BONNECHERE MANOR NEW RESIDENT/FAMILY HANDBOOK

County of Renfrew
Bonnechere Manor
Long-Term Care Home

Experience Our History, Share Our Future!

470 Albert Street
Renfrew, Ontario K7V 4L5
613-432-4873

Proud to be Accredited with Exemplary Standing

Revised: October 2026

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Home: Fundamental Principle

(SECTION 1 of Fixing Long-Term Care Act, 2021)

The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

Land Acknowledgement

We acknowledge that we are on the traditional and unceded territory of the Omàmiwininì (Algonquin) People. For thousands of years, these lands have been cared for, respected, and stewarded by Indigenous peoples, whose connection to this territory continues today.

We recognize that while the County of Renfrew was established in 1861, the history of this place is far older and far richer. We are grateful for the stewardship, knowledge, and resilience of the Omàmiwininì people and all Indigenous peoples who have called this territory home.

Acknowledging the land is not simply about looking back. It is about understanding our responsibility today. It is about building relationships, showing respect, and creating a future grounded in reconciliation, learning, and partnership.

May we continue that work together; with humility, with openness, and with a shared commitment to caring for this place and for one another.

Welcome

On behalf of the County of Renfrew, Residents, Staff, Volunteers, I welcome you to Bonnechere Manor.

Bonnechere Manor is a municipal, 180-bed long-term care home. It is owned and operated by the County of Renfrew and City of Pembroke and has provided quality care to the elderly since 1958. Bonnechere Manor was awarded 'Accredited with Exemplary Standings' with Accreditation Canada during the last review in 2023.

The most recent data on the profile of residents in Bonnechere Manor identifies the average resident is 82 years old. The resident population presents with a wide range of health challenges requiring nursing care that typically includes considerable assistance with personal care. More specialized care such as intravenous therapy, complex wound care, palliative care and dementia care are performed at an expert level in collaboration with the interprofessional care team. Care delivery is predicated on the belief that the personhood of the resident takes precedence over any diagnosis. In 1995, residents and staff moved to our current location at 470 Albert Street.

Bonnechere Manor operates under the direction of the Administrator and is subject to the Fixing Long-Term Care Act and Regulations. The Manor has an annual budget more than $14.7M and employs approximately 250 staff. The Home provides 24-hour nursing and personal care, nutritious meals and snacks, activation and recreation, rehabilitation, palliative and pastoral care, housekeeping, laundry and administrative support.

Our Mission is:

With a person-centred approach, Bonnechere Manor is a safe and caring community to live and work

Residents and families are considered an integral part of the care team and therefore are encouraged to become actively involved in the process of care. Your questions and comments are an invaluable source of information toward assuring an informed and comprehensive approach to care delivery. If you have any concerns at any time, please do not hesitate to contact a manager or the Registered Nurse-in-Charge.

The move to a long-term care Home can be an overwhelming experience with the significant amount of information to be absorbed**.** It is our intent that this Handbook will help ease the transition to living in the Manor. Ongoing information is posted on the Resident/Family Communication Board located by reception at the front entrance.

On behalf of the Bonnechere Manor Resident and Family Councils, we hope you find this information helpful. I encourage you to contact me per below if there is any additional information you may require.

Sincerely,

Dean Quade
Director of Long-Term Care, County of Renfrew
dquade@countyofrenfrew.on.ca

Residents' Bill of Rights

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

RIGHT TO BE TREATED WITH RESPECT

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

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

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

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. **Every resident** has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. **Every resident** has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. **Every resident** has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. **Every resident** has the right to meet privately with their spouse or another person in a room that assures privacy.
10. **Every resident** has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. **Every resident** has the right to live in a safe and clean environment.
12. **Every resident** has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. **Every resident** has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. **Every resident** has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. **Every resident** has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. **Every resident** has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. **Every resident** has the right to be told both who is responsible for and who is providing the resident's direct care.
18. **Every resident** has the right to be afforded privacy in treatment and in caring for their personal needs.
19. **Every resident** has the right to,
    i. participate fully in the development, implementation, review and revision of their plan of care,
    ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
    iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
    iv. have their personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.

20. **Every resident** has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. **Every resident** has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. **Every resident** has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
23. **Every resident** has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. **Every resident** has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
25. **Every resident** has the right to be provided with care and services based on a palliative care philosophy.
26. **Every resident** who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. **Every resident** has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
28. **Every resident** has the right to participate in the Residents' Council.
29. **Every resident** has the right to raise concerns or recommend changes in policies and services on behalf of themself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
    i. the Residents' Council.
    ii. the Family Council.
    iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.
    iv. staff members.
    v. government officials.
    vi. any other person inside or outside the long-term care home.

Further guide to interpretation

(2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a resident's rights set out in subsection (1) are respected:

1. This Act and the regulations.
2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
3. Any agreement entered into between a licensee and a resident or the resident's substitute decision-maker.

Enforcement by the resident

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

Regulations

(4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents' Bill of Rights shall be respected and promoted by the licensee.

NOTE: A copy of the Residents' Bill of Rights in French is posted on the Resident/Family Communication Board and will be provided upon admission if required.

Mission, Values

Mission Statement:

With a person-centred approach, Bonnechere Manor is a safe and caring community to live and work

Values:

Honesty & Integrity / Professionalism / Client Service Orientation / Focus on Results

Continuous Quality Improvement (CQI) Initiatives

Resident Satisfaction Surveys

Residents or their Substitute Decision Makers (SDM) are requested to participate in an annual Resident/Family Satisfaction Survey to provide feedback on the programs and services provided. The results of the surveys are posted on the Resident/Family Communication Board and copied to the Resident and Family Councils. An action plan is then developed by the management team to ensure recommendations or concerns are reviewed and where possible implemented.

Quality Improvement Plan (QIP)

The Bonnechere Manor CQI Plan is developed and posted on the CQI Board in the front lobby. The plan outlines the Home's goals for the year to enhance/improve programs and services for residents and staff, consistent with the strategic initiatives. An interdisciplinary team meets quarterly to review our statistics and make changes as required.

Strategic Plan

The management team, in conjunction with representative stakeholders (Residents, Families, Staff, Volunteers and Board), develops a long-range plan for the Home to ensure its Mission and Values are implemented. The management team reviews this document and develops an annual plan. Key Initiative for 2025 to 2030 are:

Butterfly Approach Model of Care
Emotion-based models of care such as Butterfly Approach enhance resident well-being by fostering a compassionate environment and addressing emotional needs promoting a higher quality of life.
Employer of Choice
Competition for scarce Health Human Resources (HHR) demands an innovative and attentive approach to recruitment and retention.
Clinical Best Practice Leader
The increased complexity and acuity of resident care needs are best supported by evidence based best practice programs.
Safe, Appealing & Technologically Innovative Home Environment
A Home that is a welcoming, modern, safe space for residents, family & staff enhances resident quality of life.
Campus of Care
A continuum of care services for seniors promotes independence and a sense of community while ensuring access to comprehensive care as needs change.

Accommodation

Bonnechere Manor is comprised of six resident home areas (RHAs). Assignment to a RHA is based on the assessed care needs of each resident. The rooms are large enough to accommodate additional furnishings however it is important when considering what to bring into the Home to allow for the resident to safely transfer and easily move about the room and ensure adequate space for staff to provide care for the resident including required equipment.

HMI and HMII home areas have 35 residents and the Pinnacle (secured) home areas have 20 residents featuring:

- Centrally located dining room
- Spacious lounge area
- Spa containing a therapeutic tub, shower and ensuite washroom
- Access to the outdoor courtyards
- Tastefully appointed resident rooms with large windows

Residents may choose a private, semi-private or basic (shared) room. A private room at Bonnechere Manor is approximately 160 square feet of private sleeping and sitting area, as compared to the Ministry of Long-Term Care (MLTC) minimum requirement of 130 square feet. The private room has a private ensuite washroom. A semi-private is also approximately 160 square feet of private sleeping and sitting area with a shared washroom. A basic room, accommodating two residents is approximately 150 square feet per resident as compared to the Ministry of Health and Long-Term Care minimum requirement of 115 square feet. A privacy curtain may be drawn separating the two sleeping areas. Both sides of the basic room have a large window. The basic room includes an ensuite washroom shared between the two residents.

Accommodation rates are established by the MLTC and are subject to change annually. Residents are obligated to pay for the basic accommodation charge, including during approved leave of absences from the Home (e.g. during a medical, psychiatric, vacation and casual absences). Current rates are posted on the Resident/Family Communication Board or you may contact the Administrative Assistant-Finance at ext. 1243 or direct number 613-433-8306. In order to apply for a rate reduction in the charge for basic accommodation, contact the Administrative Assistant-Finance.

Residents' Bill of Responsibilities

1. Abide by the Home's policies.

2. Respect the rights and privacy of other residents as well as other persons, including staff, in the Home and shall treat them with dignity.

3. Abide by the decision of, and cooperate with, the Administrator of the Home in moving to a different room in the Home as determined by the Administrator and/or Medical Director. This includes, but without limitation, when the resident's health care requirements change or the resident's behaviour dictate that a move is both necessary and in the best interests of the resident and others in the Home.

4. Be responsible for making their own arrangements for the purchase of any goods or services from third-party suppliers, which includes but is not limited to, hairstyling and haircutting charges, uninsured drug supply, transportation costs, dry cleaning, newspapers, gift and tuck shop purchases, prescription drug dispensing fee, and sitter/private duty nursing. Payment should be made directly to each supplier by the

resident or through the resident's trust account. The resident acknowledges that the Home is not responsible for any third-party supplier, its policies, charges or methods of payment for goods or services.

