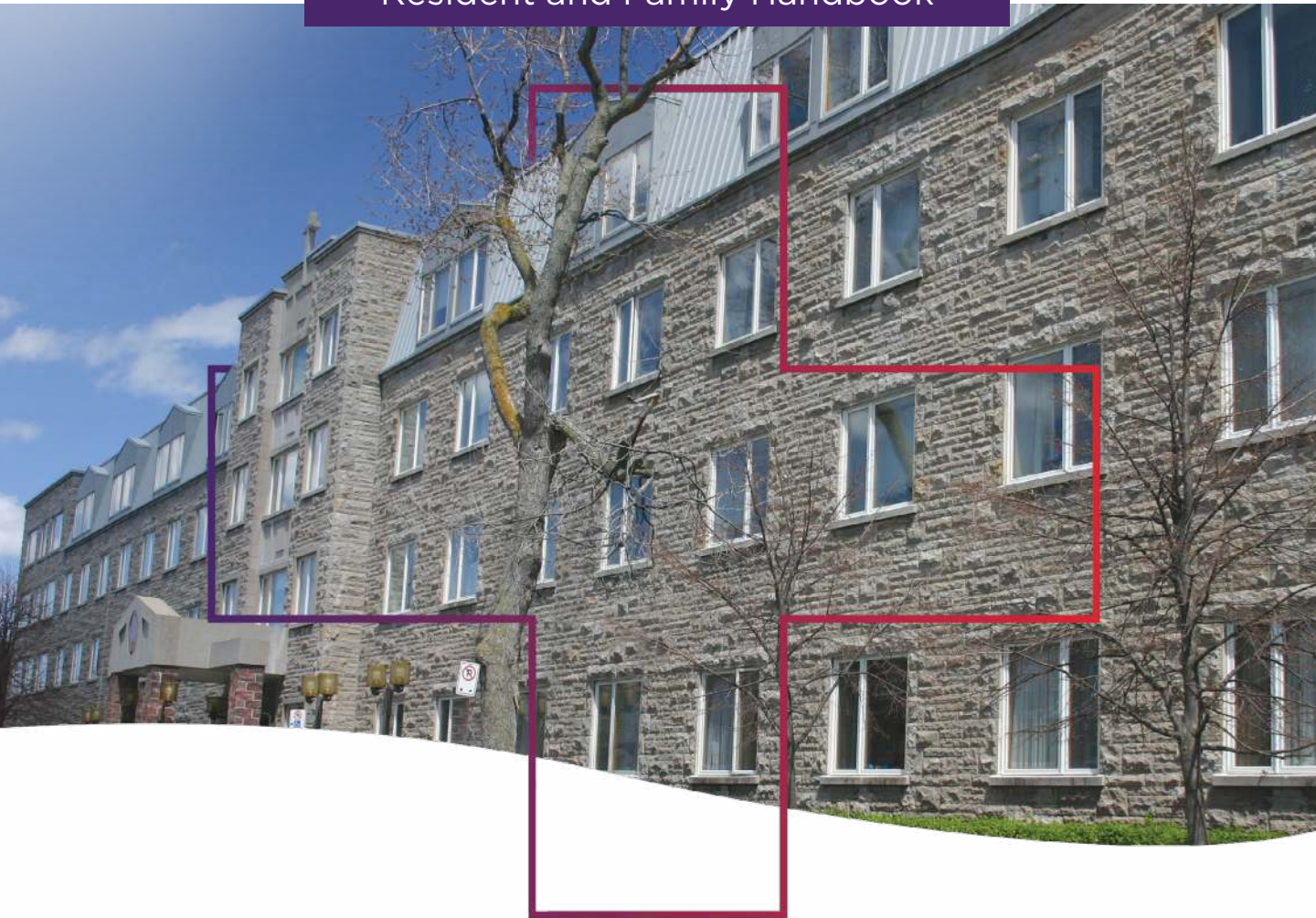


Welcome to Providence Care

Providence Manor
Resident and Family Handbook



more than healthcare.

**Providence Care is
Southeastern Ontario's
leading provider of
Aging, Mental Health,
and Rehabilitative Care.**

Fully-affiliated with Queen's University and St. Lawrence College, Providence Care is a centre for health care, education and research, and a member of the Council of Academic Hospitals of Ontario. Continuing the legacy of our Founders, the Sisters of Providence of St. Vincent de Paul, Providence Care provides a range of health care and services at Providence Care Hospital, the Providence Manor long-term care home and community locations across Southeastern Ontario.

Our Vision

Providence Care will lead the way in compassion and discovery.

Our Values

Respect & Dignity – We believe in the inherent worth and excellence of all people.

Compassion – We are sympathetic and conscious of the needs of others, and have a deep desire to respond.

Stewardship – We embrace our role in the responsible management of all that is entrusted to our care.

Our Mission

Trusting in Providence and strengthened by the spirit and tradition of our Founders, the Sisters of Providence of St. Vincent de Paul, we enhance the quality of life by meeting the physical, emotional, social and spiritual needs of each person.

We work with our partners to innovate and excel in education and research.

We treat each person with respect, dignity and compassion.



Providence Manor
275 Sydenham Street
Kingston, ON K7K 1G7

Phone Number: 613-549-4164
(auto-attendant): 613-548-7222
Email: info@providencecare.ca

ProvidenceCare.ca



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Providence Care

more innovation.
more compassion.
more heart.

01 Welcome to Providence Manor

We are so pleased you have chosen to make Providence Manor your home.

At Providence Manor, we are committed to providing you with care that is resident-focused, respectful, compassionate, safe and efficient. We are proud to be a Home that continues to provide compassionate and respectful care for residents and their families founded on the Catholic values and beliefs of our Founders', the Sisters of Providence of St. Vincent de Paul. Here, you will be cared for as a person with your own unique physical, emotional, social and spiritual needs.

This handbook will help answer your questions regarding care and services at Providence Manor and will provide you with information to help ease your move and transition. Additional information is contained within your admission package, including your Accommodation Agreement and Purchase of Services Agreement.

Our interdisciplinary care teams work closely together to ensure your comfort and safety throughout your care journey. We hope our paths will cross and we look forward to meeting you.

We are always eager to improve and are open to any comments or suggestions you wish to share about your experience within our Home.

About Providence Manor

Scent-reduced: For the safety and comfort of those with allergies and scent sensitivities, please do not wear scented products or bring scented flowers when you come to Providence Manor. Local florists are able to suggest no-scent floral options. Scented personal products include shampoos and conditioners, hairsprays, deodorants, colognes and aftershaves, perfumes and lotions.





Accessibility: Within the constraints of our aging building, we work to

include accessible design elements wherever possible and incorporate accessibility into planning and care delivery processes to ensure that we meet the needs of the people we serve. Corridors and pathways in the Home have been designed to be safe for people who use walkers or wheelchairs and railings in corridors are specially designed to for those who are visually impaired. We strive to implement greater accessibility in our built environments in the future. To read the Providence Care Multi-Year Accessibility plan, visit [ProvidenceCare.ca](https://www.providencecare.ca).

Working toward designation under the French Language Services Act:

Providence Care is working towards being able to provide services in both official languages. Where possible, information is made available in English and French at point of service. Please speak to your care team if you require services in French or other languages.



