

RESIDENT

INFORMATION HANDBOOK



474 Charles Allan Way, Fergus ON N1M 0A1

519.846.5359 www.wellington.ca

Welcome

New Residents to Wellington Terrace



On behalf of the Wellington County Council and the Wellington Terrace Team, I would like to welcome you to your new home.

The history of caring for the residents of Wellington County dates back to 1877. Through all these years, our commitment has been to support and care for those individuals who require assistance. We are proud of our history and look forward to carrying on our high standards of service for many years to come.

We are asking you and your family member or representative to review the content of this handbook, so you are familiar with our Home. It outlines procedures and guidelines relevant to your day-to-day life. We hope you will learn more about Wellington Terrace and participate in the services and programmes available.

If you have further questions or wish to clarify any of the content, please ask any staff member. If they cannot answer your question directly, they will find someone who can. On page eight, you will find a list of staff at Wellington Terrace. A directory is also available at the Business Office.

Thank you for choosing to live at Wellington Terrace.

Your truly,

Sue Dronick, Administrator

Wellington Terrace Long Term Care Home



Mission

Together our team is committed to providing compassionate care, honouring the unique needs of each resident.

Vision

To be dynamic leaders in Long Term Care

Values

We embrace a culture of respect.

We are mindful we work in our residents' home.

We are guided by the preferences, choices, and rights of our residents.

We foster supportive relationships that build trust.

We are accountable for ourselves, our actions, and our interactions.

We value our history.

We welcome the opportunities for growth and the challenges they present.

We recognize the value of collaboration.

We share and celebrate our successes.

We support professional growth and development through education and mentorship.

We accept the responsibility for sustaining a safe and secure environment.

We are champions of change for the benefit of long-term care.

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Residents' Bill of Rights



3 (1) 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 regarding 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.

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out “restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))

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 themselves 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.

Directory & Contact Information



WELLINGTON TERRACE LONG TERM CARE HOME

519.846.5359
Extension

Administrator	Sue Dronick	suzannedr@wellington.ca	7222
Asst. Administrator	Peg Muhlbauer	pegm@wellington.ca	7240
Coordinator of Volunteers	Mary Black	maryb@wellington.ca	7266
Director of Care	Tricia Burrough	triciab@wellington.ca	7244
Environmental Service Mgr.	Melissa Sheflin	melissas@wellington.ca	7232
Resident Accounts Coordinator	Janice Ellison	janicee@wellington.ca	7223
Life Enrichment Manager	Tiffany Wurdell	tiffanyw@wellington.ca	7236
Resident Care Manager	Alyssa Culp	alysac@wellington.ca	7247
Medical Director	Dr. John Stickney		
Nurse Practitioner	Jenna Shaddick	jennas@wellington.ca	7224
Nutrition Services Manager	Melinda Timmins	melindat@wellington.ca	7225
Nutrition Services Supervisor	Mel Hoerd	melanieh@wellington.ca	7227
Dietitian	Erin Senn	erins@wellington.ca	
Reception / Information	Anna Green	annag@wellington.ca	7226
Reserve Meals, Rooms and Mobility Van	Business Office	9:00 am to 5:00 pm Monday to Friday	7221
Social Services Worker	Maja Amichand	majaa@wellington.ca	7228
Team Lead Cedar Gorge	Raychel McIntosh	raychelm@wellington.ca	7702
Team Lead Maple Ridge			
Team Lead Walnut Grove	Elise Seitz	elises@wellington.ca	7701
Team Lead Birchdale			
Team Lead for Oak Glen	Amanda Cochrane	amandac@wellington.ca	7703
Team Lead Apple Valley			

NEIGHBOURHOOD EXTENSIONS:

Cedar Gorge Team Office	7101	Neighbourhood RPN	7104
Maple Ridge Team Office	7201	Neighbourhood RPN	7204
Walnut Grove Team Office	7301	Neighbourhood RPN	7304
Birchdale Team Office	7401	Neighbourhood RPN	7404
Oak Glen Team Office	7501	Neighbourhood RPN	7504
Apple Valley Team Office	7601	Neighbourhood RPN	7604
Responsible Nurse in Charge	7704		

COUNTY OF WELLINGTON

519.837.2600

Ext.

Chief Administrative Officer

2330

Treasurer

2920

ONTARIO HEALTH atHOME

Toll Free: 1.866.306.5446

141 Weber St. S.

Waterloo, Ontario N2J 2A9

LONG TERM CARE FAMILY SUPPORT AND ACTION LINE

For unresolved concerns and complaints, please call:

Toll free: 1.866.434.0144

(Open seven days a week, from 8:30 am to 7:00 pm)

REVENUE CANADA

Toll Free: 1.800.959.8281

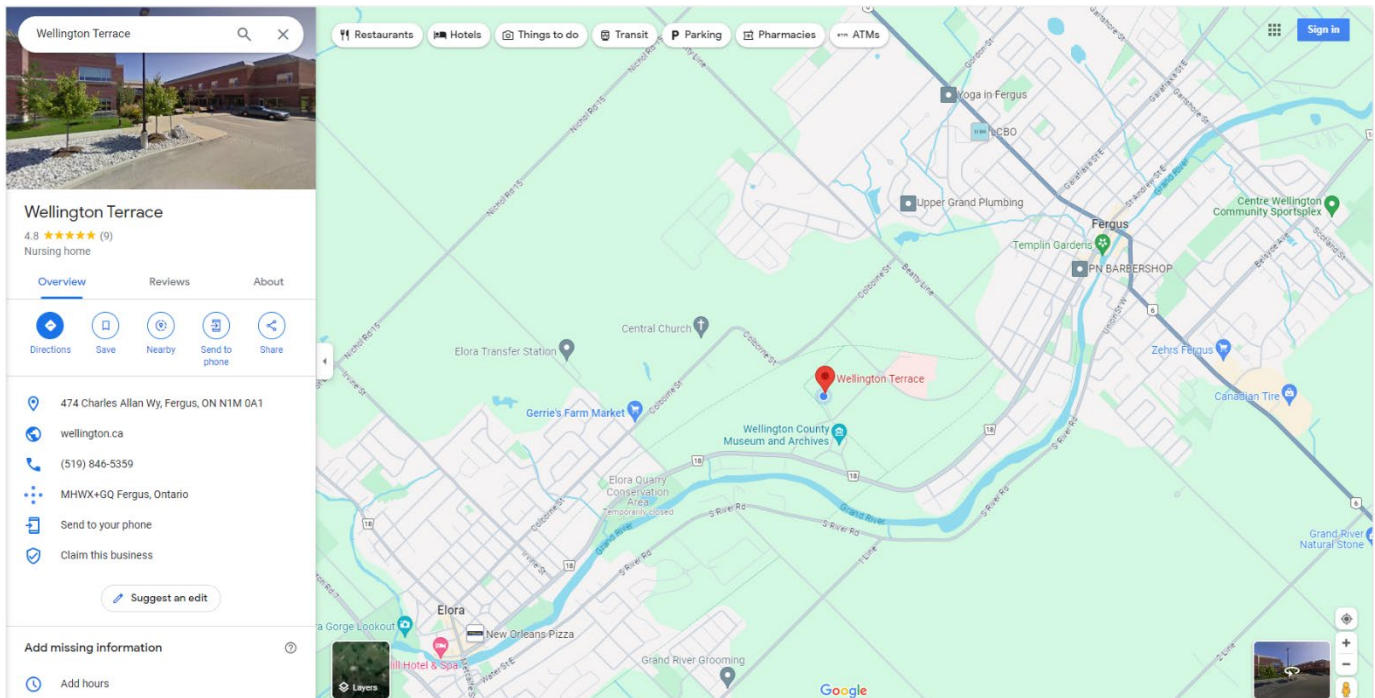
F 902.432.6287

275 Pope Rd.

Summerside, PE

C1N 6A2

Map to Wellington Terrace



Travel Distances

Wellington County to:	km	Driving Time	Wellington County to:	km	Driving Time
Toronto	126	1 hr 25 mins	Oshawa	169	2 hrs 5 mins
Kitchener-Waterloo	50	40 mins	Orangeville	39	38 mins
Hamilton	95	1 hr 5 mins	London	140	1 hr 42 mins
Mississauga	102	1 hr 10 mins	Stratford	80	1 hr 5 mins

Model of Care



Wellington Terrace provides care to 176 residents. Residents live in one of six resident home areas called neighbourhoods.