5. Be responsible for physician's fees, medications or other treatments or aids, including specialized wheelchairs or other equipment ordered by a physician or health care professional for the resident, unless otherwise provided or not covered by the Ontario Drug Benefit Plan, Assistive Devices Programs, OHIP or Veterans Affairs Canada or any other coverage or insurance.

6. The Applicant/Representative acknowledges that it has been explained and that he or she understands that the Applicant/Representative agrees to release and indemnify the Home, its agents and employees from all claims and liability resulting from:
   (a) the loss of money, unless specifically deposited in trust and the loss or damage of personal effects. Personal effects would include but are not limited to such items as glasses, hearing aids or dentures;
   (b) the loss or destruction of clothing, unless the loss or destruction occurred as a result of negligence on the part of the Home;
   (c) any responsibility related to his/her welfare and care requirements when off the premises of the Home, except when such absence includes a staff escort.

Residents' Safety Responsibilities

Residents and their families can assist Bonnechere Manor staff and other residents with maintaining a safe environment by:

1. Being courteous, respectful and act in a manner that promotes safety and harmony for self, other residents and staff members within the Home.

2. There is no smoking of tobacco, cannabis, electronic cigarettes or any other substances in/on the property of Bonnechere Manor for visitors, staff and volunteers. If a resident wishes to smoke and successfully passes the smoking assessment tool, there is a designated outside smoking area for residents only.

3. Provide appropriate clothing, adequate footwear, prosthetic devices (e.g. glasses, dentures, hearing aids) and other effects or requirements, which are not specifically identified as the responsibility of the Home on an ongoing basis. The Home is not responsible for arranging any needed repairs, maintenance or replacement of these when necessary.

4. Practice hand hygiene regularly to reduce the risk of infection.

5. Ensure all electrical devices are CSA or UL approved and in good repair. Maintenance Department will inspect all electrical items. Extension cords are not permitted. TV cables must be installed and maintained by the Maintenance Department. Heating devices are not allowed in resident rooms which includes microwave ovens. For health and safety reasons, new admissions will not be permitted to have a refrigerator in their room. Residents that currently have a refrigerator are grand fathered.

6. Repairs for personal equipment such as wheelchairs or glasses will be provided by external sources. The Resident/Representative may elect to make alternate arrangements for the repair work. If requested, the staff will make arrangement with local suppliers.

7. Bonnechere Manor has a minimal scent policy to reduce environmental sensitivities for residents, staff and visitors.

8. Adhere to the Power Mobile Device Policy ensuring appropriate use of any power mobility device.

9. Adhere to the Ergonomic Design Policy to reduce the risk factors for caregivers and residents in allowing free movement of the caregiver, resident, lifting devices, walkers, and wheelchairs in the resident room and washroom.

10. Permit a safety inspection on admission and after an outing of resident's property for removal of any belongings that may be seen as a danger to themselves or others.

11. Window drapes/curtains must be fire-rated and proof of fire rating must be shown.

12. Due to tripping hazards mats/rugs are not permitted.

13. There is a standard set-up for the resident's room to ensure the health and safety of the residents, visitors and staff. The headboard of the bed is to remain placed on the accent wall of the room, with the bed accessible by three sides. If a television is to be wall mounted (maximum 40" with approval of Maintenance Staff) it must be placed on the same wall as the cable connection. The room must not be over-crowded with furniture, boxes, appliances, etc.

We appreciate your assistance in keeping our home environment safe and if you notice or feel that something is unsafe, please advise a staff member accordingly.

Basic Care, Programs, and Services

The services listed below are available to all Bonnechere Manor residents. Costs for these services are funded by the Ministry of Long-Term Care and/or included in the accommodation rates.

- Nursing and personal care on a 24-hour basis, including care given by or under the supervision of a registered nurse or a registered practical nurse, the administration of medication and assistance with activities of daily living, including Nurse practitioner services
- Medical care

Note: Residents may continue to have their personal physician/RN (EC) provide care to them in the home. These physicians are required to meet the standards and criteria for attending physicians (Refer to Medical Director and Attending Physicians).

- Medical supplies and nursing equipment necessary for the care of residents, including the prevention or care of skin disorders, continence care, infection control, and sterile procedures
- Medical devices, such as catheters and colostomy and ileostomy devices
- Supplies and equipment for personal hygiene and grooming, including skin care lotion and powder, shampoo, soap, deodorant, toothpaste, toothbrush, denture cup and cleanser, toilet tissue, hairbrush, comb, razor, shaving cream, and feminine hygiene products
- Basic equipment for the temporary use of residents, including wheelchairs, geriatric chairs, canes, walkers, toilet aids and other self-help aids for the activities of daily living

- Meal service and meals, including three meals daily, snacks between meals and at bedtime, special and therapeutic diets, dietary supplements and devices enabling residents to feed themselves
- Social, recreational and physical activities and programs, including the related supplies and equipment
- Laundry, including labelling, machine washing and drying of personal clothes
- Bedding and linen including a firm, comfortable mattress with waterproof cover, pillow, bed linen, wash cloths and towels
- Bedroom furnishings such as an adjustable bed, adjustable bed rails, nightstand with lamp, dresser, closet/wardrobe and chair
- Basic accommodation
- The cleaning and maintenance of accommodations
- Suitable accommodation and seating for meetings of the residents' and family councils
- Maintaining personal funds entrusted to the facility

It is not permissible to charge for:

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

Additional Goods and Services

As per the Purchase of Service Agreement, the Home has coordinated several contracted Service Providers. Residents may purchase additional goods and services from their own Service Provider except for Pharmacy Services - all medications are provided by a pharmacy with which Bonnechere Manor has a contract.

Upon admission, the current Purchase of Service fees are provided to Residents/Substitute Decision Makers. Any changes to these fees are communicated to Residents/Substitute Decision Makers via posting on the Resident/Family Communication Board.

Bonnechere Manor Telephone Directory 613-432-4873

In an effort to provide you with the best telephone service possible but achieve efficiencies, we have an automated telephone service. Please follow the prompts. If you know the extension of the person you are calling, you can enter it as soon as you hear the automated voice.

TITLE	NAME	EXTENSION
Registered Practical Nurse (RPN) - Update on a resident - Medication questions - Questions regarding day-to-day care	HM1 North HM1 South HM2 North HM2 South Pinnacle North Pinnacle South	1555 1542 2555 2003 1142 2724
Registered Nurse (RN) - Appointments/tests - Consent and/or discontinuing of medication - Resident concerns – not resolved	HM Charge Nurse	1000
Resident Care Coordinator (RCC) - Pinnacle North & South - Infection prevention & control - Changing units - Programs re restraints, pain - Resident concerns – not resolved by RPN / RN	Paiton Prince pprince@countyofrenfrew.on.ca	1141
Resident Care Coordinator (RCC) - HM1 North & South - Changing units - Programs re restraints, pain - Resident concerns – not resolved by RPN / RN	Isabella Richards irichards@countyofrenfrew.on.ca	1060
Resident Care Coordinator (RCC) - HM2 North & South - Changing units - Programs re restraints, pain - Resident concerns – not resolved by RPN / RN	Prabhjot Kaur pkaur@countyofrenfrew.on.ca	2060
Director of Care - Nursing/care issues not resolved by RPN / RN / RCC	Quin Leury qleury@countyofrenfrew.on.ca	1240
Nurse Practitioner - Questions re: individual resident's clinical status/medical needs	Josie De Jesus-Shaw jdejesusshaw@countyofrenfrew.on.ca	1051
Receptionist - Resident payments/withdrawals – including maintenance, trust accounts, day program, stamps & visitor meal tickets - General inquiries	Linda Lennie llennie@countyofrenfrew.on.ca	0
Social Worker - Questions regarding emotional care, end of life support, family support, capacity assessments, or government supports	Kelsie Rodden krodden@countyofrenfrew.on.ca	2059
Infection Prevention & Control Lead	Jordyn Goth	1053
Unit Clerks - Coordinate resident appointments - Book transportation	Kelly Sul / Nicole Gibson ksul@countyofrenfrew.on.ca ngibson@countyofrenfrew.on.ca	1001 2559
Food Services Supervisor - Questions re resident meals, nourishments - Catering services	Cayla McNulty cmcnulty@countyofrenfrew.on.ca	2123

TITLE	NAME	EXTENSION
Assistant Food Services Supervisor	Nancy Brown nbrown@countyofrenfrew.on.ca	2051
Registered Dietitian - Questions or concerns re nutritional status and/or weight	Melissa Verch mverch@countyofrenfrew.on.ca	2053
Registered Dental Hygienist Initial assessment or ongoing treatments	Jana Mossip	613-315-9900
Resident/Client Outreach Programs Supervisor - Recreation programs, including pet therapy, pet visits - Rehab/Physiotherapy program - Wheelchairs and walkers - Life stories - Spiritual Programs - Special events - Volunteer coordination	Erin Wilson ewilson@countyofrenfrew.on.ca	1251
Day Program, Renfrew - Day program services	Erin Wilson	1251
Physiotherapist - Individual resident rehab/physiotherapy needs - Rehab equipment, assessments	Abhiraj Radhakrishnan aradhakrishnan@countyofrenfrew.on.ca	2049
Hairdresser - Appointments for hair care	Nicole Quirion	2112
Environmental Services Supervisor - Housekeeping questions - Laundry questions - Maintenance questions	Dave Norton dfnorton@countyofrenfrew.on.ca	2145
Assistant Environmental Services Supervisor	Jacob Murdock jmurdock@countyofrenfrew.on.ca	
Administrative Assistant - Tours of the Home and information for those applying for placement - Resident admission coordination - -Family Council Liaison	Dianne Johnston djohnston@countyofrenfrew.on.ca	1245
Administrative Assistant Finance - Resident co-payment rate/reduced rate - Monthly invoices for resident services - Resident Trust Accounts	Shiji Pattayil spattayil@countyofrenfrew.on.ca	1243
Administration Assistant Human Resources - Assists with Human Resources, staff orientation and Payroll	Amanda Murdock amurdock@countyofrenfrew.on.ca	1128
Administration Supervisor - Oversees Financials for the Home	Kim Prentice kprentice@countyofrenfrew.on.ca	1129
Human Resources Business Partner - Oversees Human Resources	Mark Tesky mteskey@countyofrenfrew.on.ca	1248
Administrator/Director of Long-Term Care - Any issues/concerns not resolved by direct staff person/manager	Dean Quade dquade@countyofrenfrew.on.ca At Miramichi Lodge 613-735-0175 ext. 214	1247

NOTE: If the above staff person is unable to assist you, he/she will direct you to the correct person. If you are unsure who to contact, you may contact any of the above and again, he/she will direct you to the correct person.

