time. There are no set visiting hours. If you wish to see your visitors other than in your room, there are several sitting rooms where you may find privacy.

**\*For Safety Reasons:** All visitors entering the building are required to sign in and out at the guest book at the Administration Office. A form of communication will be used to contact staff to buzz you in after hours.

### 2. Colds and Flu Season

Colds and flu in our Home can have a significant impact on the health status of our residents. Occasionally, visiting may be limited due to infectious outbreaks of respiratory or gastrointestinal illness. Family and friends who are feeling unwell should refrain from visiting until their symptoms subside.

Remember, hand hygiene is the single most important means of preventing the spread of germs.

Alcohol-based hand sanitizer stations are strategically located throughout the Home, including entrances, exits, elevators, and dining rooms.

**\*For Safety Reasons:** Please remember to clean your hands with alcohol-based hand sanitizer when entering or exiting the Home or Resident Home Areas.



## H. Visiting Hours/Going Out

### 3. Going Out

As this is your Home, you are free to come and go as you wish.

\* If you are going out, sign out in the Resident Leave Book located at the nursing station and let the registered nursing staff in your Resident Home Area know where you are going and when you will return. When you return, please sign back into the Resident Leave Book and let us know that you are back. If you are going out overnight or for a holiday, notify the Nursing staff at least 24 hours in advance so that medication can be prepared for you as necessary.

\* Residents living on the Georgian Resident Home Areas must be supervised and accompanied by a responsible person before leaving the area.

\* For Safety Reasons: Exterior doors are locked at 9:00 p.m. Should you return when the doors have been secured, please use the front entrance. A form of communication will be used to contact staff to buzz you in.

\* For Safety Reasons: You are cautioned on going out of the Home in extreme hot or cold weather. Please speak to a member of the staff for details on any current weather warnings.

## I. Ministry Policy on Resident Leaves:

### 1. Casual Leave:

You are entitled to a casual leave of up to 48 hours per week. Casual leaves are permitted throughout the year in addition to vacation or medical/psychiatric leaves. If you are going out overnight or for a holiday, notify the Nursing staff at least 24 hours in advance so that medication can be prepared for you as necessary. Families are responsible for packing belongings required by resident.

### 2. Vacation Leave:

A vacation leave of 21 days per year is available to all residents. Vacation leave can be used only in the calendar year in which it is granted and is not cumulative. If you are going out for more than a week, notify the Nursing staff at least 1 week in advance so that medication can be prepared for you as necessary. Families are responsible for packing belongings required by resident.

\* For Safety Reasons: Your representative must accept responsibility for your care and must notify the Home of any changes in your condition while away from the Manor or if you are admitted to a hospital during the leave.

### 3. Medical Leave

Medical leave for purposes of hospitalization is available to all residents for up to 30 days at a time. The use of medical leave does not reduce your available vacation or casual leave.

### 4. Psychiatric Leave:

Psychiatric leave of up to 60 days is available to residents for the purposes of assessment, treatment and stabilization.

### 5. Resident Charges While on Leave:

During a leave of absence, you are responsible for the standard charges. This includes accommodation (basic or preferred) and any authorized purchase of other services. If your condition or care needs require absence from the Home beyond the available medical or psychiatric leaves, then you shall be discharged from the Home. To re-enter the Home, you or your representative must contact the Community Care Access Centre (1-888-470-2222).

## J. Safety Regulations

### 1. Smoking:

There is no smoking permitted within Georgian Manor. Those residents who wish to smoke must be assessed on their ability to safely smoke by the Registered Nursing Staff. Smoking is only permitted at least 9 metres from the building, according to by-laws.

Georgian Manor offers information on smoking cessation; please ask staff if you are interested in learning more about this program.

\* For Safety Reasons: Residents are not permitted to keep cigarettes, matches or lighters in their room; the nursing staff will secure them for you.

### 2. Electrical Appliances:

All electrical appliances must be Canadian Standards Association (CSA) approved and checked by our maintenance staff to ensure that they are safe before you are allowed using them in your room. Kitchen appliances (kettles, coffee machines, refrigerators, etc.) are not permitted in resident rooms. Several outlets are provided in all resident rooms. Please do not use extension cords, octopus plugs, etc. Television and phone cables should not prevent safe movement in your room.

### 3. Fire and Other Emergencies:

Georgian Manor is equipped with smoke detectors and has an automatic sprinkler system throughout the building. When the alarm bells ring, fire doors automatically close, dividing the building into zones. Our fire alarm is tied directly into a fire monitoring company and the Penetanguishene Fire Department responds to the Home.