To promote relationships and continuity of care, members of our staff are assigned to work in consistent neighbourhoods whenever possible.

Wellington Terrace promotes a mission statement, vision, and values. You will see it posted in various locations around the home. Policies and procedures are based on organizational directives, standards of practice, Resident Bill of Rights, and current legislation and are meant to assist staff in knowing what is expected of them.


Although our standards of care are consistent throughout the home, there are many differences because each neighbourhood is unique to the care needs of the residents.


The Neighbourhoods of Wellington Terrace




In each neighbourhood, residents can expect to have their physical and psychosocial needs met by our skilled interdisciplinary team.


Over time, we have found that residents benefit from being with other residents with similar care needs. Each neighbourhood is defined by a specialization for the residents who live there.

Cedar Gorge and Walnut Grove  : Residents with cognitive impairment are supported by the interdisciplinary team with a focus on Gentle Persuasion. Recreation activities are geared towards giving the resident a sense of meaning and purpose.

Maple Ridge  : Residents can expect advanced dementia care in a safe and secure environment, responding to a broad spectrum of dementia diagnoses. They will benefit from a focus on nursing and recreational therapeutic interventions using a Gentle Persuasion approach.

Birch Dale and Oak Glen  : Residents can anticipate having all their nursing care needs met; help with transferring from bed to chair, assistance with continence issues, bathing and dressing and assistance with eating and drinking in the dining room. In addition, residents

can expect that their more complex physical needs such as wound dressings, feeding tubes and unresolved pain management will be met. The residents in this neighbourhood may also have dementia care needs. In addition, there are recreational activities available to match all interests and abilities.

Apple Valley  : Residents can expect they will receive the supervision, guidance, and/or assistance they might need for personal care. Restorative care is an important part of the care provided. There is a focus toward engagement with others through leisure and recreational interventions that focus on meaningful involvement.

As resident needs change, the team may determine that the resident would be better served in a different neighbourhood. In this case, the staff would have further discussions about an internal neighbourhood transfer with the resident and family.

Accommodation

Wellington Terrace offers both private and basic accommodation. The resident of a private room has a private two-piece washroom, and the residents of a basic room share a two-piece washroom with one other person.

Rooms are furnished with a bed, a bedside table, a chest of drawers, bedside lamp, one chair and clothes closet. There is a bulletin board and coat rack mounted to the wall in each room.

We welcome personal touches to a resident's room and sometimes residents like to bring in their own armchair. We are usually able to accommodate this, but we ask that you maintain a clutter free environment for the safety of staff and residents.

Each bedroom and washroom are equipped with a call bell to assist you to contact a member of our nursing team whenever you require assistance. Nursing staff will be happy to show you how the call button works.

We encourage you to personalize your own living space with things like personal photos, wall decorations and a favourite bedspread or comforter. A locked glass 'memory box' is located outside of each bedroom. This is your space in which you can display keepsakes. The memory boxes are a wonderful way to help others get to know you – and they are great conversation pieces. In addition, your memory box may assist you and friends to locate your room while you are learning your way around your new home.

Pictures and Artwork: Our Maintenance staff will be pleased to hang up your artwork. We ask that you do not attempt to do this independently as we use specific devices to reduce damage to our walls. Nursing can provide red dots to place where you would like maintenance staff to install them.

Personal Belongings

Wellington Terrace staff will label your clothing and personal care items such as eyeglasses. Residents are responsible for any valuables they bring into Wellington Terrace. It is recommended that possessions of great sentimental and financial value be kept in safe keeping with a next of kin/bank safety deposit box. We recommend whenever possible, costume jewelry instead of precious items. We recommend that residents do not carry cash.

Clothing: Clothing should be machine washable (avoid wool materials) and comfortable to wear. You will also find it easier to dress yourself (or to have others assist you with dressing) if your clothing is loose fitting. It is suggested that you begin by bringing seven or eight changes of clothing when you move in. Members of the team will recommend whether your health condition or personal hygiene needs require more frequent changes.

Laundry: When you arrive, a staff member will meet with you on admission to label all of your clothing. We make every effort to prevent lost or misplaced clothing; however, you can help us to reduce loss by making sure that any new clothing is brought to the Neighbourhood Communication Centre on your neighbourhood or to the Business Office so we can arrange for it to be labeled before it is worn.

Laundry service and is provided at no charge. If you prefer not to use the personal laundry service, please ensure that your laundry is done on a regular basis. Suggested items to consider bringing include:

- Underwear
- Brassieres and/or undershirts
- Dresses and slips (if appropriate)
- Pants and/or trousers
- Sweaters, shirts, or tops to wear with pants and/or trousers
- Cardigan sweater(s) and or sweatshirt(s)

- Socks and/or pantyhose / grippy socks are helpful for falls prevention and may be purchased in the business office.
- Nighties and/or pajamas
- Housecoat(s)
- At least one pair of supportive shoes with rubber soles and boots (if applicable)
- A coat or jacket and a hat, mittens and/or gloves
- Electric shaver

Some residents may also wish to bring make-up or costume jewelry. Please make sure all items are scent free. Please feel free to approach the nursing staff for further suggestions about clothing.

Additional Information about Clothing:

For the convenience of our residents, the Terrace provides contact information for companies that specialize in adaptive clothing (or clothes designed to make dressing/undressing easier for people with specific physical needs). Information about the suppliers of adaptive clothing can be obtained from the Resident Home Area Registered Staff.

Due to limited storage space, we ask that “off season” clothing (such as winter coats in the summertime) be stored with your family. We also rely on you and your family to remove clothing that is no longer being used and to purchase new clothing when necessary. Nursing staff will help residents and families in identifying clothing that needs to be replaced.

Electrical Appliances: Residents may choose to bring an electric razor, as well as a radio, tape or CD player, DVD, etc. However, BEFORE you use any of the electrical equipment listed above, please ensure that you label it with your name. Heating pads, portable heaters, scent diffusers, air purifiers, ionizers, humidifiers, kettles, irons and coffee pots are NOT permitted in resident rooms as they pose a safety risk to the residents. Wellington Terrace’s Maintenance Staff must inspect and deem any electrical appliance to ensure the product is approved by an accredited Certification Agency. (e.g. CSA)

Television: Television service is a combination of satellite and antenna. The channels are chosen by the Resident Council. The hook-up to the TV service is done by our in-house Maintenance staff. The monthly fee is \$20.00 and can be authorized to be paid from the Resident’s trust account. The TV is supplied by the Resident family and cannot exceed 32 inches. Wall mounted TVs are not permitted.

The Alzheimer's Store Canada, www.alzstore.ca offers simple TV remotes and may be a good choice for Resident's with cognitive decline or dementia.

Smart TV's can be used; however, the strength of the rural internet service is not guaranteed. The Wi-Fi password will be provided by the neighborhood Recreation staff. Family members or loved ones should be available to the Resident to set up and program their Smart TV's. Televisions are available for Residents to use in their neighborhood recreation rooms.

Wi-Fi Service: Public Wi-Fi is available to residents and visitors The Business Office can provide you with the access code, provided free of charge but Wi-Fi strength is not guaranteed. Resident Wi-Fi password can be provided by your neighbourhood Recreation Therapist.

Telephones: Telephone Landline telephone service can be arranged with Wightman's through the Business Office and installed in the Resident's room. The monthly bill can be authorized to be paid from the Resident's trust account.

The phone is supplied by the Resident or family. Any land line telephone can be used. The Alzheimer's Store Canada, www.alzstore.ca offers Dial-less Telephones and Memory Picture Phones for purchase and may be a good choice for Resident's with cognitive decline or dementia.