Bonnechere Manor's Services and Policies

Accommodating and Managing Resident Responsive Behaviours Program

In keeping with the, Fixing Long Term Care Act, 2021, and the goal for person-centered care, Bonnechere Manor is committed to ensuring the needs of the residents with responsive behaviours are met through effective interdisciplinary practice and team approach, based on the integration of "universal" strategies based on current best evidence with individualized resident-specific care strategies and continuous education of all members of the resident's "circle of care" (families, volunteers, intra-professional team members, management, medical staff and contractors).

Adaptive Clothing

Decreased mobility, swelling, arthritis, incontinence and other health challenges often pose a problem in the daily dressing of a resident. Specialty easy wear adaptive clothing may be recommended to meet this need. For more information, the Home has catalogues from vendors available.

Administrative Services

The reception desk is open Monday to Friday 8:00 am to 4:00 pm. The Administration offices are open Monday to Friday 8:00 am to 4:00 pm excluding statutory holidays and closed during the lunch hour, typically 12:00 noon to 1:00 p.m.

Advocacy

In assuming responsibility for a considerable portion of the care of the residents, Bonnechere Manor assumes an advocate role.

Alcohol

No alcoholic beverage of any kind may be brought into the building nor provided or left with a Resident for discretionary consumption. However, alcoholic beverages may be allowed with a physician's order. All alcoholic beverages will be kept in the medication room and dispensed by a registered nurse. Residents will have opportunities to consume alcohol during some special events meals. Families may provide alcohol if requested by the resident and approved by the physician. Please be cooperative with this policy as mixing alcohol with medications may produce severe reactions.

Applying to Long-Term Care

Application to any government funded long-term care home, is through:

Ontario Health atHome (OH@H), Champlain
1100 Pembroke Street East, Pembroke, ON K8A 6Y7
Phone: (613) 732-7007 / Fax: (613) 732-3522
Email: information@hccontario.ca

The OH@H determines eligibility for and authorizes admission to long-term care homes.

Assistive Devices Program

Basic mobility equipment such as walkers and wheelchairs may be provided to residents on a short-term basis if required. Families are strongly encouraged to have residents assessed by an Occupational Therapist for equipment specialized to match the resident's need. The Occupational Therapist will be able to initiate an application to the Assistive Devices Program on behalf of the resident once he/she has done an assessment. This government program may be able to help with up to 75% of the cost of assistive devices. The Home conducts a biannual inspection of all assistive devices and contacts resident/SDM before

making any repairs. Bonnechere Manor is not responsible for repairing, replacing or purchasing any resident mobility devices. For more information, please contact the Client Programs Supervisor at ext. 1253.

Auditorium – Renfrew Rotary Hall

If you wish to book the Renfrew Rotary Hall for your special occasion, please contact the Resident/Client Outreach Program Supervisor ext. 1253. Rental fees are applicable. The day program activity area can also be booked for special occasions when not in use by the clients, with no rental fee for Bonnechere Manor residents.

Auxiliary

This is a volunteer group of individuals who are interested in the wellbeing of the residents. They meet monthly to review accomplishments and future volunteer tasks, operate the Craft/Gift shop, provide special activities, volunteers and fundraise. New Auxiliary members are always welcomed.

Beauty/Barber Shop (Ext. 2112)

The Bonnechere Manor Beauty/Barber Shop is located on the second floor and regular and ongoing resident services can be coordinated for a fee. Regular ongoing resident services can be coordinated by calling the Administrative Assistant-Finance at ext. 1243 or the salon directly at ext. 2112.

Behavioural Supports Ontario

Bonnechere Manor has a Behavioural Supports Ontario (BSO) Team that focuses on enhancing services for residents experiencing responsive behaviours, by understanding the reason(s) behind the behaviour and providing strategies to meet the residents' needs.

Birthday Acknowledgements (Ext. 1243)

A consent form for the collection, use and disclosure of personal information is signed upon admission that includes the practice of providing a monthly birthday list to our Member of Parliament (MP) and the Member of Provincial Parliament (MPP). If you wish to be excluded from this practice, please advise the Administrative Assistant-Finance at ext. 1243 or email: spattayil@countyofrenfrew.on.ca.

Building Access (Entrance Doors)

For the safety of our residents, staff and visitors, the front entrance doors are locked at 9:00 p.m. and unlocked at 6:00 a.m. Should you arrive after the doors are secured, please use the intercom, which is provided on the wall by the second (secured) door at the front entrance. Push the button and a staff member will be pleased to assist you.

Butterfly Model of Care

Bonnechere Manor prides itself in exceptional dementia care for residents who suffer from cognitive impairment. In pursuit of a care delivery model that embraces the personhood of each resident, Bonnechere Manor has adopted the Butterfly Model of Care. Developed by Meaningful Care Matters™, the model focuses on the delivery of emotion-based care supported in an environment that is both stimulating and as home-like as possible. Staff receive enhanced training to work on Resident Home Area Pinnacle North, also known as our Butterfly Homestead.

Call Bell System

Each resident has a call bell at his or her bedside. A call bell is also located in all washrooms, bathtub rooms and common areas. The call-bell is to be pushed when assistance is required. If the resident is not able to push the button, a high sensitivity pad style call bell will be provided. The call bell can be attached to the resident and if pulled, the call bell will unplug from the wall and become activated.

Care Conference

Resident Care Conferences are held to provide an opportunity for the resident/family to meet with members of the care team at Bonnechere Manor, to review needs from a multidisciplinary approach, to evaluate the effectiveness of interventions, to revise interventions as necessary and to discuss any concerns/problems related to the provision of resident care.

A team conference shall be held with the resident, if they are able and wish to attend and/or their representative, within six weeks of admission to review and further develop the initial written plan of care.

Therefore, all residents will have an annual multidisciplinary resident care conference. A letter will be sent to the resident/substitute decision maker and physician to inform them of the date, time and location of the resident care conference. Conferences may be held more often as identified by the resident, their family or staff. The resident/substitute decision maker may invite other family members to attend the conference.

Client Programs (Ext. 1253)

A broad variety of activity programs are available, such as bingo, musical entertainment, games and puzzles, exercise groups, community outings, card games, movie nights, special occasion parties, Pinky's Ice Cream, the Good News Club, art classes, bike program, baking, singing groups, pet therapy and the list goes on.

Each Resident/Advocate is consulted by the Client Program staff to the type of activity they wish to attend. Every effort is made to provide activities that are meaningful and entertaining for the individual residents.

Clothing

Bonnechere Manor has an industrial laundry system to process the high volume of resident clothes and linens. Please ensure resident clothing is compatible with institutional laundering techniques (easy care). Clothing with Velcro, easy closures, larger openings, snap or dome closures, zippers and ease of dressing designs ensure easy and comfortable dressing. We are unable to provide ironing or dry-cleaning services. Please note that clothes hangers are provided.

Complaints Process

We believe that residents and their families are a part of the health care team and that their contributions and concerns are important. The process for obtaining information, raising concerns, lodging complaints or recommending changes include, but are not limited to the following:

-Discussing the issue with a Registered Staff Member
-Discussing the issue with any manager/supervisor
-Discussing the issue with a representative of the Resident or Family Council of the home
-Discussing the issue with the Chair of the Renfrew County Health Committee 613-735-7288
-If an issue remains unresolved, you may wish to contact the Ministry of Health and Long-Term Care, Action Line 1-866-434-0144 -7 days per week 8:30 am to 7 pm or in writing to:

Long-Term Care Inspections Branch, Long-Term Care Operations Division
119 King St. W, 11th Floor
Hamilton ON L8P 4Y7

The Administrator will respond within 10 days of receipt of an unresolved complaint, indicating a possible plan of action. As per the Fixing Long-Term Care Act, 2021 whistle blowing protection, no person shall retaliate because of disclosure to an Inspector of the Ministry of Health and Long-Term Care.

Confidentiality of Residents' Information and Records

Employees/volunteers/students/contractors are required to sign a 'Pledge of Confidentiality' form; proven violation of this agreement will result in disciplinary action that may include termination of employment/service.

Death Certificate

Following a resident's death, the Registered Nurse (RN) will ensure that the death certificate is completed by the physician or the nurse practitioner.

Decorating

Residents are encouraged to bring pictures, ornaments and other treasures that space and safety allow. Please contact the nurse to arrange for installation of picture hangers.

Dental Hygienist

Research indicates that there is direct link between oral health and general health. Dental hygienist services for residents are provided by an external service provider, in-house for a fee and may be accessed by contacting Jana Mossip, Independent Registered Dental Hygienist T. 613-315-9900 or pearldhwhitening@gmail.com.

Discharge

If a resident is absent from the Manor beyond the available medical or psychiatric leave days have been used (see Leave of Absence), the Manor is required by the Ministry of Health and Long-Term Care to discharge the resident.