Smoke-free: In accordance with the Smoke-Free Ontario Act, smoking is not permitted inside the Home or while using oxygen. Residents are prohibited from smoking anywhere other than in the designated smoking area located in the Haughian Garden or off Providence Manor property (not within 9 meters of any entrance). In order to access the designated areas, residents must be independent and able to go out unaccompanied. Registered nurses assess the residents at admission. We also encourage smokers to participate in smoking-reduction or cessation programs tailored to their needs. Family and visitors are prohibited from smoking on Providence Manor property or within 9 meters of any entrance. Violators are subject to fines and disciplinary action.

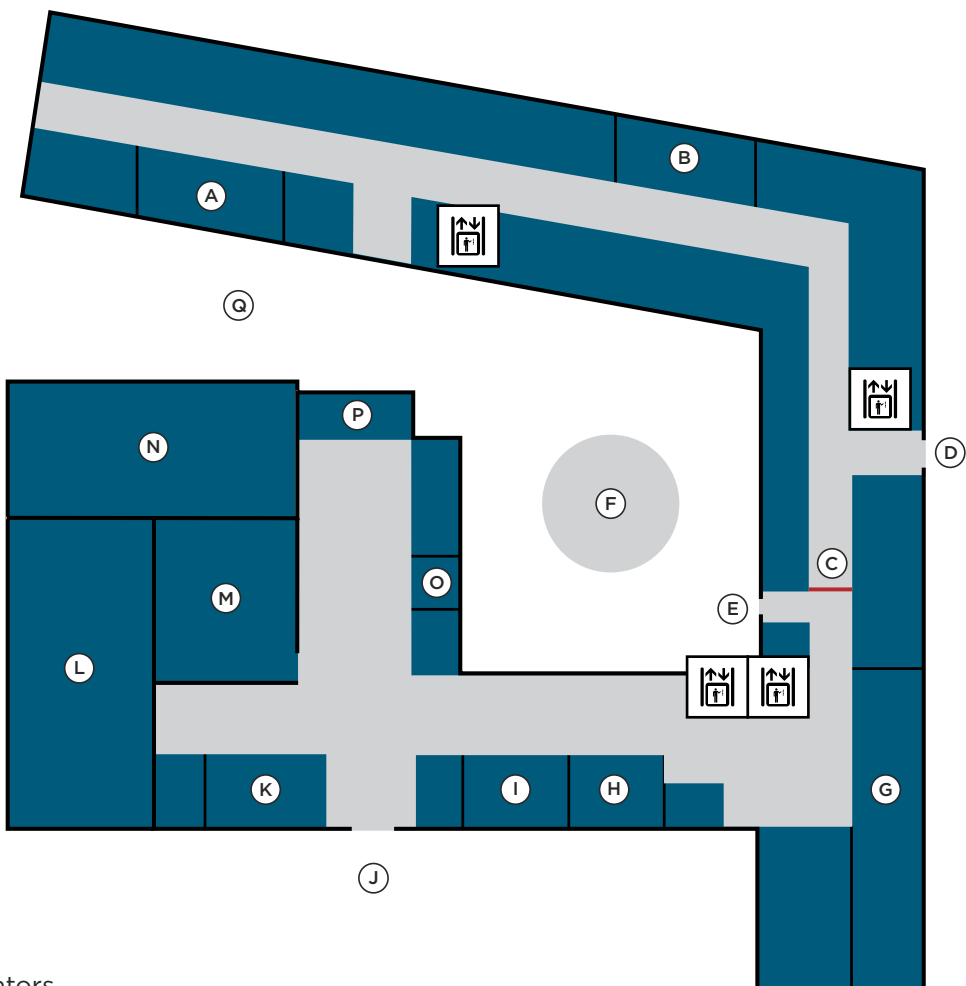
Respectful environment: Providence Manor values respect, dignity and compassion and we work to ensure that our residents, families, visitors, staff and volunteers are treated with care. In keeping with these values, abusive, aggressive or violent behaviour is not tolerated in our Home. We thank you for your consideration and cooperation in making Providence Manor a safe place to be for all.

02 Maps of Providence Manor

Level 1

Areas of interest

- (A) Attendant Care Outreach
- (B) Staff Break Room
- (C) Secure Area - ID Badge Required
- (D) Bay St. Delivery Area
- (E) Ambulance & Hildegard Centre Entrance
- (F) Ordnance St. Courtyard
- (G) Auditorium
- (H) Storage
- (I) Activities
- (J) Haughian Garden
- (K) Staff Development
- (L) Sisters' Residence
- (M) Alzheimer's Courtyard
- (N) Housekeeping
- (O) Infection Control
- (P) Laundry
- (Q) Entrance to Ordnance St. Courtyard

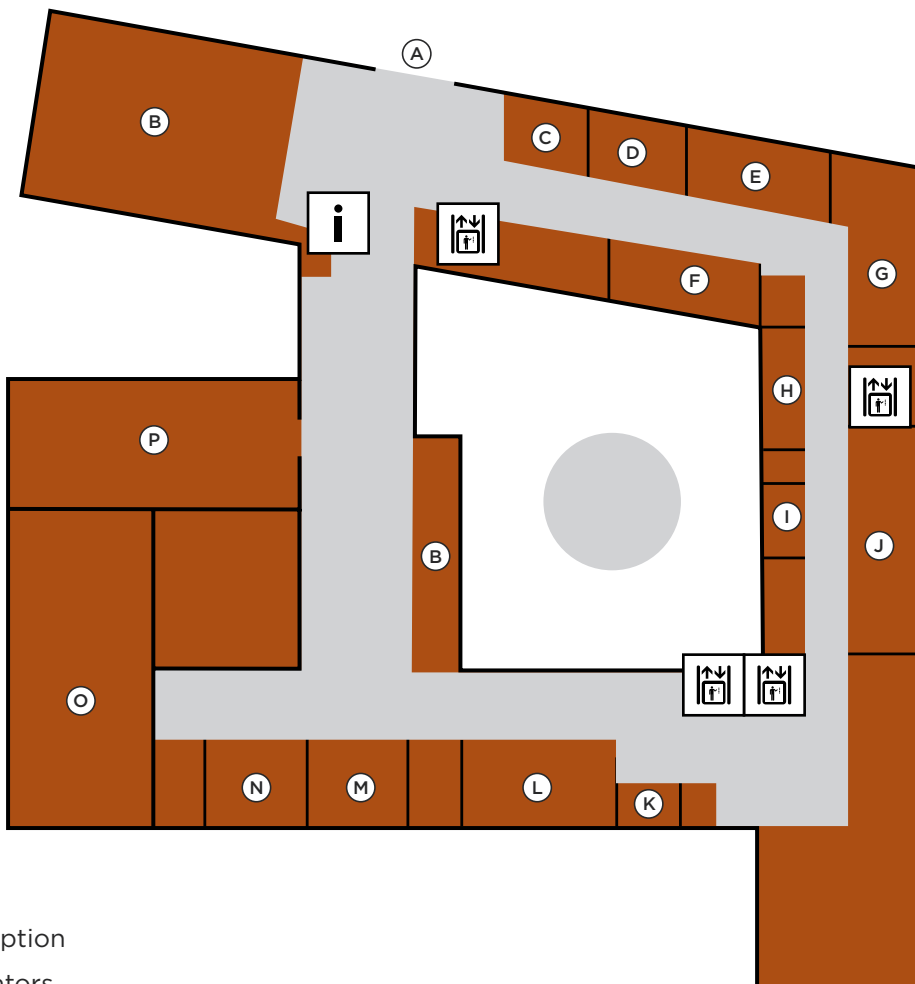




 Elevators

Level 2

Areas of interest

- Ⓐ Main Entrance
- Ⓑ Administration Offices
- Ⓒ Volunteer Coordinator
- Ⓓ Volunteer Lockers
- Ⓔ Archangel Arms Pub
- Ⓕ Country Store
- Ⓖ Staff Cafeteria
- Ⓗ Outdoor Patio
- Ⓘ Wellness Centre
- Ⓝ McKinley Room
- Ⓚ Hairdressing Salon
- Ⓛ Hildegarde Centre
- Ⓜ Fergie's Kitchen
- Ⓝ Day Away Program
- Ⓞ Sisters' Residence
- Ⓟ Mother of Sorrows Chapel