The Home has developed a detailed fire/emergency plan to deal with fire and other disasters. This plan is tested on a regular basis. Residents must co-operate and follow instructions during tests as well as real emergency situations.

Simulated fire drills are held a minimum of three (3) times each month to ensure that our fire safety procedures are effective, with more detailed simulations conducted periodically.

## J. Safety Regulations

### 3. Fire and Other Emergencies continued:

**Upon hearing the fire alarm, residents follow these instructions:**

- a. Close windows and doors if you are able to.
- b. Await announcement from the Nurse-in-Charge for further instruction.
- c. If you are not in your room and you are not in any immediate danger, wait where you are until you receive instructions from staff.
- d. Do not use the elevator during a drill or actual emergency.

**Upon hearing the fire alarm, visitors follow these instructions:**

- a. Remain with and reassure the resident you are visiting.
- b. Follow instructions noted for residents.

### 4. Restraints:

Georgian Manor has a policy of “least restraint”. That means that all possible interventions and safety devices are assessed before we will recommend that a restraint is to be used. Safety devices are seat belts that buckle at the front which the resident can undo, chair/bed alarms that let us know when someone moves off their chair or bed, and partial side rails on beds. If it is determined that a restraint is needed, a written consent will be required from the resident or his/her representative and a physician’s order for the restraint will be obtained. Some types of restraints are strictly prohibited under the Long Term Care Homes Act and cannot be used in the Home.

### 5. Resident Personal Vehicles:

Residents who are in possession of a valid driver’s license are permitted to have a personal vehicle at the Home, provided that a parking space is available. Residents are required to sign and abide by a personal vehicle agreement. Should the Medical Director determine that a resident is no longer capable of driving, the resident must comply.

## J. Safety Regulations

### 6. Alcohol

Residents may consume alcohol in moderation with their physician's approval and order. If a resident abuses the use of alcohol, privileges may be limited or revoked.

**\* For Safety Reasons: Residents are not permitted to keep alcohol in their room; the nursing staff will secure it for you.**

Additionally, our policy does not permit alcohol to be consumed by family or visitors on Georgian Manor premises for safety reasons.

### 7. Security

All doors to the exterior are secured and accessible by keypad or swipe entry or exit only. The main entrance is locked from 9:00 p.m. each evening until 6:00 a.m. each morning. Additionally, visitors are reminded to check with staff before assisting any residents out of the building as the resident may be at risk of injury if outside unsupervised.

## K. Money Matters:

### I. Valuables:

The Home cannot be responsible for the loss of valuables.

\* For Safety Reasons: Residents are advised to keep only small amounts of money on their person. Any monies needed by the resident can be kept in their Trust Account – see the Office Staff for details.

### 2. Power of Attorney for Property

Residents remain responsible for their own financial affairs unless delegated to a responsible third party. A Power of Attorney for Property is a legal document that allows a person or persons (the attorney) to make decisions on behalf of the person signing the document (the grantor), but only when the person is incapable of making their own decisions.

### 3. Accommodation Charges:

Charges for accommodation are set by the Ministry of Health and Long Term Care annually. Residents/families will receive written notification of all current rates at the time of admission and of any rate changes thereafter. All residents are required to pay at least basic accommodation according to section 91 of the Long Term Care Homes Act. There are two rates as follows:

- a. Basic Accommodation - Ward Rate
- b. Preferred Accommodation - Private Room Rate

Depending on your income, you may qualify for a rate reduction for basic accommodation. We will require your Notice of Assessment from your current income tax return in order to determine eligibility for a rate reduction. Rate reduction forms are available through the Administration Office and the Ministry of Health website and office staff will assist you with the process. There are no rate reductions available for preferred accommodation. If you are in preferred accommodation and would like to be transferred to basic accommodation, notify the Administration Office and arrangements will be made for a transfer when a bed becomes available.

We ask that personal cheques for accommodation charges be received at the Administration Office by the 20th of the month in order that the necessary accounting procedures can be done before the end of the month. Cheques may be post-dated to month-end.

## K. Money Matters:

### 4. Trust Account

The County of Simcoe will, on request, establish a Trust Account for a resident on admission. You may authorize the Administration staff to automatically pay bills (hairdressing, activation outings, transportation, etc.) on your behalf through your Trust Account. Trust accounts are managed by the Home according to Section 24I of the Regulation 79/10.

### 5. Financial Assistance:

There are a number of government financial programs available to citizens aged 60 years and over. The Administration office will be pleased to provide you with information regarding these. Residents in receipt of the Guaranteed Income Supplement are guaranteed a legislated amount of comfort allowance monthly.