Wightman's monthly charge is \$29.95 per month and .04 cents a minute for long distance calls. Included in the monthly charge is call display and call waiting. The resident's phone number is unlisted. There is no connection or disconnection fee. It may be possible to move a local phone number, with the Resident to Wellington Terrace.

Other Wightman long distance plans and packages are available. Visit www.wightman.ca or call 1-888-477-2177 for more information.

Administrative and Financial Services



Admission Agreement

Upon admission, an agreement will be signed by the Resident/Authorized Representative and Administrator or designate. Our Finance Clerk will review the Admission Agreement thoroughly with you. All accommodation fees must be paid by the 15th of the month.

Financial Services

We recommend that a minimal amount of cash be kept in your room and that you consider opening a trust account where you can withdraw money. In house expenses such as hair salon services, tuck cart, t.v. etc. can be charged to your trust account. Each month, you will be issued a monthly statement of the previous month's charges. You will also receive a separate statement of accommodation charges. The Home may refuse to provide a good or service if the Resident both refuses to pay the Home directly for it and to authorize the Home to withdraw payment from his or her trust fund. Where the resident does provide authorization, the Home may refuse to provide a good or service if there is not enough money in the Resident's trust account to pay for it. You have an option to deposit funds into your trust account by cash, cheque, or on-line Credit Card payment to the Business Office. We can assist you in setting up a "Preauthorized Automatic Payment Plan" for monthly accommodation only. The Business Office is open Monday through Friday from 9:00am to 5:00pm and is located on the first floor near the front entrance.

Rate Reduction

Residents in basic accommodation may qualify for a reduced rate. The current Notice of Assessment produced by Revenue Canada, and available to you after you file your taxes, must be forwarded to the Business Office. An application for "Reduction in Long Term Care Home Accommodation Fees" is completed and signed on an annual basis. Residents must qualify and apply every year. If a completed rate reduction application is not received annually, the accommodation is charged to the full amount set by the MLTC.

Powers of Attorney – Substitute Decision

Wellington Terrace strongly advises that residents appoint a Power of Attorney. A copy of the Power of Attorney agreements is requested, for financial and personal care and kept in financial and medical files. We only refer to these individuals to make financial and medical decisions on your behalf in the even you are unable. Kits for Powers of Attorney for financial and personal care are available from the Business Office. We will request the names of these representatives on the day of your admission.

Leave of Absence – Provincial Regulations

Under the Long-Term Care Homes Act, 2007, any resident of a Long-Term Care home may take the following leaves of absence without losing their bed:

- 30 days medical leave, when hospital care is required,
- 60 days psychiatric care leave, as often as required,
- Casual leave between midnight on a Saturday and midnight on the following Saturday totaling 48 hours per week,
- 21 days of vacation per calendar year.

Discharge of a resident is based on Ministry of Health and Long-Term Care requirements.

Services Provided by Wellington Terrace Include:

- Nursing and personal care 24/7, including care given by nurse practitioner, registered nurse, registered practical nurse, and personal support worker.
- The administration of medication and assistance with activities of daily living
- Medical supplies and equipment necessary for your care, including the treatment of care of skin issues, continence care and infection control.
- Supplies and equipment for personal hygiene and grooming such as skin care lotions, shampoos, and soap. Residents may choose to bring their own favourite personal care products.
- 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 eat are put in place on the recommendation of a Registered Dietitian
- Social, recreational, and physical activities and programmes, including related supplies and equipment.
- Laundry, including labeling, machine washing and drying of personal clothing.
- Bedding and linen including firm, comfortable mattresses with waterproof covers, pillows, bed linen, wash cloths and towels.
- Bedroom furnishings including bed, bedside table, dresser, lamp and chair.
- Prescription pharmaceutical preparations listed in the Drug Benefit Formulary
- Insured devices, equipment, supplies and services available to residents through other programmes such as Home Care Programme and Assistive Devices Programme
- Non-prescription drugs, medication and treatment products and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services and our contracted pharmacy, Silver Fox

Additional Third-Party Services Available to Residents:

- Hairdressing Services
- Telephone connections and monthly fees
- TV (Satellite/antenna services)
- Newspaper subscriptions
- Tuck shop supplies
- Medication and treatment products and supplies not available through Ontario Government Pharmaceutical and Medical Supplies
- Advanced foot care provided by an advanced foot care nurse.
- Dental Hygiene care
- Guest meals
- Admissions to or other costs related to community events attended with Life Enrichment Staff
- Audiology and hearing aids

Your Health Care

Doctor

Dr. John Stickney is the Medical Director of Wellington Terrace and provides regularly scheduled service to our residents at Wellington Terrace.

All residents are seen by a doctor once a month as required based on a nursing assessment. Wellington Terrace has a physician on call 24/7. All residents receive an annual physical and lab work. Lab work is completed as required. If you wish to retain your family physician, this could be arranged, however; physicians must be able to visit the resident regularly and sign a service agreement and commit to 24/7 on call coverage.

Nursing Services

Nursing care is provided 24 hours a day. Each neighbourhood in the Home has a team of registered nurses, registered practical nurses and personal support workers. All questions regarding nursing care should be directed to the RPN on duty, the Registered Nurse Team Leader in your neighbourhood, Resident Care Manager, or Director of Care. The pharmacist and physician will review residents' medications every three months to ensure optimum benefit for residents. The pharmacist also provides ongoing staff teaching and resident consultations on request.

Hospital Services and Diagnostic Services

Groves Memorial Hospital in Fergus provides emergency services. In addition, many medical specialists such as gastroenterologist, ear nose and throat, etc. visit Groves Hospital monthly. We have lab services and mobile x-ray services available in the Home. We attempt to avoid emergency room visits whenever possible and provide many services in the Home that can assist with avoiding an Emergency Department visit.

Physiotherapy

Physiotherapy services are provided at Wellington Terrace by a qualified physiotherapist and physiotherapy assistant. Residents may be referred for assessment and an individual programme can be established, which includes mobility prescribed exercises and equipment (walkers) to improve physical ability. Occupational therapy and speech and language therapy services are also provided when needed. Referrals are made through the Registered Nurse. Residents receive seating and positioning assessments, among other services to help them return to or maintain optimal health.

Restorative Care

The Restorative Care Programme provides residents with individual, goal-oriented activation programmes which include assistance with range of motion, bed mobility and transfers, walking, dressing, and grooming, eating, and swallowing, communication, and prosthetic care.

Restorative Care is a valuable programme in assisting residents to improve or maintain their independent abilities. This programme aims to enhance the individual's quality of life, respecting their dignity and promoting functional abilities while enhancing self-esteem and self-worth. Restorative Care is provided by a trained Personal Support Worker. Requests for service for individual residents may be made through the Neighbourhood Team Leader.

Snoezelen Room

Wellington Terrace has a dedicated Snoezelen Room as well as a portable Snoezelen cart. Snoezelen is an experience blending wonderful sights, sounds, textures, and aromas. This environment of fascinating visuals, colourful objects, lights and colours, buttons, and switches, vibrations, pleasant sounds, and subtle aromas is a place to discover, explore, reduce stress maintain self-control and feel good; a place to recuperate and relax. Residents are supervised by a Snoezelen trained facilitator, staff, volunteer, or family members. Training and resident sessions can be arranged by your neighbourhood Recreation Therapist.

Dental Care

You can arrange an appointment with your regular dentist/denturist if the resident is able to attend appointments in the community.

Dental Hygienist

A dental assessment and regular check-ups can be arranged through a Dental Hygienist who visits Wellington Terrace. There is a charge for this service however it may be covered under a private insurance plan. Saga Gunasinghe, Dental Hygienist can be contacted direct at 519.993.5708 or MultiGen Dental Services by speaking with the nursing team.

Audiologist

Connect Hearing provides hearing services to residents at the Terrace; however, you may wish services from another provider. Some services include hearing tests, hearing aide and other assistive devices sales, hearing aide cleaning, wax removal, battery sales and staff training on communication strategies. Connect Hearing may be contacted at 519.787.0206 or you may choose to engage another provider.