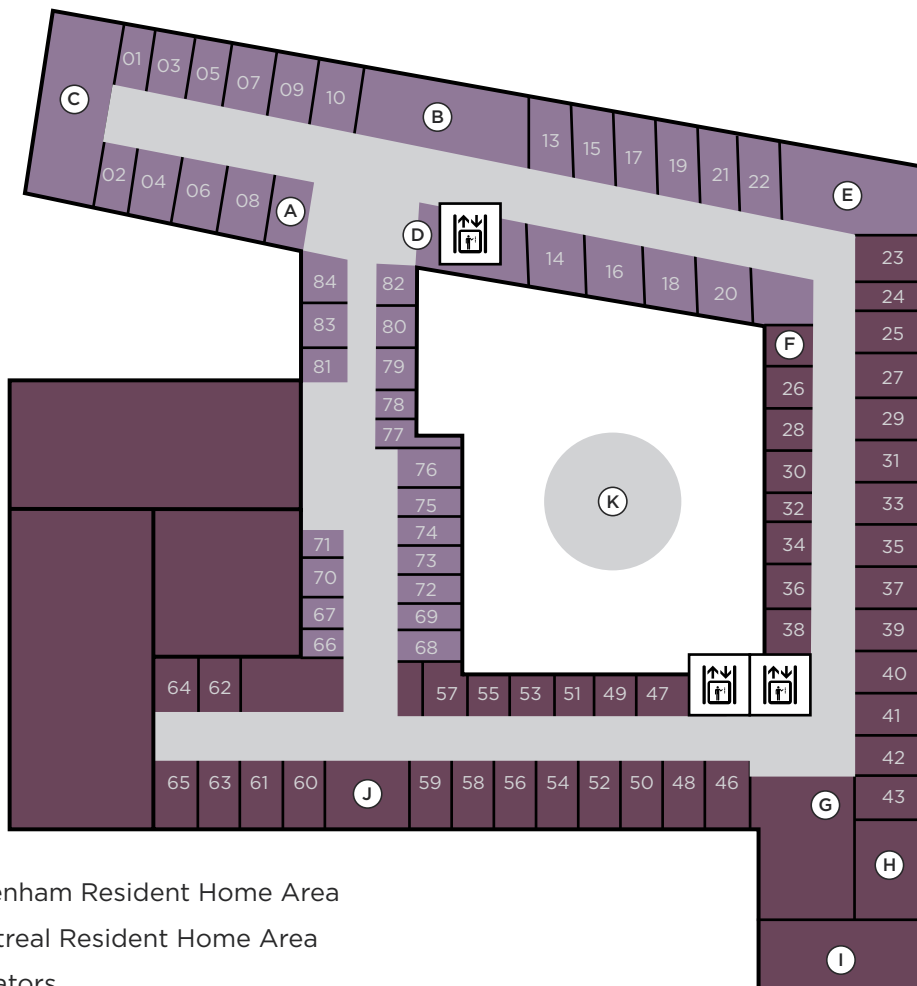


-  Reception
-  Elevators

Resident Home Area Layout

Areas of interest

- (A) Sydenham Nursing Station
- (B) Dining Room
- (C) Neighbourhood Gathering Room
- (D) Lounge
- (E) Welcome Room
- (F) Laundry
- (G) Montreal Nursing Station
- (H) Lounge
- (I) Dining Room
- (J) Kitchen



03 Visiting Providence Manor

Visiting

At Providence Manor we welcome and recognize the importance of family and friends to you. Visitors are encouraged to come and spend time with loved ones, as they have an important role in health care delivery and wellness.


Visiting hours at the Home are from 8 a.m. to 8 p.m. daily.

Family and friends are asked to speak with the care team if you have questions about best times for visiting.


Please note that the main entrance is accessible by a coded entry system. The code is identified at the key pad. The doors are locked to ensure the safety and security of residents and staff. Reception hours are between 8 a.m. and 6 p.m. daily. All visitors must sign in at the Reception Desk.

Visitors can enter the Home by using the intercom at the main entrance after 6 p.m. A Protection Services officer will respond to open the doors.

Contacting Providence Manor

 **By phone:** 613-549-4164
(auto-attendant): 613-548-7222

 **By email:** info@providencecare.ca

 **By mail:**
Providence Manor
275 Sydenham St., Kingston, ON
K7K 1G7

Mail to residents must include the following on the envelope:

- Residents Name
Resident Home Area (eg. Montreal 3)

Mail is delivered to residents each morning, Monday through Friday.

Residents can also receive email by having messages sent to:

pcccpmpostcard@providencecare.ca

Recreation staff will deliver emails to residents and will read emails if a resident wishes.

Getting to Providence Manor

By bus: Kingston Transit stops at the corner of Montreal Street and Ordnance Street. For more information regarding bus routes, visit CityofKingston.ca.

By car: Providence Manor's main entrance is located at 275 Sydenham Street. Paid City street parking is available surrounding the Home. Reduced rate parking permits are available by contacting the City of Kingston at 613-546-4291.

04 At Providence Manor

Resident Home Area features

Providence Manor has six Resident Home Areas located on Levels 3, 4 and 5. Each level is split into two Resident Home Areas, one on the Sydenham Street side of the building and one on the Montreal Street side of the building. Each Resident Home Area promotes a home-like environment. Each Resident Home Area has a **dining room** and a **lounge** with a large screen TV.

Basic, semi-private or private accommodation is available within the Home, with a total of 243 beds. Most rooms are private and share a washroom with the adjoining room. There are also **showers** and **therapeutic whirlpool bathtubs** located on each Resident Home Area. There are nine two-bed rooms in the Home.

To minimize risk and to safeguard residents who wander, a secured Resident Home Area is located on Montreal 5.

Resident charges

The maximum amount that a resident can be charged for each type of accommodation offered at Providence Manor, as sanctioned by the Ministry of Health & Long-Term Care, is found in the Accommodation Agreement that was signed on admission. A list of accommodation rates is available from Reception.

Some additional costs to consider include, but are not limited to: dentist, foot care, hairdressing, medications, mobility devices (wheelchairs, walkers, etc.), in-room phone and television services, transportation to appointments, etc.

Rate reduction application

The Long-Term Care Act, 2007 outlines a process that must be followed if a resident or their Power of Attorney wants to apply for the Co-Payment Rate reduction. Please contact the Business Office at ext. 3172 to review the process and documentation required. They will advise you on the process to follow to complete the online application.

Resident rooms

Each room is bright with large, low windows and deep windowsills. All rooms are furnished with a bed (with adjustable head, foot and rails (hi-low and crank beds), pillow, mattress, chest of drawers, bedside table and chair. Beds must be centred in your room to permit staff safe access to care for you. Closets are designed with hanging space, adjustable shelving and a top storage shelf.