For residents discharged due to absence beyond the authorized leave, application for readmission will be through the Ontario Health atHome, Champlain.

Following a resident's death, because the Ministry of Long-Term Care requires that the Home must have the room ready for admission within 24 hours, resident belongings must be removed from the room no later than the following day. The resident's family is encouraged to pack up the resident's belongings and personal furniture. If the family is unable to attend within 24 hours or does not wish to pack the belongings, our housekeeping staff will do that task. The Lodge can store items for up to 10 days. Offers to donate furniture, clothing etc. are appreciated, however often must be declined due to limited storage space.

Donations (Ext. 1243)

The purpose of the Bonnechere Manor Foundation is to secure ongoing financial support to enhance the well-being and quality of life for the residents, consistent with the mission of the Manor. For donor information please contact the Administrative Assistant-Finance at ext. 1243.

Emergency Plan

Bonnechere Manor has a comprehensive Emergency Plan in place to promote provision of essential care to residents in the event of an emergency. Residents' emergency ID tags, listing major health issues are created on admission and reviewed regularly. Fire and Evacuation procedures for residents/visitors are posted on the Resident/Family Communication Board.

Standard Emergency Codes

INCIDENT	CODE	RATIONALE
Fire	Red	Color of fire
Resident distress	Blue	Cyanotic during arrest
Disaster External	Orange	Color of ambulances
Evacuation	Green	Green means go
Missing Resident	Yellow	Not used for other codes
Bomb Threat	Black	Color of charred explosion
Violent Incident	White	Color of restraint devices
Chemical Spill	Brown	Color of chemicals

INCIDENT	CODE	RATIONALE
External Air Exclusion	Grey	Color of toxic gaseous cloud
Lock down	Purple	Standardized Colour Code
Person with a weapon	Silver	Standardized Colour Code

Executor(s)

Following a resident's death, the authority of Power of Attorney ends, and the staff take direction from the Executor(s) of the will.

Fall Prevention

On admission we assess every resident for the risk of having a fall. Please let nursing staff know if you notice any changes in health such as being drowsy or weak. Also advise nursing if items that are needed are not within reach like the call bell or walking aids. Family can help prevent falls by making sure the room is safe before leaving (no clutter or spills).

Family Accommodations

A suite is available for overnight accommodation of residents' family members. Family members of residents designated as palliative are given first priority in reserving this suite with no charge. Any other use requires a fee.

Family Council

The Bonnechere Manor Family Council meets on the fourth Tuesday at 7 p.m. monthly at the Manor. It is composed of family members, friends, volunteers and representatives from management as a resource/guest speaker when invited. The purpose is to improve the quality of life for residents through communication, education and advocacy, as well as to provide support for family members.

Family Dining Room

Each home area includes its own central dining room for residents' use. Guests may be accommodated as space permits for a fee in an activity room in the resident home area. To reserve space please contact ext. 0 during the week between 8:00 am and 4:00 pm or the unit clerk at ext. 1001 at other times.

Fire Drills

Three fire drills per month are required by law for long-term care homes. When the fire alarm is announced (Code Red and location), visitors and family members are asked to remain with the resident they are visiting. Staff will advise residents and visitors whether the fire announcement is a fire drill, and will provide instructions on what to do. During a fire alarm, elevators and telephones must not be used.

Fire Safety Plan

The building is provided with a two-stage alarm system with emergency voice communication and emergency telephone handsets. The fire alarm system is monitored by a central station monitoring company. The building is protected throughout by a wet and dry pipe sprinkler system.

Exit stairwells area located:

- Two stairwells are located on each North and South home areas

Exterior exists are located:

- Main entrance
- Staff entrance/exit
- Receiving area/exit at the loading dock

- West side through the private dining room onto the Green House area
- Day Program courtyard

If you discover a fire:
Shout "Code Red"
Pull the nearest fire alarm
Close the door to the room
Move beyond the closest fire door or into a fire exit, away from the fire.
If a fire occurs in your area:
Move out of the room and proceed beyond a fire door or into a fire exit, away from the fire – staff will help.
If you are trapped in a fire area:
Lie down on the floor and put something over your head to keep heat and smoke away from your eyes and lungs – REMAIN CALM – assistance will be provided as soon as possible.
If the fire is NOT in your area:
Remain where you are; staff will provide assistance
Residents who are not ambulatory – remain in the room; staff will provide assistance. Residents who are ambulatory will be evacuated first to reduce congestion and make more room for evacuation of non-ambulatory residents.

Food and Nutrition Services (Ext. 2123)

The Registered Dietitian completes a nutritional assessment within 14 days of a resident's admission to identify individual needs, likes, dislikes and therapeutic requirements. Special diets ordered by physicians are provided. The Registered Dietitian monitors residents' nutritional health and well-being and provide consultations as required. Menus change semi-annually (spring/summer and fall/winter) and follow a three-week menu cycle. Dining Rooms are located in each resident living area for easy access and convenience.
Mealtimes: Breakfast-8:30 a.m./Lunch-Noon/Dinner-5:00 p.m.
Staff endeavours to implement a rotation of serving meals that is fair to everyone, but we ask your understanding that there may be exceptions related to medical needs.
In-between Meal Nourishments: 10:00 a.m./2:00 p.m./7:30 p.m.
The Ministry Long-Term Care funds Bonnechere Manor to provide three nutritious meals and snacks each day. The Ministry mandates that this funding can only be used for our residents. Therefore, we are unable to serve the guests of our resident's food, snacks or beverages. We ask your understanding and co-operation in not asking our staff to contravene this requirement and/or consuming resident food. Guests may join the resident for meals in the activity room in the home area as space permits. If a visitor wishes to enjoy a meal with a resident, they are welcome to purchase a meal ticket from reception Monday - Friday between the hours of 9am-3pm, or from the Charge Nurse outside these hours. If a visitor wishes to enjoy a meal with a resident, they are welcome to purchase a meal ticket from reception Monday - Friday between the hours of 8:00 am-4:00 pm, or from the Charge Nurse outside these hours. Food, beverages and candy brought into the Home should be marked with the resident's name and dated, stored in sealed containers and reported to the nursing staff. There is a refrigerator available in each home area for this purpose. Individual refrigerators are not permitted in resident rooms.

Foot Care Nurse

Basic foot care is provided by the Home's nursing staff. If a resident requires advanced foot care, an external Advanced Foot Care Service is available in the home for a fee, by speaking with the Registered Practical Nurse on the Resident Home Area or Administrative Assistant-Finance on your next visit.

Foundation

The Bonnechere Manor Foundation volunteer boards' mission is to enhance the well-being and quality of life for the residents at the Home through fundraising events. There are several options to support this mission, such as In Memoriam donations. In Memoriam cards are available at the Home and all local funeral homes. A tax receipt will be issued for all donations made in memory of a loved one. Another method is through 'Planned Giving'. Donations can be set in place through bequests, wills or life insurance enabling residents, friends or family members to fulfill their philanthropic goal of supporting Bonnechere Manor. For more information or to set up a planned giving opportunity, contact the Administrative Assistant-Finance at ext. 1243.

Funeral Home

Following a resident's death, the procedure in place calls for the family to contact the funeral home, but typically the RN will offer to call the funeral home on the family's behalf.

Furniture

Residents' rooms are furnished; however residents may substitute their own items for the dresser or the chair. These items must not exceed the dimensions of the furniture they replace. All windows have privacy blinds; however residents may choose to have curtains installed, which must be made from fire retardant material. The resident bed must be used and accessible by three sides for safety reasons. Placement of furniture must be in accordance with the Home policy for the health and safety of both residents and staff. Refrigerators are no longer permitted in resident rooms.

Gift Shop (Ext. 1116)

The Bonnechere Manor Auxiliary Committee operates a gift shop, centrally located on the main floor across from the reception area. In addition to resident crafts, gifts and cards, snacks are available for purchase. The funds generated from these sales are used to enhance the lifestyle of our residents, such as Christmas gifts or equipment items. Gift shop hours are mainly Monday to Friday 1:30 to 3:30 pm.

Income Tax Receipts (Ext. 1243)

A Statement of Accommodation is prepared annually for each resident at the end of February. Bonnechere Manor residents are <u>not eligible</u> for a property tax credit, as Bonnechere Manor does not pay full municipal and school taxes or a full grant instead of taxes.

Infection Prevention and Control

To stop the spread of infection, residents who are ill with respiratory symptoms such as a runny nose, fever, cough, chills, or with gastrointestinal symptoms such as vomiting or diarrhea, will be placed on isolation precautions until a diagnosis is confirmed or symptoms pass. Residents will be required to stay in their room for several days, and anyone providing care will be required to wear a gown, gloves and possibly a mask. Family can still visit, but they may have to gown and glove; the nursing staff will have specific directions from the Infection Control Practitioner and will advise the resident at the time. We realize this can be lonesome and hard; however, it is a requirement in the Fixing Long-Term Care Act, 2021 and the Provincial Guidelines. The best thing that residents and family members can do to help protect each other and prevent the spread of infection to others is to wash your hands. Please use the alcohol-based hand rub outside Resident's room doors, inside the rooms and available throughout the building. Staff are required to wash their hands before and after any direct resident care.

If there are several residents on the same home area with similar symptoms as defined by the Ministry of Long-Term Care, it is called an 'outbreak' which means residents will be required to stay on the resident home area at all times until the outbreak is declared over by the Public Health. This means not going to activities, or other

areas of the building. An outbreak typically lasts a minimum of eight days but can be weeks, depending on if there are new cases. To help keep outbreaks to a minimum, everyone is encouraged to wash their hands.