Advanced Foot Care

Basic foot care is provided by the members of the nursing department. Residents have their feet checked for sores, bunions, cuts, and calluses during routine nursing care. An Advanced Foot Care nurse visits the home as needed. Advanced footcare is especially important for diabetes or those with special footcare needs. There is a charge for this service. Appointments can be made through the team leader of your neighbourhood. See the Purchase Services Agreement for the current rate.

Medications

Medications are administered by registered staff as ordered by the physician and must come through our contracted pharmacy provider, Silver Fox Pharmacy. There is a dispensing fee for medications. All medications must be administered by the nurse and stored in the medication cart. Safe medication administration is important to us. The Registered Practical Nurse handing out medication needs to conduct several checks to make sure they are administering the right medication and the right dose. You can contribute to medication safety by helping to minimize interruptions to the nurse when they are administering medications. You will be provided with a card that shows the best times to phone the nurse between the medication passes on the neighbourhood where your loved one lives.

Immunization

Wellington Terrace encourages all residents to maintain and update their immunization against pneumococcal pneumonia, tetanus, diphtheria, Zostavax and influenza. If your immunization is not up to date on admission, you will be offered immunization against pneumococcal pneumonia. Influenza vaccine or “flu shots” are offered to all residents and staff each fall, as well as COVID boosters as recommended by Public Health. Families are asked to contact their own medical clinic or pharmacy about opportunities to get your influenza vaccine.

Incontinence Briefs

If you require incontinence products, you will be assessed by trained members of our nursing staff to ensure that you receive a product that is best suited to your needs. The cost for this product is included in your accommodation payment. If, however, you prefer a brand or type not offered at Wellington Terrace you will be required to incur costs.

Bathing

You will be provided with a bath/shower twice per week if you wish. Your preferences and health care needs will assist us in establishing a bathing schedule for you. A staff member will assist you with all aspects of your bath/shower. All residents receive assistance with freshening up during morning and evening care, and other times as required. Each neighbourhood of Wellington Terrace has a shower and a whirlpool tub. All towels and linens are supplied. The bed linen is changed a minimum of once per week or more frequently if required.

Wheelchairs and Other Assistive Devices

Safety Equipment

Residents using wheelchairs for mobility have footrests supplied with the chair. These footrests are an important safety feature for proper positioning of the foot, legs, and hips when just sitting in the chair. Footrests should be used when the resident is being pushed by another person to hold the feet up off the floor, preventing feet from getting caught, as well as, preventing abrupt stops when feet suddenly fall to the floor. This in turn, prevents falls from the chair. Keeping these ideas in mind, footrests should therefore be readily available to be placed on the wheelchair. To allow for this, we are suggesting the use of footrest bags which can be attached to the back of a wheelchair for storage of the footrests when they are not in use especially in the case of a resident who foot propels the chair.

Equipment Purchase

If you meet the eligibility requirements, you may be able to access financial aid through a provincially supported “Assistive Device Programme” (ADP). Eligibility is determined through the certified and registered ADP authorizer’s assessment. Resident owned equipment repair, and costs are the responsibility of the resident and their family. Ontario Home Health provides onsite repair clinics and can work with residents and families to coordinate payment. Electric wheelchairs may be considered; there is a cost associated with the OT assessment required to determine safe and appropriate use. Please speak to the RPN on your neighbourhood.

Smoking

The Province of Ontario has enacted laws pertaining to smoking in Long Term Care Homes. Residents are not permitted to smoke indoors and require the supervision of staff to ensure safety. The home strives to meet the needs of people who smoke and people who do not, as well as complying with the strict guidelines of the Smoke Free Ontario Act. The resident’s capability of smoking safely is assessed by the registered staff on admission. To protect the health and safety of residents and staff, we must enforce that smoking occurs in a designated area and the resident is monitored by staff. The only area where residents may smoke is in the designated space in the front courtyard. Scheduled times are communicated to residents who smoke. Cigarettes and lighters are kept with the RPN. If a resident is interested in learning more about a smoking cessation programme, please speak to your team leader. Please note, visitors are not permitted to smoke in the front courtyard.

Care Conferences

Residents/families play an integral part in the planning of care. The resident and their family will be invited to attend a Care Conference after six weeks of admission and then on an annual basis. At the care conference, you and your family will have the opportunity to meet with the neighbourhood team leader, Personal Support Worker, Recreation Worker, Nutrition Services and Housekeeping Workers. The purpose of the Care Conference is to discuss the plan of care and communicate your personal goals. You and a family member or friend may request to meet with the team leader at any time to discuss concerns or request a Care Conference with the entire interdisciplinary team or specific members. A Care Conference summary is sent to the family post conference highlighting key items discussed.

Transportation for Appointments

You and a family member or friends are responsible for making transportation arrangements for appointments and social events you may be taking part in independently. If you need assistance in locating phone numbers or arranging for accompaniment, please advise the registered nurse. A staff accompaniment can be arranged at a rate of \$30.00/hour.

If no arrangements can be made, you or your family should notify the Team Leader or Neighbourhood Clerk and arrangements will be made with the appropriate taxi/transportation service in the area. The resident will pay the cost for taxi service. Please notify the registered nurse on your neighbourhood of all outside medical appointments.

Wheelchair Accessible Vehicle

Wellington Terrace provides a wheelchair accessible vehicle for residents use to attend appointments and family functions. The van can be booked through the Business Office. Family members provide the driver and escort. There is a flat fee for this service and an orientation must be completed prior to utilizing this service. Please contact the Business Office for details regarding this service (extension 7221 or 0).

Use of Restraints



Based on Wellington Terrace's mission, model of care, and our commitment to best practices we prescribe to a "Least Restraint" philosophy. What does this mean? A restraint will only be used if a resident place themselves or others at risk for physical injury as a last resort. All staff at Wellington Terrace will make every attempt to find other solutions to keep our residents safe. Our overall goal is to always find ways to avoid any physical restraint. The model we prescribe to is P.I.E.C.E.S. This approach to care means that we look at all aspects of a person's life to create an individual care plan.

These areas include: "Physical"; "Intellectual"; "Environmental"; "Cognitive"; "Emotional"; and "Social".

For example, if a resident is at risk for falling out of bed, the bed may be lowered to the lowest position possible to reduce the fall; the resident will be checked on regularly to assist with any care needs which will reduce the need to get out of bed as often and ensuring comfort is always a priority. For more Information on this subject, please feel free to ask your neighbourhood team leader.

Bed Rails

Each year residents of Long-Term Care homes experience mild to serious injury including death, after becoming entrapped by rails on their beds, or falling in an effort to get over or around them.

Health organizations have been studying the use of rails on hospital-style beds for nearly a quarter of a century. In fact, there are now “best practices” related to the use of rails on beds.

Overall, there is a desire to remove rails on all residents’ beds unless there is good medical reason for them. This could be cases where the rails act as a personal assistive device for a resident.

- Wellington Terrace assesses all residents to learn whether they require side rails on their beds.
- Only when it is determined that bed rails are required, as an assistive device, are they applied to the bed.
- Where bed rails are in use, the resident is assessed quarterly for the need to continue the rails.
- When a rail is in place, staff will be required to monitor its use hourly.

Falls Prevention

The interdisciplinary falls prevention team consists of Physiotherapy, Recreation, Occupational Therapy, Nursing Staff, Pharmacist, Dietitian, Restorative Care, Environmental Services, Nutritional Services and Administrative Staff. We strive to enhance residents’ quality of life by improving their independence and functional mobility. A large portion of the physiotherapy goals involve preventing the risk of falls. Almost one-third of persons over the age of 65 fall and half of all people who do fall, do so repeatedly. Many older people who survive falls never fully recover. They face chronic pain and reduced mobility resulting in loss of independence and pleasure in life. The Wellington Terrace is committed to looking at ways to prevent resident falls. A monitoring committee serves as leaders to provide strategies to reduce or mitigate falls, and strategies to prevent subsequent injuries, develop policies and procedures, respond to incidents and support teams and will be guided by our Mission, Vision and Values.