A washroom is shared with the resident in the adjacent room. Cupboard space for toiletries, an adjustable vanity mirror, towel bars and grab bars are easily accessible in the bathroom.



Resident personal furniture and belongings

Prior to admission, the Admissions Coordinator will discuss with you and your family what suitable furniture choices would be appropriate to bring. You may bring a small chest of drawers, one bedside table and a chair suitable to the room size. Positioning of the furniture must be approved by the nurse in charge and our occupational safety representative for the area, to ensure safety of residents and staff.

You may bring six to eight pictures or wall hangings. Please do not use scotch tape on walls. Nursing staff will arrange placement of pictures or wall hangings in collaboration with maintenance personnel.

Bed or window coverings may be brought from home if they have been fire retardant treated. A certificate must be provided to the Admissions Coordinator to be kept on file to that effect.

All personal belongings including dentures, glasses, and furniture should be labeled with your name and room number.

Please do not keep valuable articles or large amounts of cash in your room.

Providence Manor does not assume responsibility for personal belongings left in your room.

Call bells

The Home is equipped with call bells in each resident room, washroom and in several other places in the building. Residents and family members can use the call bell system to inform staff that they need assistance.

WiFi

There is complimentary WiFi available throughout the building. There is no username or password. Select 'PM GUEST' in your networks settings on your device and agree to the terms and conditions to connect.

Electrical appliances

Electrical equipment such as radios, televisions (no larger than 20”), and fans must be inspected by the Maintenance Department before use. All appliances must be safely positioned in the room. Please discuss space limitations with the nurse in charge prior to purchasing any new equipment for your room.

To ensure the safety of all residents, scatter rugs, heating pads, electric blankets and bar fridges are not permitted.

Television and cable

Televisions are provided in a common area on each Resident Home Area.

Residents may arrange for a television, cable, and DVD player in their room, at their expense.

Cable services can be arranged through the Home’s provider, Cogeco, by calling 1-866-261-4447.

Telephones

There is a guest phone located across from the Volunteer Coordinator’s Office on Level 2 for public use.

To make a local call from a Providence Manor phone, you must dial 9 to get an outside line. Long distance phone calls must be made by using a calling card or prepaid phone service.

Residents may arrange for personal phones in their rooms, at their expense. Services can be set up through any external provider.

Clothing

We encourage you to consider lightweight, wash and wear, easy to put on clothing (60% polyester/40% cotton blend). Each room has limited storage space for clothing.

Please bring in no more than ten (10) days worth of seasonal clothing and five (5) changes for nightwear. Before purchasing new clothing, consult the nurse to determine your needs.

Name labels for personal clothing are provided and applied by our staff on admission. All clothing must be labeled before you wear it. White patient bags are available and to be used for labeling of your personal clothing.

Laundry rooms

A washer and dryer are provided on each level for those residents and families who prefer to do their own laundry. Soap is in a closed system and dispensed automatically for the safety of residents. Please ask for instructions the first time you use the machines. Providence Manor is not responsible for damaged or lost items.

Laundry service

Labeled personal wash and wear clothing can be laundered by the Home. Please place clothes in the carts labeled “Residents Personal Clothing” that are located on all Resident Home Areas. There is no charge for residents who choose to have clothes laundered by the Home. It is recommended that family launder delicate garments.

Bed linens, towels, facecloths and shirt savers are provided by the Home. Laundry of personal bed linens or personal towels is the responsibility of the resident or Power of Attorney for Personal Care.

Climate control

Resident Home Area dining rooms and lounges are air-conditioned. Corridors in the Home have air-cooling. In warmer weather, windows in the Home are kept closed to allow the Tempered Air system in the hallways to operate efficiently.

Resident room air conditioner units

Window air conditioners can be used in your room according to the Homes guidelines for safe use. Please contact the Business Office at ext. 3120 for further guidelines and prices for installation of an air conditioner.

Room cleaning and maintenance

Housekeeping staff are on duty seven days a week to keep all areas of the Home clean and in good order. In consideration of infection control practices and cleaning procedures, please limit the number of knick-knacks in your room.

Minor repairs, painting and preventative maintenance on equipment is done by our maintenance staff (Monday to Friday). Please notify the nurse in charge if there are repairs needed in your room.

Providence Manor is not responsible for lost or damaged items.

Newspaper delivery

Magazine and newspaper subscriptions can be sent to the Home. Reception Services will make arrangements to deliver to resident rooms.

Clinical nutrition services

A Registered Dietitian visits you to conduct an initial nutritional assessment when you first enter the Home. Based on this assessment a nutritional care plan is developed with you and monitored on a quarterly and annual basis.

You can request a visit from the Dietitian through the nurse in charge.

Resident meal service

Three home-cooked meals are served daily in the Resident Home Area Dining Rooms. Between meals, snacks and refreshments are provided.

Meal/Snack	Location	Time
Breakfast	Resident Home Area Dining Rooms	8 a.m. – 9 a.m.
Snack	Resident Home Area Dining Rooms	10 a.m.
Lunch	Resident Home Area Dining Rooms	12 p.m. - 1 p.m.
Snack	Resident Home Area Dining Rooms	2 p.m.
Dinner	Resident Home Area Dining Rooms	5 p.m. - 6 p.m.
Snack	Resident Home Area Dining Rooms	7 p.m.

Residents eat their meals in the Resident Home Area Dining Rooms. Family and friends who wish to join you for a meal, can **purchase a meal ticket** from Reception. The meal can be picked up in the Dining Room during regular meal hours after all residents have been served.

Due to space limitations, family and friends are asked to use the Neighborhood Gathering Room or the small Family Dining Room if they wish to join you for a meal. Residents and their guests are also welcome to use the Cafeteria on Level 2 at any time.

Vending machines are available in the Level 2 Cafeteria and adjacent Hall. Food and Nutrition Services also provide **catering services**. Families wishing to celebrate a special occasion such as a resident birthday or anniversary should contact the Food and Nutrition Services department at ext. 3148 for information.

Do not share your food with other residents as per health regulations.

Resident Home Area kitchens

Home-like kitchens are located on each Resident Home Area for use by residents, families and friends. Each kitchen is equipped with a refrigerator, microwave and toaster. Families may bring in their favourite family recipes for their loved ones ensuring they are labeled with the resident name and date of preparation and are consumed within 48 hours. Any items not labeled correctly or past 48 hours will be discarded to ensure resident food safety.

Do not share food with other residents as per health regulations.

Special events

Special events such as teas, special holiday celebrations, summer BBQ's and theme weeks are offered throughout the year to allow residents and their guests to enjoy special occasions together. A daily list of home-wide activities are posted on the white board in the main lobby.

Purchases and banking

A trust account can be set up in the Business Office for you to access funds when needed. Hours are Monday to Friday 8 a.m. to 4 p.m. The office is closed 12:30 p.m. to 1 p.m. for lunch.

Pets

We understand that animals can have an important role in the lives of some residents. If you would like to bring your family pet to visit, please speak to the Volunteer Coordinator ahead of your first visit. They can help arrange and plan a visit that ensures the safety and comfort of all residents, families and staff in accordance with Providence Manor's Pet Visiting policy.

Wheelchairs, walkers and assistive devices

All wheelchairs and walkers must be included in our home-wide inventory. Items are labeled and a computerized inventory maintained. The inventory is needed to help us provide routine maintenance and cleaning.

Power wheelchairs and scooters

Power wheelchairs can add to an individual's quality of life by facilitating freedom of movement, and enhancing a sense of independence. Due to space limitations, motorized scooters are not permitted in the Home.

