



Sunset Manor

Resident and Family Handbook

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COLLINGWOOD, ONT
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2012



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A. Introduction and Welcome

I. History of the Home:

Sunset Manor was first established in 1968 by County of Simcoe Bylaw 2989. The 148-bed “Residential” Home opened on September 15, 1969. In 1972, with the enactment of the new Extended Care Act, 72 of the beds were designated “extended care”. A “special care” wing was created to meet the needs of up to 32 cognitively impaired Residents. These changes resulted in the capacity of the home increasing to 152, plus 5 “infirmarary” beds. In 1985 an additional 13 Residential beds were converted to “extended care”.

In 1988 an agreement between the Town of Collingwood and the County of Simcoe resulted in the exchange of an equal amount of land to facilitate the construction of a 45-unit non-profit housing project on Erie Street.

In 1993, as part of the provincial long term care reform initiative, as detailed in Bill 101: “An Act Respecting Long-Term Care,” Sunset Manor was designated a long term care Home. As such, all of the accommodation was formally designated “long-term care Home beds”. That same year, the approval to operate two (2) of the beds was transferred to Georgian Manor and in 1994, two (2) beds were officially designated “short-stay” or respite care.

By 1995, all of the spaces used for the “infirmarary” beds were converted to other uses.

A major redevelopment project for Sunset Manor received final approval in early 1995. Construction of the three-phased project commenced in April, 1995 and completed in June 1997. The official re-dedication of the new Sunset Manor was conducted on June 21, 1997. The redevelopment resulted in the entire Home being brought up to current long term care standards, with significantly enhanced Resident, staff and community outreach services.

The Home is a two-storey structure consisting of two (2) 24-bed secure Resident Home Areas (RHAs) called West Simcoe and South Simcoe, and two (2) 35-bed Resident Home Areas called Georgian 1 & 2 and one (1) 32-bed Resident Home Area called Collingwood 2. 60% of Resident rooms are private with an ensuite washroom and 40% are semi-private/ ward (2-bed rooms) with an ensuite washroom. Each Resident Home Area has its own dining room and

A. Introduction and Welcome

1. History of the Home continued:

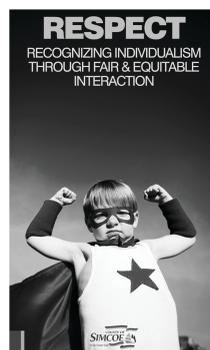
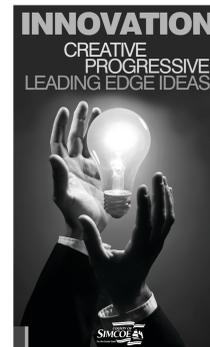
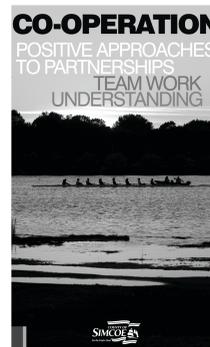
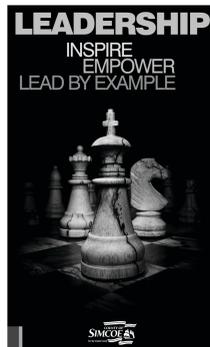
servery, activation, lounge and staff support spaces. The Home has two (2) elevators and an emergency power generator. Core areas provide Resident and staff support space including management and administration offices, meeting rooms, staff lounge and locker rooms, beauty salon/barber, living room with fireplace, Resident Library, therapy room, auditorium, worship centre, main kitchen, laundry services and community outreach space.

In 1997, arrangements were made to accommodate the Victorian Order of Nurses Day Away Program and the Red Cross Community Health Services Program in community outreach spaces. In 1998, Hospice Georgian Triangle also joined our community.

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:

Sunset Manor is one of four (4) long term care homes operated by the County of Simcoe (Georgian Manor in Penetanguishene, Simcoe Manor in Beeton, and Trillium Manor in Orillia represent the other three (3)). It is located in the Town of Collingwood.

Sunset Manor provides for seniors who require care in accordance with the Long Term Care Homes Act, 2007 and associated Regulation 79/10, as well as other applicable legislation.