How can families help to decrease the risk of falls?

Footwear

- Shoes should fit well and be light weight, avoid loose fitting slippers.
- Soles should be of moderate friction.
- Rubber soles are recommended for stability and shock absorption (avoid leather, crepe)
- Avoid shoes with excessive cushioning (e.g. Croc sandals) or heels, a low firm heel (less than 1 cm) will provide support for the foot.
- Ensure a smooth, seam free interior that does not cause friction.
- Consider grippy socks to reduce slipping when not wearing shoes, these are available in the Business Office.

Clothing

- Avoid loose clothing, pants and long skirts/dresses should be properly hemmed.

Bedrooms

- Avoid throw rugs, mats, stools and placing items on the floor.
- Too much furniture may increase clutter and will decrease the open space allowable for safe mobility, especially if resident uses a walker or a wheelchair.
- Any commonly used items should be within arm's reach preventing the need to reach too far, bend body, or squat down to lower-level postures.
- Cleaning up spills as soon as they happen

Vision

- Visit the Optometrist regularly and ensure that eye wear is worn as prescribed.

Auditory

- Hearing devices should be functioning and properly fitted.

Physical Equipment

- Use the walking aid recommended.
- Safe use of aids, (e.g., Using brakes when needed)

Medications

Medications are reviewed every quarter by the Doctor, Pharmacist and Registered Staff. We are committed to ensuring residents are taking medications that are both safe to take

and effective in meeting their goals of therapy. Falls prevention is a primary focus of our staff, as there are several commonly prescribed medications that have side effects that can contribute to falls in the elderly. As such, we conduct regular individual medication reviews to ensure that residents aren't at an undue risk of falling, and to ensure that any potential risk posed by a medication is outweighed by its therapeutic benefit.

Nutrition

Eating a variety of foods every day helps prevent falls by keeping your bones and muscles healthy. People over 50 years of age need extra calcium and vitamin D. It is preferable to get these from foods. However, it may be necessary to take extra supplements prescribed by your physician. A healthy weight is also important. Being overweight makes it more difficult to get around. However, being underweight increases the risk of bone loss and broken bones.

Infection Prevention



Our goal is to prevent illness in the home and keep our residents, families, and staff healthy throughout the year. Here are some strategies to consider:

Get the Flu Shot

This helps to avoid the transmission of the virus through contact with people, especially those at high risk. Seniors have the highest rate of hospitalization and death from the flu. Common complications are bacterial infection and pneumonia. Our staff, volunteers and residents get their flu shot the last week of October. We encourage all family members to get your flu shot and COVID booster.

Wash Your Hands

Hand hygiene is the single most important way to prevent the transmission of viruses and other microorganisms. Hand sanitizers are located at each entrance, resident home areas and in each resident room. Please ensure you use these before and after your visit.

Don't Visit When You Are Ill

Seniors are very susceptible to respiratory illness. If you are feeling unwell, sneezing, have a cough, fever or are just feeling generally unwell, please do not visit your loved one. Stay home and get the rest you need to recover before returning to the home. The home follows

direction from MLTC and Public Health pertaining to controls to prevent infections. These may include masking and limiting visitors to the home.

Palliative Care Services



Wellington Terrace Long Term Care Home is committed to providing excellent Hospice Palliative Care to our residents.

What is palliative care?

Palliative care aims to relieve suffering and improve the quality of living and dying. It strives to help residents and families.

- Deal with important physical, psychological, social, spiritual, and practical issues
- Promote meaningful experiences and personal and spiritual growth as they prepare for the end of life.
- Cope with loss and grief

Palliative care is available to any resident and/or family living with a life-threatening illness regardless of age; this care is delivered by a team of skilled staff who are knowledgeable in all aspects of palliative care.

At Wellington Terrace, we have knowledge and medications available to provide hospice palliative care through the illness, including our End-of-Life programme.

Our End-of-Life programme strives to support our residents' and families to remain in a familiar environment with familiar staff working to provide excellent care in the last hours and days of life. As a team, we have developed a programme that includes:

- The ability to manage symptoms, including pain, without delay.
- A holistic, non-invasive approach to palliative care
- An interdisciplinary team, specialized training in hospice palliative care
- A room with all the amenities for resident/family use at end of life
- A cart with nourishment in the resident's room should family wish to remain there.

Wellington Terrace is proud to support residents and families by providing staff volunteer support to be with residents when family are not able to be present.

We are always striving to enhance residents and families' experience. This is achieved by ongoing reviews of our programme, with revisions being made based on input from residents, staff, and families. One of the ways we stay connected with past family members

is to send out a Palliative Family Survey three months after an individual's death. This allows us to receive feedback on how the family's experience was at this most difficult time.

Personal Health Information



Keeping your personal health information private is important to us. Wellington Terrace provides you with a broad variety of healthcare services. To meet your needs and serve you well, Wellington Terrace needs to know personal health information about you.

You have the right to know how we collect, use, and disclose personal health information. You have a right to expect that, to the best of our ability, personal health information held by Wellington Terrace remains accurate, confidential, and secure.

Wellington Terrace is committed to maintaining the confidentiality and security of personal health information and we have implemented practices to further safeguard your information. These practices are aligned with the Ontario's Ministry of Health and Long-Term Care Personal Health Information Protection Act (PHIPA).

Wellington Terrace collects, uses, discloses, and stores information about you and your health. This information is collected to help provide health care or payments for health care. This includes:

- Your contact information and the contact information of your next of kin or an individual who is authorized to act on your behalf.
- Information about your health, health care history and the health care that you have been given.
- Information about payment for your health care including your Ontario Health Card number.

We use this information and share it only with those who need to know this information. For instance, we use it to:

- Make decisions about the types of services you need.
- Provide direct resident care.
- Communicate with other service providers (such as hospitals, labs, pharmacies, ambulance)
- Monitor provision of services and evaluate your response to services provided.

- Administer services, strategic planning, quality control, research, teaching, risk management, allocate resources within the organization, and verify eligibility for services.
- Verify eligibility for payment by the Ministry of Health and Long-Term Care
- Meet legal and regulatory requirements.

NOTE: If you do not object, we will:

- Disclose your name and location to a person representing your religious organization if you provide us with information about your religious affiliation.
- Respond to inquiries from family and friends confirming your presence in the home and your room number.
- Communicate your birthday and other events involving you in our newsletter.

These are your rights:

- You may see or have access to or receive a copy of your personal health information.
- You may ask us to correct your patient record.
- Your personal health information is private, unless sharing it with others is permitted or required by law – we cannot and will not give out any of your personal health information without your consent.
- You may ask questions or make a complaint to Wellington Terrace's Privacy Officer about our information management practices.

If you would like to know more about how your personal health information is collected, used, stored, and disclosed, please contact the Wellington Terrace's Privacy Officer, Peg Muhlbauer, Assistant Administrator at extension 7240.

Nutrition Services

Meals

Meals and snacks are prepared and presented under the careful supervision of our Registered Dietitian, our Nutrition Services Manager and Supervisor.

Our standard diets include regular, and regular with diabetic interventions as needed. The texture modifications that we prepare from the menu include regular, minced and pureed. Any other modifications required to meet an individual resident's needs will be provided after consultation with our Registered Dietitian and Physician.

There are two menu choices for each meal. Each choice is prepared and offered to every resident in the dining room. All meals are served to the residents at their tables by dedicated Nutrition Services Staff. Tray service is offered to residents who are ill and need to remain in their room.

A dining room is in each resident neighbourhood. Residents will have a seat reserved for them at every meal. Weekly and daily menus are posted on interactive screen outside the dining rooms. Hours of mealtimes are posted in the dining room.

Residents are requested to provide feedback on the food and dining experience directly to our staff or by completing a comment card. Food, menu, and service is discussed at the monthly Resident's Council Meeting.