Residents are expected to drive their power wheelchairs in a safe manner at all times. On-going concerns with safe operation could result in the inability to continue with the use of a power chair and a manual chair may be substituted.

Resident and family areas

The Archangel Arms Pub

Located on Level 2, the Archangel Arms Pub is open Monday through Saturday, 3 p.m. to 4:45 p.m. The pub provides a comfortable setting for social interaction for residents and their guests. Food items are available for purchase.

The Coffee Shop

The Coffee Shop, located on Level 2 in the Archangel Arms Pub is open Monday to Saturday, 9:30 a.m. to 11 a.m. Coffee, tea and cookies are provided for residents. Guests and families place a donation for these items.

The Country Store

Small gifts, cards, candy and jewellery may be purchased at the Country Store. Hours are posted on the door.

Our Lady of Sorrows Chapel

Providence Manor has a special designation as a faith-based Home.

Our beautiful, historic Chapel, known as the Our Lady of Sorrows Chapel, was built in 1898. Please refer to the Spiritual Health section on page 19 for information on available religious services.

Hairdressing Salon

The Hairdressing Salon, located on Level 2, is open Monday to Friday from 9 a.m. to 3 p.m. The salon offers a variety of services including haircuts and style, beard trim, shampoo and set, up do's, perms, tints, colours, colour rinse, hair thickener and scalp treatments. Residents and family members may make appointments directly with the hairdresser or through nursing staff. The price list is available in the salon. Charges for services are added to your monthly accommodation statement. Gift cards are available for purchase.



Veterans' Lounge

All residents in the Home can spend time in the Veterans' Lounge located on Montreal 4. The room was created by residents and is a tribute to the contribution veterans and their families made to Canada and the world we live in today.

The room is filled with donated memorabilia from former residents and families, including a Second World War-era radio, original military uniforms, and many other artifacts.

McKinley Room

Located on Level 2, this is a wonderful family room (up to 40 people) for quiet reflection and can be booked for family gatherings. This room has a collection of books and a piano for resident use.

To check the availability of the McKinley Room for special functions, please call ext. 3123.

Resident Library

Located on Level 2 in the McKinley Room, the Resident Library is open 8 a.m. to 8 p.m., seven days a week. It contains large print books, magazines, and a Merlin reader. A portion of the book collection is also located on each Resident Home Area.

Fireside Room

Located on Level 2, this small room (up to eight people) provides a private place to visit with your family and friends in front of a cozy electric fireplace.

Auditorium

To check availability of the Auditorium for special functions, please call ext. 3160.

Family Overnight Room

Located on Level 2, this room, with a private bathroom, is available for overnight accommodation for a family or friend who wishes to remain at the Home to be close to a seriously ill resident. Overnight accommodation for up to 48 hours can be arranged by contacting the Resident Home Area nurse in charge. A longer stay can be granted subject to availability.

Outdoor spaces

The **Haughian Garden** is a wheelchair accessible outdoor area that has a fountain, garden and pathways that are beautifully landscaped for you and your guests to enjoy. The **Alzheimer Courtyard** is a secure, accessible rose garden, with a fountain and circular walkway.

The Haughian Garden and Alzheimer Courtyard are closed during the winter months.

05 Resident care & services

What to expect in the Home

Everyone who works, learns or volunteers at Providence Manor is working together to provide high quality, safe care. Here are examples of what to expect at Providence Manor:

- › Everyone who works or volunteers at Providence Manor wears an identification (ID) badge, with their name and title, so you always know who you are speaking with. If you do not see an ID badge, please ask.
- › Care team staff will check-in with you on a regular basis. The team is ensuring you are comfortable and safe, and that the call bell is within reach. For more information, please speak to a member of the care team.

Admission and transition period

Although you have prepared for your move from home to Providence Manor, there will be an adjustment period. Staff in the Home will make you feel as comfortable as possible. Our Spiritual Health Practitioner and Admissions Coordinator are available to help you and your family with this transition. The friendliness and assistance of other residents and families is especially helpful at this time.

Diversity and social inclusion

Providence Manor is committed to fostering a respectful environment that responds to the diverse care needs and diverse backgrounds of our residents. We invite and encourage you to share with us any information that can aid us in the services provided to you.

Helping us understand what is important to you

Each person makes choices about their health care goals based on personal



values and beliefs. Providence Care respects the dignity of each person and their choices for healing and recovery. Conversations about goals for care and treatment options help the health care team develop care plans with you, taking into account all possible options.

The care team will initiate a conversation with you about wishes about your care and expressed wishes about possible future care decisions. You may choose to include loved ones in this conversation or conversations. Information gathered here will be recorded by a physician on your clinical record. Should the resident be unable to speak for her/his own self, the Substitute Decision Maker (SDM) will be invited to participate.

Residents who have completed a **Power of Attorney for Personal Care** and **Power of Attorney for Property** documents and have written expressed wishes about their care choices are asked to share these with the care team during admission, or as soon as they are completed.

Providence Manor provides nursing and medical services within its resources and appropriate to individual resident needs. Necessary equipment and trained staff are available for intervention if required.

Advance Care Planning

Having conversations about what is important to you when you are a resident at Providence Manor is

important for us so we can ensure the care you receive is aligned with your values, beliefs and life choices. Through conversations we can ensure you have appointed someone to make decisions on your behalf should you be unable to do so. This person is your **Substitute Decision Maker**, who can be named in a Power of Attorney document. We want to work closely with that person should you be unable to explain your choices to us.

Advance Care Planning conversations help us all know your preferences for care and how to respond in situations when you can't speak to us (such as a medical emergency). Please share your care choices and preferences with our physicians, staff and your Substitute Decision Maker so we can all support you.

Notify Providence Manor of changes to personal information

Please inform the Business Office or the Resident Home Area nurse immediately of any changes to your: Power of Attorney for Property, Power of Attorney for Personal & Health Care Decisions, insurance coverage or emergency contact information.

Therapy and wellness

Restorative Care is an approach to resident care that recognizes, emphasizes and maximizes your abilities. The care team works with you to set small goals, and assist

you to stay healthy, engaged in your own decisions, and as independent as possible.

A core group of specialists in rehabilitation are available to carry out specialized assessments and develop therapeutic programs that can improve residents' abilities and independence. You may be referred to **physiotherapy** by the attending physician or the nurse who is most responsible for your care. The results of an assessment are discussed with members of the care team for the purpose of establishing goals and plan of care. Programs may be implemented in your room, on the Resident Home Area or in the **Wellness Centre**, located on Level 2.

The Rehabilitation Assistant is responsible for providing basic exercise and activities of daily living programs, under the direction of the therapist.

A **social worker** is available to provide psychosocial counselling to residents and families with adjustment issues, crisis intervention and bereavement counseling. Referrals can be arranged by speaking to the nurse in charge on your Resident Home Area.

A **Speech Pathologist** can be arranged through the South East Local Health Integration Networks Home and Community Care (previously called the Community Care Access Centre) and can assist with communication problems and swallowing. Speak with the nurse in charge regarding referrals.

Personal hygiene, baths/showers

Residents are offered a bath twice a week. As part of your care planning, you may choose the method of bathing (tub, shower or bed bath).

Showers and therapeutic whirlpool bathtubs are located on each Resident Home Area. A Resident may be bathed more frequently if needed.

Residents are provided with supplies and equipment for personal hygiene and grooming such as skin care lotions, shampoo, soap, deodorant, toothpaste, toothbrushes, denture cups, denture cleansers, toilet paper, facial tissue, hair brushes, combs, razors, shaving cream and feminine hygiene products.