Sunset Manor services the Collingwood area in the North Simcoe Muskoka Local Health Integration Network, however admissions are not restricted to this area. Admissions are arranged through the Community Care Access Centre (1-888-470-2222).

Sunset Manor provides long term care home services that include 24-hour personal and nursing care, rehabilitation, medical care, social and recreational activities as well as the provision of a safe, comfortable, home-like environment. The Home does not provide special one-to-one nursing, except in unusual circumstances, and then only for a limited period of time. The Administrator of the Home must be informed should the Resident or family choose to hire additional caregivers for private and individualized care of the Resident.

There are two (2) secure-care Resident Home Areas controlled by keypad access to ensure the safety of those Residents living there. We ask that all visitors to the Home are careful when entering or exiting these areas and ask for staff assistance before assisting Residents in or out of these areas.

Two (2) rooms are available for respite care which is also coordinated through the Community Care Access Centre. One (1) room is located in a secure Resident Home Area.

In order to provide comprehensive services, Sunset Manor accesses the following additional services as necessary:

- a. Physio and occupational therapy by a contracted provider
- b. Social work services through the Community Care Access Centre.
- c. Psychogeriatric assessments and referrals through the Waypoint Centre for Mental Health.



B. Accommodations

The Home is organized into five (5) distinct Resident Home Areas, each with its own Nursing Station, conference room, spas, dining room, activation room and lounge.

60% of the rooms at Sunset Manor are private with an ensuite washroom; the remainder of the rooms have two (2) beds with a shared washroom. Sunset Manor attempts to make suitable placement when Residents are sharing accommodations with others, but cannot guarantee roommate compatibility. Every effort is made to accommodate spouses who wish to share a room based on availability.

All Resident rooms, washrooms and amenity spaces are equipped with a nurse call system. When the Resident pulls the cord, a signal sounds at the Nursing Station and a dome light comes on outside the Resident room. A speech module in the room allows nursing & personal care staff to communicate with the Resident. However, 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 nurse call system. Stairwell doors have keypad access only.

The “West Simcoe and South Simcoe” Resident Home Areas provide a secure environment for cognitively impaired Residents who wander.

C. What to Bring With You

I. Clothing:

Residents supply all their own clothing. The staff will arrange to have the Resident's name marked on all items when they arrive. When purchasing new clothing, please place the clothing in a bag clearly marked with the name of the Resident and provide to staff who will have it labeled.

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 an 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 three to four (3-4) 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 (6) seasonal outfits of clothing. Storage at the Home is limited; therefore families should be prepared to store off-season clothing and are responsible to keep the room free of clutter.

2. Lost Articles:

All Resident belongings should be marked. This includes pictures, photographs, furniture and equipment. The staff make 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, 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 who will coordinate with laundry and housekeeping departments to look for the item. It sometimes takes a week or two to locate an item, but our experience has been that lost articles do eventually surface.

We have a Lost & Found cupboard which you should check in the event that the item was not marked or the label came off in laundering; please ask staff to assist you. If you find an item not belonging to you in your room, leave it with a note at the Nursing Station.

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 supplies, supplies for personal hygiene, and nursing equipment required for the care of Residents are provided by the Home. Male Residents should bring their own electric razor. 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 any medications in their rooms unless ordered by their attending physician. This includes prescription, over-the-counter, and topical medications.

5. Furnishings:

All furniture (bed, mattress, & bedside table) and bedding is provided by Sunset Manor. However, if you wish to bring a few favourite items or small articles of furniture to personalize your room, you are most welcome to do so. Appropriate items include:

- a favourite comforter for your bed
- pictures for your walls
- a small easy chair - preferably vinyl or leather for ease of cleaning
- 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, refrigerators, coffee machines, etc.) 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.
- e. Placement of furniture must allow housekeeping and personal care staff the ability to perform their work safely.
- f. Families and Residents are responsible for keeping the room free of clutter.

C. What to Bring With You

6. Wheelchairs/Walkers, etc:

Sunset Manor has a supply of 'short-term loaner' wheelchairs and walkers that are available for use on an interim basis. If you require these articles on a permanent basis, they must be fitted to your specific requirements and staff will assist you with arranging the assessment and purchase of these items. There is also funding available through the Ministry of Health's Assistive Devices Program (ADP) if you meet criteria.