## L. Resident Rights and Responsibilities:

### I. Resident Rights:

A Residents' Rights document is posted by the main elevator and in each Resident Home Area. A copy has been given to you with this Handbook as well. The fundamental operation of the Home is guided by these Rights.

### 2. Resident Responsibilities:

As in all human societies, individuals have not only Rights, but also obligations and responsibilities to one's fellow residents and to the Management and Staff of the Home. Resident responsibilities at Georgian Manor are:

- a. to observe the rules and regulations of the Home.
- b. to treat fellow residents and Staff with courtesy and consideration, and to bear in mind their rights at all times.
- c. to observe at all times the no smoking regulations.
- d. to participate in fire and disaster drills.
- e. to give the Home Management Staff an opportunity to correct a complaint or grievance.

### 3. Resident's Council:

The Home has a Residents' Council which meets on a regular basis to discuss problems, suggestions, plans or special functions and administration proposals. As a resident of this Home, you are a member of the Residents' Council and are welcome to attend all Council meetings. Minutes of meetings are posted on the bulletin board on each Resident Home area.

## M. Families

### 1. Family Council:

Georgian Manor's Family Council was formed early in 2006. The main purpose of the Family Council is to improve the quality of life of residents and to give families a voice in decisions that affect them and their loved ones in the Home. Meetings are scheduled on a regular basis throughout the year. All family members are welcome to attend.

### 2. Family Information Sessions:

Family information nights are held throughout the year. They are facilitated by the Administrator and the various members of the management team. Also, whenever possible, the General Manager of the Health and Emergency Services will attend as a guest. These are very informal and are designed to provide an opportunity for family members to hear about the latest developments pertaining to Long Term Care within the County of Simcoe as well as in the Manor. Everyone is encouraged to attend. Family concerns and suggestions can be collectively expressed to management via either the Family Council meetings or the Family Information Nights. Notice of meetings will be posted.

## M. Families

### 3. Communication

There is a resident and family bulletin board in the Main Corridor near the Front Lobby. Most general communication is posted there. Additionally, there is a brochure display in the Front Lobby of the Main Building that holds information from Georgian Manor, the Ministry of Health and Long Term Care as well as other organizations that may be of interest to residents or families.

A quarterly Resident and Family Newsletter provides information about the Home on an ongoing basis. We are happy to email this newsletter and other information to you. Help us stay green by providing the Administration Office with your email address. It will not be shared with others.

The Registered Practical Nurse (RPN) is in charge of each Resident Home Area and guides the overall care of the residents and communicates with the Care Team. Please speak to the RPN about anything regarding the resident's care. The RPN is the link to all members of the Care Team and family.

The Registered Nurse (RN) is in charge of the Home 24 hours per day, 7 days per week, and always available to discuss any matter in the absence of a manager. The RN will communicate any issues to the appropriate member of the Care Team.

Please don't hesitate to contact anyone on the management team for any issues, concerns, or compliments.

## N. Room Rentals

### I. Room Rentals



There are rooms available for booking. Please contact the Administration Office for details.

## O. Concerns, Compliments and Questions

Please relay your compliments, issues and concerns to us. If you have a question, problem or suggestion - we want to know. You can approach the Registered Nursing Staff, the appropriate Department Manager or the Administrator.

Additionally, “We Care What You Think” forms are available on the resident and family bulletin board across from the elevator in the front lobby.

### I. Who to Call

705-549-3166

NAME:		EXTENSION:
Administrator		3200
Medical Director		705-549-8270
Director of Resident Care		3199
Nurse Manager		3010
Registered Nurse in Charge		3220
Food Services Supervisor		3180
Environmental Services Supervisor		3100
Program and Support Services Manager		3080
Hairdresser		3120
Chaplain		3089
General Manager, Health and Emergency Services		1154
FLOORS:		
Willow (Secure Unit)	RPN	3224
Sumac	RPN	3221
White Pine	RPN	3222
Tamarack	RPN	3225
Silver Birch	RPN	3223



## O. Concerns, Compliments and Questions

If you are not satisfied with the response you receive after pursuing it with Manor representatives, you may forward your concerns directly to the Ministry of Health and Long Term Care.

- Ministry of Health and Long Term Care  
Performance Improvement and Compliance Branch  
1075 Bay Street, 11th Floor,  
Toronto, Ontario M5S 2B1  
1-866-434-0144

Georgian Manor  
101 Thompsons Road  
Penetanguishene, ON L9M 0V3  
705-549-3166

FAMILY CAN CONTACT THE NURSE ON YOUR UNIT BY CALLING

705-549-3166 extension \_\_\_\_\_

This information has been reviewed with you by:

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**LONG TERM CARE  
SERVICES**