Food from Home

Residents and their friends and families are encouraged to bring in their favourite treats from home. Please make sure the food items are appropriate for the resident's current diet and texture modification. Preferably, the treat should be consumed at the time of the visit or soon after (especially perishable items). If you have any questions concerning this, the Nutrition Services Manager will be happy to answer them. Microwaves are located in the dining room serveries. A nutrition services worker will assist to warm up food items.

Guest Meals

Guests are welcome to stay for meals. Meal reservations should be made through the Business Office. Please book 1 day prior to your visit or by Friday at 5:00pm for weekend visits. The Business Office will arrange for payment of meals. Please contact the office at extension 7220 or 0. Daily menu options can be found on the County of Wellington website. We are unable to accommodate special menu requests for guests.

Refreshments and Snacks

A nourishment cart is taken from room to room at approximately 10:00am, 2:00pm and 7:00pm by a Nutrition Service Worker. A variety of beverages and snacks are available on this cart. There is also a stock of food & drinks available in each neighbourhood for beverages and snacks, 24 hours a day. The nursing staff can retrieve a drink or snack from this area for you at any time. Tea and coffee will be available in the main lounge (The Clearing).

Alcoholic Beverages

A physician's order is required for all alcoholic beverages. You may keep your own supply of liquor on the neighbourhood where you live, however; it is stored and served by registered staff.

Life Enrichment Services



Therapeutic Recreation and Leisure Activities

Residents improve their independence by participating in a variety of activity and programmes. A recreation therapist is assigned to each neighbourhood in the Home. When you move into the Terrace, a recreation assessment is completed to help us determine your functional abilities, past and current leisure interests, strengths, and needs.

The Life Enrichment Department programme at Wellington Terrace provides a variety of engagement and recreation opportunities, leisure activities, and programmes to enhance the social, physical, mental, and emotional well-being of our residents. Many preplanned activities focus on resident's socialization, interests from the past and meaningful interactions.

A variety of large group, small group and individual activities are available. There are many regularly scheduled activities and recreational events that may take place within your neighbourhood, at other locations within the home and in the greater home community. Monthly event calendars and signs are posted throughout the Home. Special events are advertised on monthly calendars posted on event boards on each neighbourhood and on the County of Wellington website.

Examples of activities enjoyed by residents include working with houseplants, games, coffee socials, Snoezelen, reading, outdoor activities, church services and hymn sings, wheelchair bike rides, campus cart rides, dancing, creative storytelling, walking and baking, along with special events such as concerts, seasonal celebrations, community outings, and individualized visits.

You are encouraged to speak to the Recreation Therapist who works in your neighbourhood to assist in planning and suggest activities you would enjoy. Family and friends are also very welcome in our programmes. Volunteers assist our staff to ensure our residents are well supported in these daily activities.

Trips and Outings

Trips and outings are regularly scheduled. Our travels may include a country drive, stopping for pie and coffee, going to local sites of interest, dining out or shopping. There are charges for trips in the bus, restaurant meals and/or admission costs, etc. Fees for these excursions will be charged to the trust account. Please contact the recreation therapist about upcoming outings or places that you would like to go.

Social Services Support

Our Social Services Worker is available to help you and your family to deal with personal, family, or financial matters. For example, a Social Services Worker may be of assistance if you:

- Are experiencing difficulties in adjusting to your new home.
- Would benefit from participation in a support group.
- Are considering appointing a Power of Attorney for personal care and/or property.
- Require an advocate to assist in communication with family and/or care team.

Support Groups

Regular support groups are held to assist spouses and family members of residents living at Wellington Terrace. Our Social Services Worker facilitates these groups. Please feel free to contact our Social Services Worker at extension 7228 if you would like more information about any of the above services provided.

Volunteer Services

Volunteers play a crucial role in enhancing every aspect of the quality of life for residents at Wellington Terrace. Volunteer Services recruits, trains, and assigns many volunteers to roles throughout the home. Volunteers assist in activities such as music programmes, visiting, discussion groups, outings, bowling, and hospitality at resident's meals. **Persons interested in volunteering should contact the Volunteer Coordinator at extension 7266.**

Chapel and Church Services

The spiritual and religious care offered at Wellington Terrace recognizes the importance of respecting, honouring, and serving the diverse spiritual and religious care needs of our residents. The Chapel is located on the first floor. Everyone is welcome to use the Chapel for private prayer and reflection.

Various denominational church and communion services are held in the chapel. Weekly services are held on Sunday at 2:00pm are led by members of the Fergus-Elora Ministerial Association.

Referrals for individual clergy and chaplaincy support and advocacy are received formally and informally from residents, family members, staff, and volunteers. Every effort is made to maintain contact and spiritual support.

Resident/Family Gatherings and Celebrations

Families and residents may consider using space at Wellington Terrace to celebrate special functions. There are a few options depending on the size of the group and time of year. The Wellington Room capacity is 15 individuals. The Chapel can accommodate 20 persons. Neighbourhood living rooms may also be utilized.

During the Christmas season, reservations will not be received before November 1st for bookings between November 15th to January 6th. Larger family gatherings to celebrate milestones of individual residents may be accommodated outside of these dates.

Wellington Terrace may be required to cancel the room bookings if there is any concern about outbreak of illness in the community and/or the Home that would adversely impact the health and well-being of the resident population. For further information, contact the Business Office to book a room for a function. Room bookings are free of charge. Wellington Terrace does not offer catering services.

Tuck Cart

A tuck cart visits most neighbourhoods with the assistance of volunteers Monday – Friday. The same items can be purchased at the Business Office. Residents may have tuck shop purchases charged to their monthly bill.

Library Services

There is a collection of books located in the Veteran's Memorial Lounge on the second floor. The library is open for you to browse through the collection. Our collection includes large print, listening CDs and magazines. In addition, a traveling book art is circulated on a regular basis by staff member from the Aboyne Library. Residents may be invited to enjoy a trip to the Aboyne Branch of the County of Wellington Library on occasion throughout the year.

Mail Services and Newspapers

Stamped, addressed mail can be placed in the mailbox at the Business Office at any time. Stamps can be purchased from the Tuck Cart and at the Business Office. Other postal supplies are available for purchase at the Business Office during office hours. Your personal mail will be delivered directly to your room each weekday (except holidays). Along with your mail, newspapers and magazines are also delivered to your room. Subscriptions to newspapers can be initiated by contacting the circulation department directly.

Hair Salon

Wellington Terrace provides hair care service for both men and women. The salon is on the second floor. Current hours are posted on the Hair Salon door. Haircuts, washes, sets, colours, perms and treatments are available. Please speak with the Hairdresser at extension 7239 directly. Costs are posted in the salon and in the Purchase Services Agreement. Payment for these services can be paid from your trust account or by cash. Gift certificates are also available by calling extension 7239.

Receiving Communication from the Home

The home uses a communication system called One Call Now to share general updates and information with residents and families. You may receive information by recorded voice message and / or email. During the preadmission interview conducted by the nurse, you will be asked who in your family would like to receive these messages. Should you wish to add additional contacts at any time, please email the Assistant Administrator.

Visitors are Always Welcome

Wellington Terrace welcomes and encourages visits from the family and friends of our residents. Community visitors are welcome at any time. There are many spaces in and around our building to enjoy such visits. Visitors are required to sign in at the entrance.

For example:

- Our bedrooms have been designed to allow more privacy.
- Each neighbourhood has a fireplace room & a TV room, which we hope you will use to relax and visit.
- Each neighbourhood has a communal dining room; however, a guest table is available for residents to dine with family and friends in the fireplace room.
- Clearing – River Cafe

- There are open-air balconies and courtyards which can be accessed on the second level of the building, as well as plenty of outdoor space leading from the main level. Enjoy the outdoor spaces or go for a walk/wheel around the grounds.
- During a visit, friends and family members are encouraged to attend our special events such as concerts and celebrations. Please see our neighbourhood recreation calendars for details on times and locations.