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 copies of it will be taken to keep on your chart.

D. Personal Services Available

1. Hairdresser/Barber:

On-site Hairdressing/Barber services are available in the home. Appointments should be made in advance at the Beauty Salon (first floor near the vending machines before Georgian I). Family members can leave a note during off-hours in the box provided on the Beauty Salon door. Residents pay the Hairdresser directly for these services or authorize payment deduction from their Trust Account. Hours of Operation are posted on the Beauty Salon door.

2. Telephone:

Arrangements can be made with Bell Canada to install a telephone in your room. The service charge for installation, plus the monthly rate is the responsibility of the Resident. If you decide to have your own personal phone, please advise the Administration Office. The timing to install your own phone is according to Bell Canada's schedule, but must be during regular business hours at the Home, Monday to Friday between 8:30 a.m. to 4:30 p.m. If you change rooms, charges may apply. If you choose not to have your own personal phone, you may use the phone at the Nursing Station. Please have a nursing staff member assist you.

3. Cable:

Arrangements can be made with the local cable company for installation. The installation charge and monthly rate are the responsibility of the Resident. Timing for the installation is according to the cable company's schedule, but must be during regular business hours at the Home, Monday to Friday 8:30 a.m. to 4:30 p.m. If you should change rooms, charges may apply.

4. Mail:

Mail is delivered to Residents on weekdays. The drop box for outgoing mail is in the front lobby on the wall just outside the Administration Office, or simply drop off the envelope with the Administration Staff.

5. Newspapers:

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

D. Personal Services Available

6. Computer/Internet:

On the second floor across from the elevator, we have a Resource Room available for Resident use. Here you will find a computer with Internet access. This computer has an adaptive keyboard & desk for your convenience.

7. Library:

The Resident Library is located on the first floor near the fireplace living room. 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. A magnified reading device is available for use in the Resource Room.

8. Transportation

Families are responsible for transporting Residents to outside appointments. If transportation by ambulance is required for non-emergency appointments, this can be arranged by registered staff in the Resident Home Area; costs are the responsibility of the Resident. Additionally, any transportation back to the Home from a trip to the hospital emergency department is the responsibility of the Resident.

9. Alternative Therapies:

Alternative Therapies such as massage and touch therapy are permitted within the Manor. Residents who would like alternative therapies are encouraged to discuss them with their physician prior to initiating treatment. Arrangements for alternative therapy are the responsibility of the Resident.

E. Meals at Sunset Manor

1. General Meal Information:

The Dietary Department is managed under the direction of a Registered Dietitian and Dietary Supervisor. 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.

2. Special Diets:

Some Residents may be on special therapeutic and / or modified texture diets ordered by their physician or Registered Dietician to assist in the management or control of 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 Sunset 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.

***For Safety Reasons:** It is important that foods & 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 Home Area. Residents are expected to eat meals in the dining rooms.

Meal times are as follows:

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

E. Meals at Sunset Manor

5. Guest Meals:

Family and friends are encouraged to dine with Residents. Please notify the Administration office at least two (2) hours before the meal so the dietary staff can make the necessary arrangements. Meal costs are posted in the Front Lobby on the information board. Please purchase meal tickets from the Administration office, Monday to Friday. Weekend meals must be purchased in advance. Guests dine with the Resident in the Tuck Shop area of the Home, near the main Kitchen (pool table area).

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 the bulletin board outside each dining room.

F. Resident Care

I. 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 Sunset Manor is required
- d. care concerns arise
- 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

Each attending physician ensures his or her Residents have medical on-call coverage at all times, should an emergency arise.

You may choose to have a physician or Nurse Practitioner (NP) 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.

Dr. Anne Engell is the Medical Director of the Home, as well as being one of our Attending Physicians, and provides medical guidance and support to 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 Chiropractor of your choice. The Resident is responsible for any fees incurred.

7. Dentist & Denturist:

Dental services are available on-site at Sunset Manor through Toothpicks, a mobile Dental Services company. Consent forms are available from the Administration Office. Toothpicks then coordinates appointments for Sunset 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.

9. Hearing Aids:

A hearing aid firm visits the Manor. If you would like your hearing aid serviced, please inform the Nursing Staff. Please ensure your hearing aid is labeled with your name.