Inspections

The Fixing Long-Term Care Act, 2021 (FLTCA) was proclaimed into force to regulate Ontario's long-term care sector. The Act requires all homes to have current programs related to:

- Falls Prevention and Management
- Skin and Wound Care
- Responsive Behaviours
- Continence Care and Bowel Management
- Pain Management
- Palliative Care
- Suicide Prevention

These important programs play a role in the care provided to each resident of the Home and an interdisciplinary team provides input to the programs based on best practice. Programs are reviewed annually and as needed. Several times a year, the Ministry of Long-Term Care has inspectors visit every long-term care Home across Ontario to when programs, processes, and services are reviewed.

Internet Service

Free wireless internet is available for residents and guests.

Intimacy

The expression of intimacy, touch, warmth and sexual expression are acknowledged as a natural component of adult life. Bonnechere Manor supports the right of each resident to express their need for intimacy in a supportive and non-judgmental environment.

Labeling of Clothing

New residents must send all their clothing directly to the Clothing Clerk room for labeling. Our clothing clerk will itemize new residents' clothing and apply name labels. When the new resident retires for the night, the nursing staff will send the clothing worn on admission day to be labeled. All clothing gifts must be labeled before they are worn. They should be reported to the nursing staff, which will ensure the clothing clerk labels them. Our laundry service may require four days to return clothing items to the resident. Please ensure sufficient clothing to accommodate this cycle. Please note that hangers are provided.

Laboratory Services

A Laboratory Service, LifeLabs, comes into the Home once a week to draw blood from residents whose physicians have ordered blood work or lab tests and/or transport specimens.

Language Services

Bonnechere Manor is not designated nor identified to provide French Language Services, however to address the needs of French-speaking or any other non-English language persons we will endeavour to provide information regarding our programs and services in other languages. For printed materials: Please inform the receptionist. For electronic information: Please note our website provides a link to language translation services provided by Google Translate TM as a free service to all visitors of the County of Renfrew website.

Laundry (Ext. 2145)

Resident laundry is managed in house, however for those wishing to do their own laundry, there is a washer, dryer, iron and ironing board available on the second floor. There is no fee for the use of this service.

Leave of Absences (Ministry of Long-Term Care Policy)

Current Provincial funding regulations allow each resident to be absent from the Home for the following periods of time:

Casual Leave	-	2 days per week with Sunday being the first day of the week
Vacation Leave	-	21 days per year
Medical Leave	-	30 consecutive days per occurrence
Psychiatric Leave	-	60 consecutive days per occurrence

The total daily charge to the Resident/Power of Attorney-Property during a leave of absence will be the accommodation rate.

Liability/Management of Resident's Property

Large sums of money or valuables should never be left in a resident's room. The Resident/Substitute Decision Maker agrees to release and indemnify the Manor, its agents and employees from all claims and liability resulting from:

- The loss of money, unless specifically deposited in trust funds by the Manor.
- The loss or damage of personal effects. Personal effects would include but are not limited to such items as glasses, hearing aids or dentures.
- The loss or destruction of clothing.
- Any responsibility related to his/her welfare and care requirements when off the premises of Bonnechere Manor, except when such absence includes a staff escort.

NOTE: Do not leave valuables or money in the bedside table.

Bonnechere Manor is not responsible for residents lost or damaged personal items. If it is confirmed by the Home that a resident item is damaged due to our negligence, the Home will replace the item at cost with receipt. Residents/families may arrange for personal insurance, if they wish.

Lost and Found

A lost and found rack is located in the Laundry area. Please inquire with reception.

Mail Service (Ext. 0)

Postage may be purchased and letters may be mailed at Reception. Incoming mail is forwarded to the resident's room.

The mailing address is:

Name of Resident
Room Number - Bonnechere Manor
470 Albert Street
Renfrew, ON K7V 4L5

Mandatory and Critical Incident Reporting

The Home is required to advise the Ministry of Health and Long-Term Care (MOHLTC) when there is an occurrence which poses a potential or actual risk to the safety, security, welfare and/or health of a resident or to the safety and security of the Home. Please be advised of the following from the Fixing Long-Term Care Act (Director refers to the Ministry of Health and Long-Term Care):

Reporting certain matters to Director

28 (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.
5. Misuse or misappropriation of funding provided to a licensee under this Act, the *Local Health System Integration Act, 2006* or the *Connecting Care Act, 2019*.

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 5 of subsection 28 (1) of the Act is amended by striking out "the *Local Health System Integration Act, 2006*". (See: 2021, c. 39, Sched. 1, s. 203 (4))

2021, c. 39, Sched. 1, s. 28 (1)

False information

(2) Every person is guilty of an offence who includes in a report to the Director under subsection (1) information the person knows to be false. 2007, c. 8, s. 24 (2).

Exceptions for residents

(3) A resident may make a report under subsection (1), but is not required to, and subsection (2) does not apply to residents who are incapable. 2007, c. 8, s. 24 (3).

Bonnechere Manor has a duty to report the above to the Ministry of Long-Term Care; however a resident or other persons may do so also.

Medical Assistance in Dying (MAID)

Medical Assistance in Dying (MAID) is legal in Canada. A long-term care home is considered 'the home' of the resident. Physicians and nurse practitioners are not obligated to provide MAID – known as conscientious objection. Each resident has an attending physician as his/her resident's primary healthcare practitioner who is required to provide an effective referral for MAID to a requesting resident. Bonnechere Manor has a policy on MAID that includes:

Referring the resident to the external Care Coordination Service to assess for eligibility for MAID. Subject to the eligibility criteria having been fulfilled

- Coordinating a transfer to another location (i.e. family member's home in the community) to exercise MAID; or
- Coordinating the provision of MAID onsite, to be carried out by external health care providers

We believe this policy strikes an appropriate balance between the rights of eligible residents who seek MAID and physicians' right to conscientiously object to carrying out MAID. If you have any questions, please speak with your attending physician.

Medical Director, Attending Physicians, Primary Care Providers

Bonnechere Manor's Medical Director monitors all medical care in Bonnechere Manor and deals with major medical issues. A resident is able to remain under the care of his/her own attending physician when admitted to the home, provided the physician signs an agreement stating he/she will arrange for 24-hour medical coverage for the patient. Attending physicians, including full-time nurse practitioner are accountable to the Medical Director for meeting the home's policies and standards of medical care.

Attending physicians and nurse practitioner will assess, plan, implement and evaluate their residents' medical care and participate in the interdisciplinary approach to care according to the Home and MLTC policies.

Medications

Prescribed medications are dispensed by a Registered Practical Nurse (RPN) and/or a Registered Nurse (RN). Residents capable of safe self-administration of medication may do so with periodic inspection by the nursing

staff for compliance. All natural health products and over the counter drugs must be approved and ordered by the physician.
On admission, Bonnechere Manor will obtain a supply of medications as ordered by the resident's physician. The registered staff maintains a record of the medications the resident requires and receives. All reordering of drugs and ordering of new medications will be taken care of by the nurses in consultation with the resident's physician or the Medical Director.
All residents' medication profiles are reviewed upon admission and then, at a minimum, quarterly per year thereafter by the attending physician, in conjunction with a Registered Nurse. Residents of Bonnechere Manor will be invoiced individually by the pharmacy in the amount of $2.00 towards the dispensing fee on every prescription.

Newsletter

The County of Renfrew Long-Term Care Homes - Messenger, provides interesting news related to both Bonnechere Manor and Miramichi Lodge, coverage of recent events and highlights of residents, staff and volunteers. Submissions to the Newsletter are welcomed and encouraged (djohnston@countyofrenfrew.on.ca). The Newsletter is circulated via email and is available at the Manor.

Newspapers (Ext. 0)

Arrangements can be made with the Administration Office for personal newspaper subscriptions, delivered to the resident's room.

Notification of Substitute Decision Maker/Power of Attorney

The Substitute Decision Maker (SDM)/Power of Attorney (POA) will be contacted in accordance with the sequence of individuals listed on the "Admission Record", with the first name being the initial contact person. Family is responsible for notifying subsequent SMDs/POAs.

Please be advised that per the Health Care Consent Act, the Substitute Decision Maker (SDM)/Power of Attorney (POA) will be advised or consulted for the resident's medical treatment and medical decisions only when the resident is evaluated to be incapable of the particular treatment in question. Capacity is assessed for each treatment decision by the health care team as capacity is fluctuating based on various factors (time of day, degree of treatment, etc). Please note that capacity evaluations for medical decisions are different that capacity assessments for property related concerns, which must be done though a Capacity Assessor. For questions relating to capacity, contact the Social Worker at ext. 2110.

If a Substitute Decision Maker (SDM)/Power of Attorney (POA) has not been identified or if the designated SDM is no longer available with no alternative person listed, the health care team will utilize the Health Care Consent Act SDM hierarchy.

Nursing Care

Bonnechere Manor provides 24-hour individualized nursing care by Registered Nurses (RN's) and Registered Practical Nurses (RPN's) as well as Personal Support Workers (PSW's) to meet the physical, emotional, intellectual, spiritual and social needs of the residents. An interdisciplinary approach to care is practiced in the Manor, which includes the involvement of the resident and family whenever possible.
There is a full-time Nurse Practitioner (NP) on site. NP's are RN's with an expanded scope of practice, working in collaboration with the physicians to provide timely assessment and medical treatment. The NP has to prioritize the residents he is able to see based on referrals received and the residents' needs. If you would like to speak with the NP, call ext. 1051.

In addition, there is a Medical Director and regularly attending Physicians. The Manor also provides assistance with transportation arrangements for medical appointments.
Bonnechere Manor has a full-time Social Worker (SW). Social Work support is available for residents and loved ones from admission until post-death. Common supports for residents include counselling, emotional support, crisis intervention, connection to government grants and resources, and information relating to capacity assessments. Common supports for loved ones include counselling, emotional support, caregiver burnout, compassion fatigue, relationship continuity, and grief / bereavement support. If you would like to speak with the SW, call ext. 2110.