You may purchase your own products if you want a brand different from what is provided by the Ministry of Health. Please be mindful of our scent-reduced environment.

Dental services: An independent company provides dental services in the Home every 4-6 weeks. Speak to the nurse in charge on your Resident Home Area to make an appointment. Charges for dental services are additional. Fees are added to the monthly accommodation statement.

Residents may wish to have a family member present during appointments. Label any dental products such as dentures, dentures cases, etc. with your name and room number.

Foot care: All residents have a foot care assessment soon after admission. Basic foot care is provided by staff in the Home. If additional foot care is required, you will be referred to a visiting Foot Care Specialist. Charges for advanced foot care are additional. Fees are added to the monthly accommodation statement.

Falls Prevention

Residents are assessed for risk of falling as part of the Providence Care Falls Prevention program. If a resident is found to be at high risk of a fall, the care team will ensure additional safety measures are put in place.

Medical services

You may retain your family physician, pending approval of privileges by the Vice-President, Long-Term Care/Medical Director, or you may also choose to be transferred to the service of the Home's Medical Director or one of our attending physicians.

As part of person-centered care at Providence Manor, **x-ray, laboratory, and cardiogram services** are arranged in the Home when ordered by an attending physician. These services are provided by external service providers. If services cannot be provided in the Home, a referral to an external service will be provided.

Residents will be transferred to an acute care hospital for care when their

condition warrants it. If the resident is not able to make their own decisions, the Substitute Decision Maker is notified that a transfer is required.

Appointments outside the Home

Please inform the nurse in charge of any appointments that are booked prior to admission so that transportation and, if necessary, a volunteer escort can be arranged. After admission, appointments are arranged by staff in consultation with you and your Power of Attorney for Personal Care. We encourage you to seek family assistance in attending appointments. When families are unavailable, the nurse in charge will request a volunteer escort for residents who require assistance. Please note that we have a very limited number of volunteers to escort residents to appointments.

If you are going to appointments or receiving care outside of the Home, ask for explanations and written instructions about your care and medications.

Spiritual health

The Spiritual Health department at Providence Manor provides compassionate care to you and your loved ones – realizing your needs are spiritual, emotional, physical and social. The Spiritual Health Practitioner supports each person, respecting their beliefs, values, and traditions.

A conversation with our Spiritual Health Practitioner can help you and/or your family discuss many topics such as meaning and purpose in life; experiences of loss; uncertainties about changes in your life and relationships; fears, doubts and loneliness; and uncertainties about how your beliefs and values help you make choices about your care.

During your initial conversation with Spiritual Health staff you will be invited to talk about religious practices that are important to you. We will help you maintain these important connections to your faith.

The Spiritual Health Practitioner can assist you and your family with discussions about how your values and beliefs shape your Advanced Care Plans.

For specific needs you might have, the Spiritual Health Practitioner can contact representatives of your specific religious denomination or faith group.

Contact the Spiritual Health Practitioner in the following ways:

- › Speak with the Spiritual Health Practitioner when visiting on your Resident Home Area.
- › Ask any staff member on your Resident Home Area to request a visit.
- › Call the Spiritual Health office at ext. 3128.
- › Drop by the Spiritual Health office on Level 2.

Religious services

Religious services occur at Providence Manor throughout the week. Information is posted on your Resident Home Area and outside Our Mother of Sorrows Chapel:

- › **Roman Catholic Mass**
Held every Sunday at 10 a.m. and Tuesday through Friday at 11:15 a.m. at Our Mother of Sorrows Chapel.
- › **Anglican Communion Service**
Held the 1st and 3rd Tuesday of the month at 2 p.m. in Our Mother of Sorrows Chapel.
- › **United Church Communion Service**
Held the last Thursday of every month at 10 a.m. (please see reception for location).

Ministers and visitors of your faith group are welcome to visit you here. They are reminded to use the visitor sign-in book at Reception.

Recreational programming

Our recreation team focuses on improving the quality of life for all residents by providing a variety of meaningful recreation based opportunities. The focus is on areas of physical, emotional, social, and cognition. Residents have a range of opportunities to engage in programs that are of their interest and ability. We offer large, small and individual programming, as well as outings to areas in the community.

Recreational programming is offered every day of the week including evenings and weekends.

We encourage you as well as your friends or family to participate and attend any of the programs offered throughout the Home.

You can provide input on programming at the bi-monthly Food and Activity Advisory meeting, as well as by contacting the Recreation Coordinator. A monthly activity calendar is provided to you. The calendar includes musical entertainment, special events and occasions, and theme days in the Home. Daily events are written on the activity white boards located on each Resident Home Area.

Recreation staff utilize an electronic recording system to ensure that the activities are meeting the resident's needs and interests, as well as to monitor attendance and the recreation goals for each resident.

Volunteer Services

Our volunteer team is made up of dedicated and caring individuals. Each volunteer is orientated, trained, and welcomed into our Home to support the many programs and services offered. For more information about our volunteers and their role in the Home or to apply to become a volunteer, contact the Volunteer Coordinator at ext. 3160.

Leaves from Providence Manor

You are encouraged to go on daily outings with family and friends. Please fill in the Sign-In/Out sheet located on by the nursing station on each Resident Home Area. This ensures the care team is aware of when you are leaving, with whom, and your anticipated time of return.

Residents can be out on a **Casual Leave of Absence** between midnight on a Saturday and midnight on the following Sunday, provided that the total length of casual absence during the period does not exceed 48 hours. It is important to notify the nurse in charge in advance so that medications and supplies are available for the resident and to ensure that any care routines, including safe and appropriate transfer techniques, can be reviewed.

A **Vacation Leave of Absence** of up to 21 days in one calendar year (January 1 - December 31) is available to you.

Responsibility for care of residents during casual and vacation leaves rest with a person who the Director of Care believes is capable of fulfilling the responsibility. The responsible person must be 19 years of age or over and must acknowledge that he/she will provide appropriate care for the resident as instructed by the nursing staff.

The responsible person must notify the nurse in charge if the resident is admitted to hospital during the leave.

Please refer to your Accommodation Agreement for additional information about approved leaves of absence.

06 Our Approach to Care

Partners in your care

By partnering with you and your family, Providence Manor will work as a team to make sure you have the best possible care experience. In keeping with our *Approach to Care* (recovery-oriented and person-centred) it is important to us that you are informed and actively involved in your care.

At Providence Manor we encourage residents and family to:

- Talk openly about any questions or concerns you may have.
- Educate yourself about your condition and your care plan.
- Participate in decisions about your health care and work with your care team.
- Share your health history as well as up-to-date information about your care with your health care providers. Do not assume that everyone knows everything about you.
- Know your medications.
- Be involved in appropriate therapies supporting your health and wellness.
- Ask for help from a trusted family member or friend – make sure this person understands your preferences and wishes concerning your care, including resuscitation and life support.

Your care team

Providence Care's Collaborative Practice Philosophy includes an inter-professional care team that includes you – the resident – and your family. Your voice is important and respected at Providence Manor.

Providence Care is a centre for health education, teaching and research.

At Providence Manor, you will receive care from a team of specialized, knowledgeable providers. Care teams include physicians, nursing and allied health staff, medical students and residents, learners and researchers.

Thank you for working with us to provide the next generation of health professionals opportunities to learn and gain experience.