If you do not have frequent visitors and would like one, we could arrange for a volunteer to visit on an agreed upon day. They can join you for a walk, enjoy a cup of tea, or attend an even or community outing with you.

During the winter months, we would appreciate if family members could bring indoor footwear to change into at the door. This is one of the ways we attempt to reduce the risk of falling.

Wellington Terrace is a “scent free” Home. Some residents and staff may have allergic reactions to certain fragrances. We ask that staff, residents, families, and volunteers not wear perfume or aftershave and avoid bringing fragrant flowers (such as Easter lilies) into the building.

Coming into the Building

There are no set visiting hours at Wellington Terrace. Families and friends are encouraged to visit their loved ones whenever they can, and their schedule allows. Visitors may enter through the main entrance or the courtyard.

As a safety precaution, our inside sliding doors at the main entrance and courtyard do not open automatically to exit. To exit the building, enter the door code on the number keypad to the right of the sliding doors. The code is posted right above the number keypad. Once you key in the code, the sliding doors will open.

If you arrive at Wellington Terrace after 8 pm, or before 8:00 am, you will need to use the intercom inside the double doors on the right side of the main entrance to enter. The phone will contact the RN, who will grant you access to the building.

Resident Sign Out

It is important that residents and their loved ones inform staff and fill out the resident sign out sheet whenever the resident is leaving their neighbourhood, even if it is just for a short walk. This will ensure that staff are aware of the whereabouts of the residents while at or away from the facility. Resident sign out books are located on each neighbourhood.

Visitor Assistance

Many people ask us about how they can continue to support and provide care for a family member or friend who has moved to Wellington Terrace. Here are some suggestions for activities in which extended families and friends can play an important role. You may:

- Help at mealtimes, your company and assistance make it more likely that residents enjoy their meals and are adequately nourished.
- Participate in events and community outings that are organized by the Life Enrichment Department such as concerts, drives, outdoor or other special events.
- Consider volunteering in a formal way through the Volunteer Services Programme, contact the Volunteer Services Coordinator at extension 7266.
- Plan community outings for individual residents
- We welcome family pets to visit Wellington Terrace provided they are well behaved and have current immunization to abide by our Infection Control practices, volunteers who bring their pets in have graduated from the St. John's Pet Therapy Programme
- Attend Resident Care Conference, held annually.
- Provide music; for example, you could lead a sing-along or play the piano, organ or other musical instrument.
- Prepare a seasonal decoration for the room, door or for the Memory Box located outside each of our resident's room.
- Escort a resident to other areas and services within the building; residents can receive a significant emotional boost by getting their hair styled at the Hair Salon, Snoezelen Room, sharing a cup of coffee or a snack, or taking a stroll or ride through one of the gardens or walking paths.
- Consider tidying drawers to make it easier to access clothes for residents to have greater ease in dressing. Dispose of products no longer in use.
- Bring home clothes that no longer fit or are out of season. Remember to bring new clothes in for labelling. Please ensure they are washable.
- Consider making a lap cover as a gift. Please allow us to label.
- Consider purchasing a soft pillow that will mold for greater comfort when positioning in bed or wheelchair. Don't forget to label.
- Consider participating in the garden by maintaining a section of the garden while visiting. Participating with residents in tasks such as this gives them a sense of purpose.
- Bring in some favourite music on CD or music app to listen to. Consider giving a hand massage or manicure.

Family and Visitor Responsibilities



Wellington Terrace and the County of Wellington maintain a Zero Tolerance for verbal and physical abuse. If you display such behavior, you will be asked to leave the premises, or the police may be contacted. Use of profanity, verbal threats or any act of violence or abusive behavior will not be tolerated. This includes cursing, swearing, inappropriate physical contact, intimidation, shouting, sexual or racial or other derogatory remarks, or other abusive gestures or actions, such as, banging fists on desks, applying force to any property or the property of any persons at Wellington Terrace. This applies to staff, families, volunteers, and all other visitors.

The Prevention and Reporting of Resident

Abuse



The Wellington Terrace policy on the prevention, reporting and elimination of abuse is based on a resident-centred, zero-tolerance approach.

The Ministry of Health and Long-Term Care has provided the definition of abuse to guide the Home in developing a thorough policy.

“Abuse of a resident means any action or inaction, misuse of power and/or betrayal of trust or respect by a person against a resident, that the person knew or ought to have known, would cause (or could reasonably be expected to cause) harm to the resident’s health, safety or well-being.” – Ministry of Health 2007

Abuse includes, but is not limited to:

- Physical abuse
- Sexual abuse and sexual assault
- Emotional abuse
- Verbal abuse
- Financial abuse
- Exploitation of a resident’s property or person
- Neglect
- Prohibited use of restraints

- Measures used to discipline residents.

Wellington Terrace will thoroughly investigate and report to the Ministry of Health the suspicion of abuse in the above categories. A thorough investigation occurs. If it involves an employee, our progressive discipline processes guide the procedures. If abuse is substantiated, it will result in disciplinary actions up to and including dismissal.

Prevention

Education on Resident Abuse is held annually to assist staff in identifying types of abuse, resident's rights, understanding of imbalance of power, and consequences of such action.

A copy of the full policy is available on the Ministry of Health Bulletin Board located in the elevator lobby.

Whistle Blowing Protection

Processes are in place to protect anyone from coming forward to report any incident which has posed a risk of harm to residents, staff, or the operation of the Home.

Ways That Residents Can Contribute

Ideas and Have Concern Addressed



Wellington Terrace is committed to providing quality care. In keeping with our Mission, Vision, and Values as well as the Residents' Bill of Rights, our staff encourages residents to join in our efforts to provide a caring and supportive environment for everyone who lives here. By sharing ideas, asking questions, and expressing concerns, you and your family can help to ensure that our programmes truly meet the needs of those we serve and that problems are resolved in an effective and timely manner.

There are several ways in which residents and their families can make suggestions or raise issues of concerns. Some of these are outlined below:

- If you have a complaint with Wellington Terrace, suggestions, questions, or concerns about your care or services; please approach staff members directly.

- If you are unsatisfied with the response you have received from direct care staff regarding a specific suggestion or concern, you may wish to discuss the situation with the manager of the particular programme area (i.e., Nursing, Life Enrichment, Nutrition Services, and/or Environmental Services) or speak directly to our Administrator (please refer to the directory).
- If you would like to contact someone by telephone, the directory enclosed in this handbook will provide you with the names and position of the management team and numerous staff members along with their position within the organization and the extension number to call. Please do not hesitate to contact any of these individuals.
- If the individual does not answer, you may leave a message on his or her voice mail system at any time.

Ministry of Long-Term Care

- To contact the Ministry of Long-Term Care, call toll-free: Long-Term Care Family Support and Action Line at 1.866.434.0144.
- The person answering your call will take down your information, ask you a few questions, assess the problem, and give the information to an inspector for follow-up. The Long-Term Care Family Support and Action Line is open seven days a week from 8:30am to 7:00pm.
- You can also send a written letter, by mail, to the responsible Director at the Ministry of Long-Term Care at the following address:
- Director: Performance Improvement and Compliance Branch Ministry of Health and Long-Term Care, 55 St. Clair Avenue West, 8th Floor, Suite 800, Toronto, ON M4V 2Y7
- You will receive a letter of phone call to let you know that the ministry has received your complaint. The Director will refer your complaint to an inspector who will look into the matter.
- You may also contact: Patient Ombudsmen toll-free at 1.888.321.0339 or at 416.597.0339, or for TTY at 416.597.5371

Residents' Council

The Residents' Council meets to discuss issues that relate to the quality of life of the residents in this Home. Participants may raise concerns or make recommendations for changes to policies or service for themselves or others within the Home.

Resident's Council meets on a monthly basis. The minutes of each meeting are posted on the bulletin boards in each neighbourhood and include the names of the various council representatives. If you are interested in becoming a Residents' Council representative or

you would like to present an idea or concern to the group, please contact the Social Services Worker at extension 7228.