Ontario Drug Benefit Program

Bonnechere Manor has a service agreement with a pharmacy to fill and deliver all prescriptions written for our residents. The medications will be dispensed by qualified staff. All residents at Bonnechere Manor qualify for co-payment, as directed by the Ministry of Long-Term Care guidelines.

Pain Assessment and Management of Older Adults Program

Bonnechere Manor promotes a policy of pain assessment, screening and management to ensure each individual residents' rights and quality of life are maintained. The purpose of the policy is to ensure that the interdisciplinary team at Bonnechere Manor utilizes the best practices in managing and treating pain, which includes the palliative approach to pain control.

Palliative Care and End of Life Care

The Home provides onsite Palliative Care. Bonnechere Manor staff and volunteers are committed to providing specialized care to the terminally ill residents of the Home including physical, emotional and spiritual support for the residents and their families. Registered nursing staff will collaborate with residents and family as a resource to ensure the appropriate and timely transition to palliative care as circumstances warrant. End of life care is to be achieved in a manner that promotes resident dignity and comfort. Registered nursing staff, including the nurse practitioner and social worker are readily available to discuss questions or concerns you may have regarding both palliative and end of life care. The Palliative Care Resource booklet detailing what one can expect to witness near end of life is available to family upon request.

Bonnechere Manor has a Palliative Care Committee that meets quarterly to evaluate existing palliative care practices, enhance and implement new strategies, and educate staff on best practices for implementing palliative and end of life care.

Parking (Ext. 0)

Free visitor parking is available, with parking spaces closest to the main entrance reserved for handicapped parking. No parking is permitted in the area immediately outside the main entrance to maintain a clear route for emergency vehicles. Arrangements can be made for resident parking; please contact the Receptionist at ext. 0.

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. Bonnechere Manor 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.

Pet Therapy Program (Ext. 1253)

To provide a safe and welcoming environment for pets to visit and for our residents, staff and visitors, there are guidelines in place for both the therapy dog program and informal pet visits. Guidelines for informal pet visits are:

- Pet owners must submit proof of applicable vaccinations being up to date immunization against rabies and DHL (Distemper/Hepatitis/Leptosporosis) at minimum, current picture to the Client Programs Supervisor/designate. The Client Programs Supervisor/designate will meet the pet and confirm if the pet is of suitable temperament for resident visits. If the pet passes the screening, a "Pet PAWSport" will be given to the owner and may be asked to present on entrance.
- The pet is required to be on a leash at all times.
- The pet's owner is responsible for "poop and scoop" functions
- While in the resident's areas, the pet and owner are always under the supervision of staff on that Home area.
- If an incident occurs, such as biting, scratching, or aggressive behaviour, it must be reported to the Registered Nurse on the Home area immediately.

Pharmacy Services

The Home uses the services of a contract Pharmacist who is on-site a minimum of once a month to meet with residents/families and staff. To book an appointment, contact the RN/RPN on the resident home area. To enroll with the contracted pharmacy, MediSystem, please scan the QR code below with your mobile device or by visiting the 'Enrollment' section on our MediSystem Pharmacy website:
https://www.medisystempharmacy.com/enrollment.
If you have any questions or need assistance, please call 1-833-633-4797.

Photographs

A Bonnechere Manor 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. Upon admission 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, the website, newsletters and social media or to be posted in various locations in the Home (i.e., memory collages).

Physiotherapy (Ext. 2049)

The Home has a full-time Physiotherapist and Physiotherapy Assistants on staff. Physiotherapy services are directed towards improving and maintaining functional independence, preventing and managing physical impairments and promoting health and wellness. Once assessed by the Physiotherapist, Physiotherapy Assistants provide residents with individualized, or group exercises based on their care needs. For more information call the Physiotherapist at ext. 2049.

Power of Attorney

The resident/designate is asked to identify the person who Bonnechere Manor should notify in case of an emergency. The resident or his/her next-of-kin will also be asked if the resident has given anyone Power of

Attorney. Having a Power of Attorney for Property allows the designated person to act on the resident's behalf in a situation when the resident could not act for his/herself in relation to property and finances. Power of Attorney for Property can handle the resident's finances and can sign in relation to his/her assets. A Power of Attorney for Personal Care can make personal care decisions if the resident is unable regarding, for example, treatments or medical procedures. Powers of Attorney can be designated by a lawyer or by an authorized person. Bonnechere Manor must be notified of any changes in these agreements. Bonnechere Manor must be able to contact the Power of Attorney for Personal Care at any time; he/she is requested to advise the Administration Office of how he/she may be contacted during vacation travel.

Pre-authorized Payment Plan (Ext. 1243)

Monthly resident maintenance (accommodation) can be paid using the pre-authorized payment plan. Completion of the authorization form and submission of a void cheque is required. For more information, please contact the Administrative Assistant-Finance at ext. 1243.

Prevention of Resident Abuse and Neglect Policy

We work proactively with our staff to provide the highest quality of care, dignity and safety to our residents. We have a zero-tolerance policy of any type of abuse. Our Prevention of Abuse/Neglect policy is communicated to all residents/families upon admission as well as to all staff upon hire and through annual re-training. In addition, the policy is posted on the Resident/Family Bulletin Board.

Duty to Report Potential/Risk of Harm to a Resident: Harm or risk of harm that must be reported include neglect, abuse, incompetent treatment, unlawful conduct, misuse, misappropriation of funding or resident's funds. Residents are not required to report however residents have the option to report. Family and volunteers are expected to do so as well.

All incidents are thoroughly investigated by the supervisor or RN in charge of the Home (designate). A report is made to the Director of Long-Term Care/Administrator; if resident abuse or neglect has occurred, disciplinary actions are taken up to and including dismissal of the employee involved.

If there is any evidence of actions of a criminal nature, the Director of Long-Term Care/Administrator or designate will notify the appropriate authorities.

Whistleblowing Protection**:** No legal or other action can be taken for reporting incidents mentioned above and retaliation (i.e. residents cannot be discharged, staff dismissed or threatened with retaliation such as discipline or suspension).

Privacy

The Ontario health privacy law requires anyone that provides health services to protect your personal health information. They have to tell you what they do with the information and in certain situations, ask permission before they get information, use information or give information out. A health care provider is not allowed to collect personal health information where it is not necessary or to collect, use or give out more information than is necessary. The law also gives you the right to see the information and to ask for it to be changed or corrected if you think there is an error or inaccuracy in the record.

- Implied Consent – When you seek health care from us, we assume that we have your permission to collect, use and share your personal health information among your health care providers, including the doctors, nurses, social workers, therapists, and other professionals or their support staff within our Home, who provide or assist in providing health care to you. We may also give your personal health information to your outside physician or other health care providers so they can provide you with ongoing health care and follow-up; **You must inform us in writing if you do not want us to use, share or give out some or all of your personal health information to provide you with health care.** Staff in our Home who do not provide or assist you with health care are generally not allowed so see your health information.

- Express Consent – We are not allowed assume we have your permission to give personal health information about you to others. For example, except where the law allows otherwise, we must ask your permission to give your personal health information to:
  (a) People who do not provide you with health care, like a family member who does not have the legal authority to act for you, or to insurance companies; or
  (b) To a health care professional who is not involved in your care.

  People outside the health system who receive your personal health information can only use it or give it out for the reasons that they received it or as allowed or required by law.
- Limits on using and giving out your personal health information – In some circumstances, you can tell us not to use, share or give out some or all of your personal health information to other people who provide you with health care. If you choose to limit how we give out some or all of your personal health information, you should be aware then when we give out your personal health information to others, we are required to tell them when we think the information is inaccurate or incomplete, including when we think the missing information could affect your health care.
- When your consent is not required – we are allowed or may be required to use and/or give out some of your personal health information without consent in the following situations:
  - To process payments through government programs, like the Ontario Health Insurance Plan (OHIP)
  - To report certain information, such as health conditions that make you unfit to drive, or to report certain diseases to public health authorities
  - When we suspect certain types of abuse
  - To identify a person who has died
  - To give the spouse or child of the person who has died personal health information to assist them in making decision about their own care
  - To reduce a significant risk of serious bodily harm to a person or the public
  - To give information to certain registries or planning bodies that use personal health information to improve health care services or health system management, as long as strict privacy protections are in place
  - To assist health researchers for research, as long as strict privacy requirements are met
  - To improve or maintain the quality of care or any related program or service
  - For risk management and legal purposes
  - To allocate resources to our programs and services
  - To assess the ability of a person to make health care and other important decisions
  - For administration or enforcement of laws about the practices of health care providers, including to allow professional Colleges and other legal bodies to regulate the practices of health care professionals
  - For the purposes of a legal proceeding or complying with a court order, or other legal requirement
- Providing information to family, friends and others – There are times when we may give out information about residents to their families, friends, and others; you **must notify us in writing that you do not want us to give out this kind of information about you.** We are allowed to give out general information about you, like whether you are a resident here, how you are doing (i.e., that your condition is stable or improving) and where you can be found (i.e., room number). Before doing so, at our first opportunity we will ask you if you do not want us to give out this kind of information. We are also allowed to give out your name and location here to a representative of a religious or other organization where you have told us about our connection to the organization.