Nursing care

Nursing staff provide holistic, compassionate and knowledgeable care which fosters the physical, psychological, spiritual and social well-being of each resident.

A restorative model of care is used at Providence Manor. This means that residents are encouraged to achieve and maintain their highest possible level of independence. Nursing staff assist you, as required, when activities of daily living pose challenges.

For those residents who require total care, every effort is made to meet each person's unique needs. Staff use

a variety of methods to manage pain and to make residents as comfortable as possible.

When health restoration is no longer possible, comfort and care is the focus of care. Care allows for a wider scope of intervention and looks past the medical diagnosis and façade of illness and clearly communicates an understanding and appreciation for the whole person.

Registered Nurses, Registered Practical Nurses, and Personal Support Workers are on duty 24 hours a day, seven days a week. You and your family members are encouraged to talk with nursing staff about any concerns.

A care conference with you, your family and members of the Interdisciplinary Care Team is scheduled within six weeks of admission and annually to discuss the plan of care and address any questions. You or your family may request a care conference at any time by contacting the Resident Home Area nurse in charge.

Resident Declaration of Values

Our Resident Declaration of Values statement reflects Providence Care's commitment to treat all individuals with **Respect, Dignity, and Compassion.**

To read the full Providence Care Patient, Client and Resident Declaration of Values visit ProvidenceCare.ca.

The Resident Declaration of Values is complimentary to the specific bills of rights for residents.

Privacy

The Personal Health Information Protection Act (PHIPA) requires anyone providing health services to protect the personal health information of the resident. As part of Providence Care's privacy program, we have a (1) **Privacy Statement** and a (2) **Joint Notice of Privacy Practices.**

For more information about our privacy protection practices, including uses and disclosure of personal health information, you can visit our website at ProvidenceCare.ca.

Additionally, if you have any questions or concerns you can contact our Privacy Officer at 613-544-4900 ext. 53432.

Health Ethics

Your personal values, morals, and beliefs shape your decisions about your health and care. There may be times when you and/or your family feel uncertain or have differing opinions about how choices for your care, goals and decisions fits with your beliefs and values.

Health Ethics consultations can help you, your family and your care teams discuss choices and make decisions based on your beliefs, wishes and values. Decisions are made through open and supportive discussions.

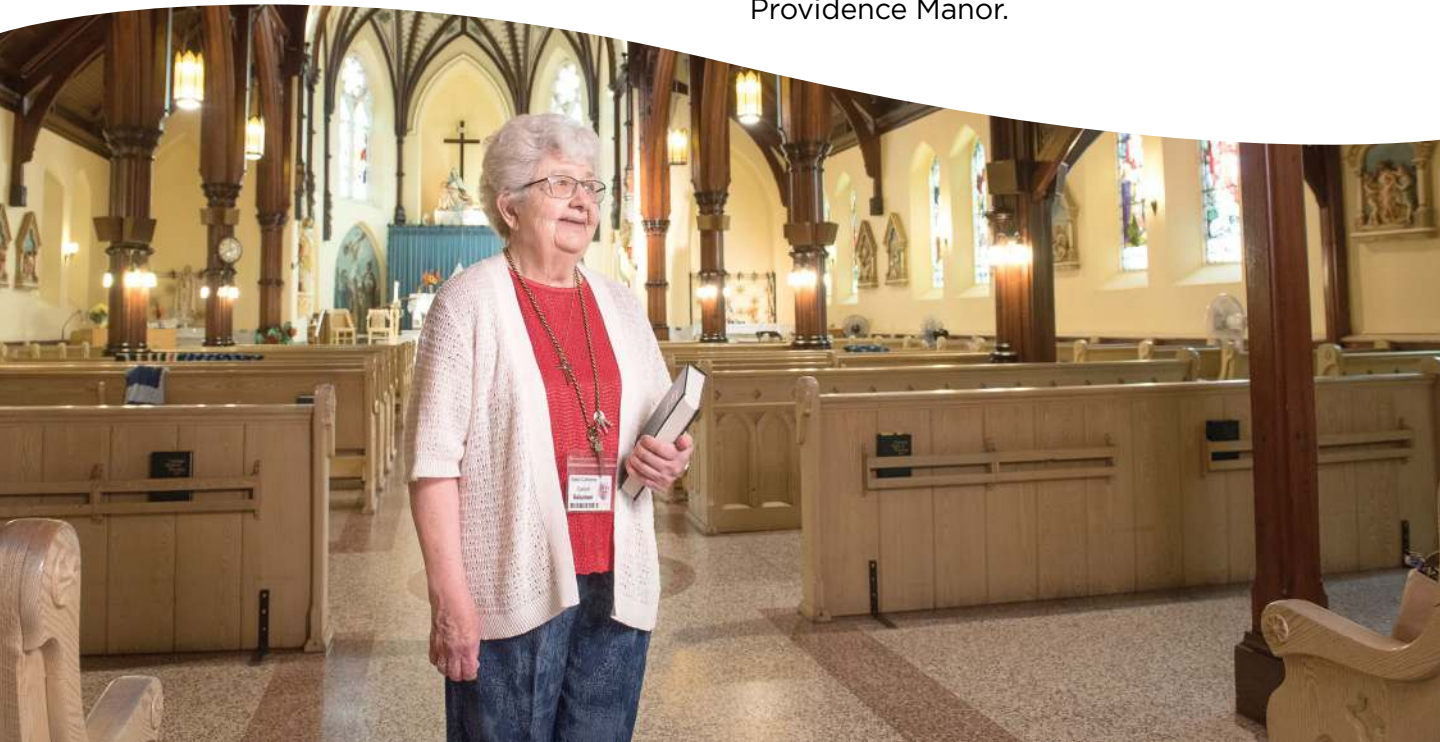
The Director of Spiritual Health, Mission and Ethics is available for confidential consultations with you and/or your family/friends that have ethical questions or are making difficult care decisions. The *Health Ethics Guide* of the Catholic Health Alliance of Canada provides guidance for decision-making and is available in the Home or online at www.chac.ca.

For more information, resources or to set up a consultation, call 613-544-4900 ext. 53383.

Medical assistance in dying

Providence Care is committed to providing quality palliative, hospice and end-of-life care, as well as compassionate support for people who are dying, and their families, through all stages of life. This includes care that addresses physical, emotional, social and spiritual needs for persons who are dying and their families, and delivering effective and timely pain and symptom management as outlined in the *Health Ethics Guide*, the foundational ethics resource used by Providence Care and all Catholic health care organization in Canada.

As a Catholic healthcare provider, Providence Care does not provide or permit medical assistance in dying, (physician assisted death, assisted suicide or voluntary euthanasia) at Providence Manor.



07 Your safety

Everyone at Providence Manor, including residents, visitors, staff, physicians and volunteers, contributes to keeping our Home safe. Our care teams and support staff work continuously to provide a safe environment.

Providence Manor adheres to strict infection control practices, proper use of equipment, incident prevention and training to prevent injury.

Resident identification for care and medications

Using person-specific identifiers to confirm that you receive the service or procedure intended for you can avoid harmful incidents such as privacy breaches, allergic reactions, medication errors, and wrong-person procedures.

Examples of person-specific identifiers include the resident's full name, date of birth, personal identification number, or an accurate photograph. When the care team member is familiar with you, one person-specific identifier can be facial recognition.

Resident identification is done in partnership with residents and families by explaining the reason for this important safety practice and asking them for the identifiers (e.g., "What is your name?").

When residents and families are not able to provide this information, other sources of identifiers can include, health records, government-issued identification and a photograph.