10. Physiotherapy, Speech or Occupational Therapy:

Physiotherapist and Occupational Therapist services are provided through a contracted provider on-site at Sunset 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.

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, daily exercise groups, 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 and families.

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:

Ecumenical services are held in our Chapel each Friday at 11:30 a.m. These are conducted by clergy of the Local Ministerial Association. Communion is also held on a regular basis. Our Chaplain is available to Residents and families usually two (2) evenings per week for spiritual guidance, support and visitation and may be contacted through the Program & Support Staff. 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 Sunset 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. Family members who are interested in helping out are encouraged to contact the PSS staff. 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 in the vestibule area of the main entrance to our Home.

2. Colds & Flu Season

Colds and flu in our Home can have a significant impact on the health status of our Residents. Occasionally, visiting may be restricted 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.

* For Safety Reasons: 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 provided for you as necessary.

* For Safety Reasons: Residents living on the Simcoe Resident Home Areas must be supervised and accompanied by a responsible person before leaving the area.

* For Safety Reasons: Exterior doors are locked at 8:00 p.m. Should you return when the doors have been secured, please use the Georgian I After-Hours Entrance. A phone in that vestibule can 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.

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.

* 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

I. Smoking:

There is no smoking permitted within Sunset 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 bylaws.

Sunset 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. Numerous 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. If you need to have a longer cable to ideally position your television or phone, arrange to have maintenance secure it to the baseboard or wall.

3. Fire and Other Emergencies:

Sunset 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 in case of an actual emergency the Collingwood 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 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:

Sunset 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 licence 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 Sunset 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 8:00 p.m. each evening until 7:00 a.m. each morning. Access is only available at the After Hours entrance during these times. 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:

1. 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 three (3) rates as follows:

- a. Basic Accommodation - Ward Rate
- b. Preferred Accommodation - Semi Private Room Rate
- c. 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 241 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 Sunset 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. The names of your Executive are posted on the Bulletin Board in the Front Lobby.

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 outside each dining room and the front lobby.

M. Resident's Family

I. Family Council

Sunset Manor Family Council's mission is to serve as a support group to promote understanding, sensitivity and caring of the Residents. The liaison between Residents' families, staff and management shall strive to enhance the quality of life, safety and care for all Residents of Sunset Manor. Monthly meetings are held the last Wednesday of each month in the Library at the Manor. All family members are welcome to attend.

2. Family Information Nights

These are very informal sessions 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. Notices of meetings are posted at the entrance and on the lobby Family Information Board.

3. Communication

There is a Resident and Family bulletin board in the Front Lobby near the elevator. Most general communication is posted there. Additionally, there is a brochure display next to this board that holds information from Sunset 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 & 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 Rental



Available for rent by family and other members of the community are the **Auditorium, Collingwood 1 Board Room and Collingwood 2 Classroom**. A nominal fee is charged for all of the above rooms to cover housekeeping-related costs. You may book any of these Rooms through the Administration Office.

O. Concerns, Compliments & 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

705-445-4499

NAME:		EXTENSION:
Administrator		6200
Administrator		6000
Medical Director		6090
Director of Resident Care		6199
Nurse Manager		6010
Registered Nurse in Charge		6220
Food Services Supervisor		6180
Registered Dietician		6132
Environmental Services Supervisor		6100
Program & Support Services Manager		6080
Hairdresser		6120
Chaplain		6087
General Manager, Health and Emergency Services		1154
FLOORS:		
Georgian 1	RPN	6221
Georgian 2	RPN	6222
Collingwood 2	RPN	6225
West Simcoe	RPN	6224
South Simcoe	RPN	6223

O. Concerns, Compliments & 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 & Long Term Care
Performance Improvement and Compliance Branch
1075 Bay Street, 11th Floor,
Toronto, Ontario M5S 2B1
1-866-434-0144

Sunset Manor
49 Raglan St.
Collingwood, ON L9Y 4X1
705-445-4499
brenda.baulke@simcoe.ca

FAMILY CAN CONTACT THE NURSE ON YOUR UNIT BY CALLING
705-445-4499 extension _____

This information has been reviewed with you by:



**LONG TERM CARE
SERVICES**