- Fundraising – in many communities, hospitals, long-term care homes and other health care organizations raise funds for improving health care services, such as buying new medical equipment. To support these efforts, the law allows limited information about you to be shared for fundraising. Details about your health condition cannot be shared. But fundraisers do need your name and address, so that they can contact you or someone who is acting on your behalf; **you must notify us in writing that you do not want to be contacted**.
- Education, Planning and Management – We are allowed to use your personal health information without your consent to educate our staff and students and to plan and manage the services and programs we offer. We use personal health information for risk management and error management and for other activities to improve or maintain the quality of the care we provide.
- Seeing your information – You have a right to see your personal health information and to get a copy of it by asking us for it, or by writing to us and paying a reasonable fee. Some exceptions may apply. For example, when the information is only about monitoring the quality of health care we provide, you will not get to see the record. We may not give you the record in a few situations, including if the record relates to law enforcement, legal proceedings or another individual. We must respond to your request as soon as possible and within 30 days. There may be a delay if we have to ask others about the records or where it will take time to find the record. You have the right to be notified of such delays. If you required the record urgently, we must consider responding as soon as possible.
- Who you can talk to about your concerns – please come to us first if you are not happy about something that has been done with your personal health information. If you wish to make a complaint, we want to resolve your concerns with you. To discuss your concern and see what can be done to fix the situation, please speak to the Administrator.
- The Information and Privacy Commissioner of Ontario – sometimes we may be unable to resolve all of your concerns about how your personal health information has been handled. In this case, you may wish to contact the Information and Privacy Commissioner of Ontario. The Commissioner is the personal who is general responsibility for ensuring that the Act is followed. You can make a complaint to the Commissioner about any decision, action or inaction that you believe is not in compliance with the Act, including:
    - If you are unable to resolve with us a complaint or concern about how your personal health information has been handled
    - If you are unable to see all of your personal health information, or want to complain about a delay in responding to your request
    - If you feel your personal health information in your record is incorrect and you have been unable to persuade us to correct the information; or
    - If you disagree with the fee that we charged for you to see or get a copy of your personal health information

You must make your complaint within one year of the matter you are complaining about and it should be in writing. The commissioner will try to resolve the matter through mediation in his/her office. If your complaint cannot be resolved in this way, the Commissioner has the power to investigate and to make an order that sets out what must happen.

- You can Contact the Commissioner in Writing at:

  Information and Privacy Commissioner/Ontario
  2 Bloor Street East, Suite 1400
  Toronto, ON M4W 1A8
  Telephone: 416-326-3333 or 1-800-387-0073
  Facsimile: 416-325-9195
  Email address: info@ipc.on.ca Website: https://www.ipc.on.ca/

DISCLAIMER: The above is general information only and is not legal advice as to all rights and obligations under the Personal Health Information Protection Act.

Rate Reduction (Ext. 1243)

Under the new Fixing Long-Term Care Act, 2021, a resident of a basic long-stay bed may apply to receive a rate reduction. A resident will be required to access all income available to him/her before an application for a reduced rate can be made. For more information please contact the Administrative Assistant – Finance. Ext. 1243.

Recreation Programs (Ext. 1253)

Bonnechere Manor seeks to eliminate boredom, loneliness and helplessness by encouraging children's visits and providing animal companionship along with the opportunity to care for other living things like plants and fish. In addition, the Home provides a wide range of activities on a daily basis including group and individual programs and community outings.

Registered Dietitian (Ext. 2053)

Bonnechere Manor has an onsite Registered Dietitian whose key responsibility is to ensure nutritional care is provided to the residents consistent with the Ministry of Long-Term Care standards and Dietetic professional standards. The Registered Dietitian assesses the nutrition needs of all new residents and then on an ongoing basis, those residents identified at risk. To speak with the Dietitian, you may leave a message at ext. 2053.

RNAO Best Practice Guidelines

Bonnechere Manor has consistently followed best practices in the delivery of care to our residents. Staff have successfully adopted the Registered Nurses' Association of Ontario (RNAO) best practice guidelines for Admission Assessments, Delirium Assessments, and Resident & Family Focused Care. These processes will result in streamlining of current processes and improved Resident outcomes. Staff are receiving additional training and education to implement these best practice guidelines.

Resident Appointments (Ext. 1001)

From time-to-time residents are required to attend appointments outside of the Home. It is the responsibility of the Resident/POA to make transportation arrangements for these appointments. If the resident is unable to travel by car, the administrative staff can book an external transportation service such as Pembroke Handibus or Carefor. For most medical appointments, the charges are covered by Ministry. If the resident is unable to attend their appointment alone, the Power of Attorney (POA) will need to accompany. In extenuating circumstances, Personal Support Worker staff can be hired to accompany the resident (if available) and applicable charges will be made for staff accompaniment; the resident/POA must pay for such services.

Resident Council

The main purpose of the Bonnechere Manor Resident's Council is to improve the life of residents. All residents are encouraged and welcomed to join the regular meetings. Agenda and minutes of meetings are posted on the Resident/Family Communication Board. Through the Client Program Department, the Residents are notified of the monthly Resident Council's date, time and location as posted on the monthly activity calendar.

Resident/Representative Meetings

Bonnechere Manor communicates with residents/families in a variety of ways:

- Communication notices are provided to families via email and notices are posted on the Resident/Family Communication Boards, located by the reception area as needed.

- Information is emailed/mailed out as required including the County of Renfrew Long-Term Care Homes – Messenger Newsletter and Resident/Family Satisfaction Survey to Residents/Substitute Decision Makers.

Resident Rooms

To provide a therapeutic bedroom space for each resident, resident/families are encouraged to provide personal furniture and furnishings that are familiar and home like, within the parameters that allows for safe resident mobility, infection control and the safe provision of care by staff. In the event it becomes unsafe for staff to provide care or furnishings cause a barrier for resident transfers/mobility, families will be required to remove these items. Security and repairs for personnel belongings are the responsibility of the resident/family; Bonnechere Manor is not responsible for lost, stolen or damaged items.

1. Guidelines:

a) Fire Safety
   - Fire retardant drapes and curtains are acceptable.
   - Mattresses will be provided by the Home and meet Fire code requirements.

b) Space for Care

   A bed, closet/wardrobe, nightstand, dresser, lamp and a chair will be provided in each room. No more than one large piece of additional furniture is recommended.
   - A reasonable amount of photos, pictures and memory box items are suggested.
   - Pictures will be hung by the Maintenance Department; please request through Nursing.
   - No personal clothing or furniture is to be stored in the bathrooms.
   - Sufficient space to provide safe access by caregivers to three sides of the bed (both sides and the foot of the bed) is required,
   - Sufficient space for specialized program equipment such as lifts and wheelchairs to safely operate in the room.

c) Electrical Safety

   All equipment must be CSA approved and checked and approved by Maintenance Department for safe condition prior to use.
   - Extension cords are not allowed. Approved power bars inspected by maintenance will be allowed if required and assessed, approved and documented on care plan by Nursing Department. (Note: tripping hazard).
   - Larger televisions are allowed with approval by Maintenance if supported on a safe structure and does not impede traffic or clearances in the room.
   - Other than TV's and computer equipment, the following electrical operated equipment not limited to is not allowed in resident rooms: Electric heaters/ blankets, dehumidifiers, humidifiers, heating pads, electrical appliances (including fridges and coolers), electric irons, kettles, coffee makers or toasters.
   - Christmas lights are not allowed in resident rooms with the exception of small ceramic or fibre optic type trees.

Note: The thermostat in the resident room controls the heat.

Approval Process:

On admission day, the resident/substitute decision maker will review any requests to bring in additional resident furnishings or equipment with a representative from the Nursing Department and Environmental Services Department for approval.

Following admission, any further additions to the resident's room will be reviewed by requesting a meeting with a representative from the Nursing Department and Environmental Services Department.

Any exceptions required for care purposes may be approved by a Registered Nurse and documented on the care plan.

Resident Transfer/Move

If a Resident's care needs change, a move or transfer to another Resident Home Area may be required. The nursing staff will endeavour to discuss the changed needs with the Resident/Substitute Decision Maker as soon as possible when this is being considered. Please note that we have to maintain a full occupancy so we cannot allow a lot of notice time – your cooperation is appreciated.

The Secure RHA is designed to provide specialized care and support for residents with complex behavioral needs, ensuring their safety, dignity, and quality of life. The placement process involves collaboration among the Behavioral Support Team, the resident, the resident's Power of Attorney (POA) or Substitute Decision Maker (SDM), and relevant care staff. The approach is interdisciplinary and is based on individual resident needs. The Home reserves the right to determine secure RHA eligibility and may initiate a transfer to or from the secure RHA in accordance to the resident's care needs.

Respite Care

There are two respite beds at Bonnechere Manor. These beds are designated for individuals in the community who may require convalescent care or who may benefit from a short stay in the home. For application for admission, please contact:

Ontario Heath atHome, Champlain
1100 Pembroke Street East
Pembroke, ON K8A 6Y7
Phone: 613-732-7007, Fax: 613-732-3522, Email: information@ontariohealthathome.ca

Restorative Care Program (Ext. 1253)

Bonnechere Manors offers on-site physiotherapy services with a qualified Physiotherapist and therapy assistants. The goal of our physiotherapy program is to maximize resident independence, by maintaining or improving functional mobility, in a safe and supportive environment.

Restraint Policy

Bonnechere Manor will not use physical restraints unless there is an identified risk of injury to the resident or others, and other alternatives have been considered and have been found to be ineffective. Where it is considered necessary to restrain a resident, the least restrictive measure will be used. A physical restraint may be applied to a resident on the direction of a registered nurse only, and a physician's verbal order will be obtained within 12 hours of the restraint application. To review the full policy, please contact a Resident Care Coordinator ext. 2060, 1060 or 1141.