Wash your hands every time you:

- › Enter and leave a resident room.
- › Enter and leave a washroom.
- › Enter and leave a Resident Home Area.
- › Enter and leave the Home.
- › Blow your nose, cough or sneeze.
- › Get ready to eat or drink.
- › Finish eating or drinking.
- › Handle potentially-contaminated items, such as a call bell, phone, remote, etc.
- › Come in contact with another person, particularly if they are ill.

Infection control

The most important thing we can all do to prevent infection is to wash our hands regularly. All resident rooms are equipped with hand sanitizing dispensers either just inside or at the room door. Residents and visitors are encouraged to ask staff, physicians and volunteers if they have washed their hands.

Help limit the spread of germs by:

- › Asking family and visitors NOT to visit Providence Manor if they are sick (eg. fever, cough, vomit, diarrhea).
- › Getting a flu shot: Flu vaccines are available to you in the fall; visitors are encouraged to get their flu shot where it is available in the community.

Outbreaks on Resident Home Areas

On occasion, an outbreak is declared on Resident Home Areas in the Home. This happens when a number of people become sick with the same infection. In these situations, our Infection Prevention and Control team works with the care teams to support the recovery of impacted residents and to prevent the spread of the infection.

You may be asked to stay in your room until you are well again and visitors may be asked to wear masks, gowns and/or gloves when they enter a resident room. In some cases, visitors will be asked to consider postponing their visit.

Visitors who are under-the-weather or who have recently been sick are asked to postpone their visit.

In a situation of an outbreak, every resident room will be equipped with clean linens and Personal Protective Equipment (PPE) for infection control purposes.

Emergency procedures

In the event of an emergency, an Emergency Code will be announced overhead. Please pay attention to the announcement and follow directions provided. Staff and physicians are trained to respond to Emergency Codes.

Protection Services (Security)

Protection Services staff routinely come on site and do a walkabout around the perimeter of the Home and inside. They also provide security services in the Home when required.

In the case of an emergency, dial 4444 from any internal phone and state your location and describe your emergency.

08 Resident & family relations

At Providence Care your feedback and involvement is important to us. We believe that all feedback regarding our care and services are opportunities to improve Providence Care processes, care and service.

Compliments & Complaints

Your feedback and involvement is important to us. Providence Manor facilitates a fully confidential process by which you can provide compliments or complaints about our quality of care and services. If you have a concern, compliment, or comment we want to know.

While we encourage you to first speak with the nurse in charge on your Resident Home Area, you may also:

- Speak with Director of Care or Assistant Director of Care.
- Contact our Patient, Client, Resident & Family Relations Coordinator by phone at 1-844-849-9166 or by email at wecare@providencecare.ca.
- Fill out the We Care What You Think compliments and complaints form available online at ProvidenceCare.ca, at Reception, or by asking a member of your care team.

All concerns and complaints will be acknowledged, investigated, resolved and reported in accordance with the Long-Term Care Homes Act 2007.

For more information refer to the Ministry of Health and Long-Term Care's website at www.ontario.ca/page/long-term-care-home-complaint-process. To report an urgent complaint to the Long-term Home Care Action Line, call 1-866-434-0144.

Satisfaction survey

During your stay at Providence Manor, you may receive a satisfaction survey through mail or email. Your feedback helps us to make improvements in the quality of care and service we provide.

Residents' Council

Residents' Council represents the needs and wishes of residents and works with Administration to improve the quality of life of residents by identifying issues and collaborating in the development of solutions.

Residents' Council strives to maintain social, cultural and spiritual values which residents cherish by tradition (adapted from Providence Manor Residents' Council Constitution and Terms of Reference, 2002).

Residents elect the Council Executive annually.

Meetings are held on a monthly basis in the McKinley Room on Level 2 and are open to all residents. Minutes of the meetings are posted on Resident Home Area bulletin boards.

Family Council - Family Connections

Family Connections is Providence Manor's Family Council. An autonomous body, recognized by the Ministry of Health and Long-Term Care, the Council provides information for family and friends of residents to stay connected and informed about the Home. Through communication, education and advocacy, Family Council works together as a group to provide members and residents in the Home with support.

Relatives and friends of residents in the Home are invited to attend monthly Family Council meetings.

To sign up to receive information from Family Connections, fill out a form at Reception or by visiting ProvidenceCare.ca, or email familycc@providencecare.ca.

Lived Experience Partners

Providence Care values the important role that residents, patients, clients and families play in their care. We believe that by fully engaging residents, patients, clients and families in their healthcare we are better able to meet their physical, emotional, social and spiritual needs.

We believe that by including the resident, patient, client and family perspective in everything we do, that we are treating the people we serve with respect, dignity, compassion, and are enhancing the quality and safety of the care they receive.

Lived Experience Partners at Providence Care are individuals who have lived experience as a resident, patient, client or family member, and who work with our staff to provide their perspective on planned initiatives, projects or changes.

To find out more, or to apply to become a Providence Care Lived Experience Partner, visit our website at ProvidenceCare.ca.

Residents First Quality Teams

As part of our commitment to quality resident care, Providence Manor has a Residents First Quality Team, made up of clinical staff, management and corporate service resources, that works to develop and implement quality improvement and resident safety initiatives that will benefit our residents, families and staff. Quality improvement strategies are selected in partnership with residents and families and incorporated into the Home's annual Quality Improvement Plan.

09 Directory

Phone Number: 613-549-4164 **(auto-attendant):** 613-548-7222

Description	Extension
Administrator, Assistant to the Administrator	3169
Admissions	3122
Business Office, Accounting Clerks	3172 & 3120
Dietitian	3114
Director of Care, Assistant Director of Care	3188 & 3171
Family Council	3575
Food and Nutrition Office	3113
Food Service Supervisor	3155
Hairdressing Salon	3115
Laundry (Labelling)	3154
Maintenance Department	3153
Ministry of Health and Long-Term Care – Duty Inspector	1-877-779-5559
Ministry of Health and Long-Term Care – Performance Improvement Branch	1-866-434-0144
Nurse Practitioner	3232
Nursing Desk – Montreal 3	3138
Nursing Desk – Montreal 4	3105
Nursing Desk – Montreal 5	3109
Nursing Desk – Sydenham 3	3143
Nursing Desk – Sydenham 4	3147
Nursing Desk – Sydenham 5	3152
Occupational Health (Infection Control)	3166
Patient, Client, Resident & Family Relations	1-844-849-9166
Physiotherapy	3229
Quality Improvement	3150
Recreational Programming	3190
Recreation & Volunteer Coordinator	3160
Registered Nurse	Dial 0 and ask to speak with the Registered Nurse
Registered Nurse (After hours)	Stay on the line and wait for transfer
Spiritual Health	3128
The Coffee Shop & Archangel Arms Pub	3176
The Country Store	3176
University Hospitals Kingston Foundation	613-549-5452



UNIVERSITY HOSPITALS
KINGSTON FOUNDATION

EXTRAORDINARY PEOPLE. INNOVATIVE HEALTH CARE.

Giving Back?

Residents, their families and friends frequently wish to make donations or bequests. For more information please contact the University Hospitals Kingston Foundation at:

613-549-5452 | uhkf.ca

Providence
Care

Providence Manor
275 Sydenham Street
Kingston, ON K7K 1G7

Phone Number: 613-549-4164
(auto-attendant): 613-548-7222
Email: info@providencecare.ca

ProvidenceCare.ca



more than health**care.**

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