Minimizing restraint program includes an assessment of every resident for the risk of potential use of restraints. On admission a care plan is created that uses alternative approach before a restraint is used. Family can help by being aware of the alternative approaches being used. Family is encouraged to speak with the registered staff. Restraints are used for two reasons:

1. For emergencies when a resident is at risk of harm to self or others or
2. When all alternatives have failed**. Restraints are only used as a last resort for the shortest amount of time and will be the least restrictive.**

Safety

We take resident safety very seriously. That said, errors can occur in the delivery of healthcare. Our commitment to you is that when we are informed of an error or harmful event regarding you/your loved one, the Administrator/designate will tell you:

- The facts about what happened;
- The steps that were and will be taken to minimize the harm; and,
- What will be done in the future to prevent similar events.

Scent - Minimal

Bonnechere Manor has a minimal scent policy, related to residents, staff and volunteers' sensitivity. Please refrain from scented products in the Home. As well, some residents, staff and volunteers have sensitivities to heavily scented flowers and plants. Please choose varieties that are low scent.

Security

Security measures are in place to control access into and within the building for the protection of the residents. No one other than a resident may enter the building between 2000 hours and 0530 hours unless prior arrangements are made with the nurse-in-charge.

Residents who return to the home later than 2000 hours must use the intercom connected to the Charge Nurse telephone to request the door to be opened. Video surveillance system is in place.

Outside lighting is controlled by an automatic sensor. The lighting turns on approximately 30 minutes before dark and turns off approximately 30 minutes after dark.

Sewing

Sewing services for resident's personal clothing items such as hemming, replacing buttons and other small repairs/alterations are available through volunteer sewing groups.

Skin and Wound Care Program

In accordance with the Fixing Long Term Care Act, 2021, Bonnechere Manor utilizes a skin and wound care program to ensure interdisciplinary skin and wound care management. Goals of the program include the promotion of skin integrity; prevention of the development of wounds and pressure injuries; and provide effective skin and wound care interventions.

Smoking Regulations

There is a no smoking of tobacco, cannabis, electronic cigarettes and any other substances by visitors/staff or members of the public permitted in the Home or on the property of Bonnechere Manor. Residents are permitted to smoke in a designated outdoor smoking area if they have successfully passed a safety smoking assessment. Please be advised of the following consequences for contravention of the Home's smoking regulations:

Residents:

1. Immediate extinguishing of smoking material.
2. Removal of smoking materials e.g. cigarettes, matches, etc.
3. Written notification by staff to the Administrator or designate.
4. Documentation to: the resident's record, representative, Public Health Unit and Ministry of Long-Term Care, noting that if the resident refuses to comply, further actions may be taken.

Public:

1. Immediate extinguishing of smoking materials.
2. Written notification by staff to the Administrator or designate.
3. Written warning noting that if the individual refuses to comply, further actions may be taken up to and including being banned from the Home and property.

Snoezelen Therapy

Snoezelen Therapy is available at Bonnechere Manor. This sensory activity provides a level of stimulation to the primary senses of sight, hearing, touch, taste and smell, through the use of lighting effects, tactile surfaces, meditative music and pleasant aromas, which increases awareness and attention due to the simplicity of the task. These therapy sessions strive to reduce stress, agitation and promote a more relaxing setting for our residents.

Special Programs

Bonnechere Manor uses an inter-disciplinary team approach in palliative care, treating dehydration, pneumonia and IV therapy. Bonnechere Manor also utilizes consulting services such as the Geriatric Mental Health team, who hold regular clinics for those requiring assessment. In addition, our Nurse Practitioner is available on site for consults. Our registered staff receives ongoing education in assessment and providing interventions for managing behaviour.

Spiritual Programs/Pastoral Services

Bonnechere Manor provides spiritual support through an organized pastoral care program, which responds to the needs and desires of the residents. Regularly scheduled multi-faith services are held in the chapel or the Renfrew Rotary Hall

- **Roman Catholic Mass** monthly
- **Various Protestant Services** held every Sunday
- **Hymn sings** for those who enjoy singing together in worship.
- **Pastoral care support** and **end-of-life spiritual support** available upon request, coordinated by the Resident/Client Outreach Programs Supervisor in collaboration with the appropriate church representatives.
- **Honouring former residents monthly during the Sunday Worship Service**
- **Opportunities for all religious and spiritual practices** to take place within our Home
- Bonnechere Manor has a Pastoral Care Committee comprised of Clergy representatives, Residents, Staff and Volunteers. The Pastoral Care Committee meets to review Pastoral Care Programs and ensure residents Spiritual needs are being met.

We strive to accommodate all faiths and spiritual beliefs to ensure each resident has the opportunity to practice their traditions and find comfort in their spirituality.

Staff Accompaniment (Ext. 1001)

If family members are unable to accompany their loved ones to medical and other types of appointments, and in the absence of a volunteer, the Home may be able to provide this accompaniment on a fee for service basis subject to the Homes' staffing needs.

Suicide Prevention in the Elderly Program

This policy is adapted from the Canadian Coalition for Senior Mental Health and is specific to suicide prevention for this population. The purpose of this policy is to screen residents of Bonnechere Manor for suicidal ideations and put interventions into place to help residents feel safe and supported.

Telephone Service (Ext. 1243)

A telephone jack is available at each bedside. Arrangements for installation, monthly billing (including long distance) is made with the Administrative Assistance – Finance. (Minimal fee)

Television/Cable (Ext. 1243)

Residents may wish to bring a television to use in their room and request cable service through Bonnechere Manor. Arrangements for the installation, monthly billing, transfer and termination of cable service must be made through the Administrative Assistant-Finance. Maximum size permitted for wall mount TVs is 40 inches under 15 lbs. Family provides the non-pivoting TV mount bracket and all TV mounts must be installed by maintenance staff.

Tours (Ext. 1245)

For more information on Bonnechere Manor or to make an appointment to tour the Home, please contact the Administrative Assistant at ext. 1245.

Transportation (Ext. 1001)

Transportation costs, which will include those for medical appointments, will be on a fee for service basis determined by the provider of the service (external to the Home). The Home will continue to arrange transportation for appointments outside of Renfrew with providers of this service, at an agreed upon rate. Whenever possible, we encourage family members to assist their relatives to such appointments.

Trust Account (Ext. 1243)

Trust accounts are maintained by the Home on behalf of residents for their financial convenience and are strictly maintained in compliance with applicable legislation:

Home responsibilities

- Holds a trust account with a bank that is a separate, non-interest-bearing account;
- Upon admission, a Purchase of Service Agreement is completed to authorize services that a resident requests be paid from their trust account. The Purchase of Service Agreement provides a description of the cost of services, as well as the frequency and timing of withdrawals for payment of services. The Purchase of Service Agreement and the trust account can be reviewed upon request;
- Individually sets up each resident trust account, which will hold no more than $5,000.00;
- Will not charge a transaction fee for withdrawals, deposits or anything else related to the resident's money held in trust;
- Provides itemized trust account statements on a quarterly basis to the resident or Power of Attorney – Property;
- Maintains a petty cash to ensure sufficient money is available to meet the daily requests of cash for residents with a trust account; and
- Trust accounts will be audited annually by the municipal Auditor.
- Trust account deposits and withdrawals are completed at the reception desk. Receipts will be issued for deposits. Trust account balances can be provided by the receptionist upon request. The reception desk is generally open Monday through Friday, 8:00 a.m. to 4:00 p.m., excluding statutory holidays.

Resident/POA- Property Responsibilities:

- Maintain a balance in the trust account to cover the monthly authorized service costs;
- Request one day in advance for withdrawals over $100.00;
- Review the itemized statements;
- Inform the Home in writing of requests of changes to services that were previously authorized to be paid from the trust account.

For more information, call ext. 1243.

Valuables

Residents are advised to keep only small amounts of money on their person. Residents may wish to deposit funds into a Trust Account for safekeeping (see **Trust Accounts** for more information) and to store jewellery or other valuables with family for safekeeping.

NOTE: Bonnechere Manor is not responsible for resident lost, stolen or damaged items.

Vending Machines

Vending Machines are available on the first floor.

Video Conferencing

Bonnechere Manor has Ontario Telemedicine Network video conferencing equipment on site. If a resident wishes to connect to another OTN site for a medical appointment/consulting, please discuss with the nurse.

Volunteer Services (Ext. 1253)

Bonnechere Manor is privileged to have the diverse and talented services of a dedicated and enthusiastic group of Volunteers. The Volunteers bring the Community to Bonnechere Manor and share their music, craft skills, and assistance with a variety of activities in many ways too numerous to mention. New Volunteers are always welcome. For more information contact the Resident/Client Outreach Programs Supervisor.

Workplace Violence Prevention Program

There is a strong connection between the care of residents and worker safety. Our goal is to enhance both. We strive to provide a safe environment for all our residents, staff and visitors. For the protection of everyone, we have a violence prevention program that does not permit any kind of violent behaviour. While we acknowledge that medical conditions or cognitive illness may cause a resident to be violent, by law we are required to communicate to staff the necessary information and preventive measures regarding residents who present a history and/or risk of violent, aggressive or responsive behaviour in the workplace. The process includes:

1. **Assessment**
   - admission and quarterly thereafter for all residents exhibiting violent or threatening behavior
   - As required i.e., significant change in condition/incident
2. **Communication**
   - resident/substitute decision maker is informed if resident scores high/very high risk and provided with a brochure with further information
   - care plan communicates resident triggers and/or predisposing factors to direct care members and offers appropriate actions that can be utilized to mitigate risk while providing resident care
   - non-direct care staff are informed of triggers and interventions

The program is evaluated regularly and adjusted as required.

If anyone becomes aggressive or violent, they may be asked to leave - our goal is to provide the best possible care by keeping our residents, staff and visitors safe.

WiFi

Free wireless internet is offered to residents and guests. Login information is posted on the Resident/Family Communication board and is updated quarterly. Please Note: The County of Renfrew/Bonnechere Manor is not responsible for any issues that may arise from your use of the network.

c: Orientation Manual
Website