Family Council

Wellington Terrace Family Council is a part of a network of family councils mandated by the Ministry of Health. Wellington Terrace Family Council is made up of a group of family members who have been serving as a liaison between residents and their families and the Management Team of Wellington Terrace.

The Family Council:

- Provides support and information to families of new residents.
- Promotes open and effective communication between the Home and families.
- Participates in planning of special events and educational opportunities (in-house and off-site)
- If you are interested in joining family council, please refer to the bulletin board in the elevator lobby or contact the Assistant Administrator and she will put you in touch with them.

Fire and Safety Procedures



Resident safety is of paramount importance at Wellington Terrace. Staff are trained to respond quickly and appropriately in the case of a fire and, if necessary, to evacuate all or some occupants from the building.

We believe that knowing and understanding our fire plans will provide you with a sense of confidence and security in your new home.

Design Features

Higher construction standards mean that newer health care facilities are designed to aid staff in the quick identification and confinement of fires. This should also result in a reduced need to evacuate occupants in the case of a fire emergency. Some of the fire safety features in our building are outlined below:

Fire and Smoke Barriers

The fire doors that separate each area or “zone” in the building will prevent fire from spreading beyond that point for approximately two hours. Fire and smoke doors will close automatically when fire alarm is triggered.

Automatic Sprinkler System

There are sprinkler heads in every room. Sprinklers are activated by heat and can prevent or delay the spread of fire beyond the immediate area of fire.

Fire Zones

Wellington Terrace is made up of several fire zones. Each zone is equipped to secure the occupants of the area for a period of time in the event of a fire in another zone.

Emergency Power and Lighting

In the event of a power failure, an emergency generator will ensure essential lighting throughout the building as well as an electrical power source for heaters and hot water boilers and essential department equipment.

Fire Alarm System

Whenever a sprinkler, smoke detector or manual “pull station” is activated, the fire alarm will automatically begin to sound. Shortly thereafter, an announcement is made indicating the location of the fire. In the event that the bells change to continuous rings, this indicates that residents will be evacuated from their neighbourhood and building.

Monthly Fire Drills

It is very important that staff, residents, and visitors be very familiar with our fire safety practices. Residents and staff participate in a fire exercise drill every month to practice emergency response. They are not announced in advance, so we treat it like a real fire. Our in-house Fire Marshall reviews how effective the staff, residents, and visitors responded to the drill and make recommendations about how we can better improve our response.

Call Bell System

If there is smoke in a resident’s room, the call bell system will be triggered and the light over the door will alternately flash red and amber to identify the exact location of the fire. There is a call bell beside each bed as well as in each bathing area and bathroom. These call bells ring to the staffs’ portable phones.

Fire Response

Our local fire department will respond very quickly to an emergency at Wellington Terrace. The staff of Wellington Terrace worked with the Centre Wellington Fire Department to develop a plan to best serve our Home.

Visitor Response

When the fire alarm is activated, an announcement is made to indicate what zone the fire is located. Unless your zone is announced or the one immediately above or below you, you are required to stay where you are. Further instructions will be provided as the fire department arrives. If you are in a zone where the fire is located immediately above or below it, you will be required to move to the next zone for safety. Staff will assist you in moving safely.

Fire Prevention and Preparation

Despite the special construction features noted above, prevention is the real key to fire safety.

You can help prevent a fire in the following ways:

- Know and obey the Wellington Terrace smoking policy.
- Do not use extension cords in your room and have all electrical equipment (new or used) approved for use by our Maintenance Services staff before plugging it in
- Heating pads, kettles, coffee pots and candles are not permitted in resident rooms.
- Keep exits and fire doors clear of obstruction.
- If you observe others not obeying fire safety rules, inform a staff member immediately.
- A fire drill is held three times a month (one on each shift) for residents and staff; to ensure the safety of all involved, residents and staff shall be required to respond to all fire bells.

Frequently Asked Questions

Q: How do I attend appointments outside of Wellington Terrace?

A: Staff will make the arrangements on behalf of the resident and deduct cost from the resident's trust account. If a resident requires an accompaniment, every effort will be made to provide a staff member for a fee. The current hourly rate charged to the resident trust account is listed on Appendix to Part B: Price/Charge List within the Purchase of Service Agreement.

As another option, Wellington Terrace provides a wheelchair accessible minivan for resident appointments. The van can be driven by a family member, friend or volunteer (an escort

can be arranged) following training. The minivan can be booked through the Business Office.

Q: Are your meals cooked on-site?

A: Our meals are prepared on-site in the main kitchen by the Nutrition Services Staff and include many scratch made items for both meals and snacks.

Q: Do staff provide recreation activities in the neighbourhoods?

A: A Recreation Therapist is assigned to each of the six neighbourhoods. There is a recreation calendar of events for each neighbourhood and in addition the community of Wellington Terrace offers many programmes each month with the purpose of bringing together more than one neighbourhood as well as family and friends. Watch for both the neighbourhood and the Home wide calendars located in each neighbourhood and on the Wellington County website.

Q: Can family members participate in the Snoezelen Room?

A: Yes, training is provided by a qualified staff member. If you are interested in this, contact the Recreation Worker assigned to your neighbourhood. For more information about our Snoezelen Room, please see that page 31 of this handbook.

Q: When does a room need to be cleared out following the death of a loved one?

A: We would appreciate you removing personal items and furniture from your loved one's room within 24 hours.

Q: Can we donate furnishings to Wellington Terrace following the death of a loved one?

A: We appreciate your heartfelt gesture, but we do not accept donations of furniture and personal possessions. We are unable to handle the disposal of furniture, etc., but will provide suitable boxes for packing and the name of some charity shops in the vicinity for consideration.

Q: Can we bring our family pet in for visits?

A: Yes, you may, provided your pet is very well mannered (calm and friendly). Vaccinations must be kept up to date and we require you to scoop the poop prior to coming indoors.

Q: Does Wellington Terrace accept financial donations?

A: Donations to the Wellington Terrace are welcome at any time and a tax receipt will be issued by the County of Wellington. In Memoriam or cash donations are acknowledged on our large display board located in the front hall of the Home. Donations may be addressed to Wellington Terrace for the purpose of enhancing the lives of the residents who live at the Terrace. Please contact us if you would like a list of current fundraising projects. Donations are gratefully received. We are now able to process donation payments by credit card. Please visit:

[Wellington Terrace Donations | Wellington County](#)

Additional Information



WELLINGTON TERRACE TV CHANNEL LIST

TVO	2	Movietime (Showcase)	23
TSN	3	American Heroes Channel	24
Global	4	Bravo	25
CBC	5	A&E	26
City TV	6	Flavour Network	27
YES TV (CTS)	9	Home Network	28
CHCH Hamilton	11	Country Music TV (CMT)	29
CTV Kitchener	13	National Geographic	30
History TV	14	Silver Screen Classic	31
USA Network (Discovery)	15	Vision TV	32
CNN	16	CTV Sci-Fi Channel	33
Deja View (Classic TV)	17	NBC	34
Sports Net	18	CBS	35
In House Movies Wellington Terrace TV	19	ABC	36
BBC News	21	PBS	37
CBC Radion One Toronto	22	W Network	38

Contacts for Donating Medical Equipment

Sanguen

Phone Numbers:	519-603-0223
Toll-Free:	1-877-351-9857 ext 1
Fax:	519-888-6422
Email:	info@sanguen.com
Website:	www.sanguen.com
Address:	29 Young St E Waterloo, ON N2J 2L4
Intersection:	Regina St N and Young St E

Health Centre - Waterloo

Email for medical equipment donations and loans * donations can be made by appointment only.

ALS Canada

393 University Avenue, Suite 1701

Toronto, ON M5G 1E6

Toll Free: 1-800-267-4257 | T: 416-497-2267 | F: 416-497-8545 or 1-888-490-1232

<https://als.ca/ways-to-give/donate-equipment>

Silver Cross

silvercross.com

569 Lancaster St W, Kitchener ON N2K 3M9

(519) 513-2429

Elora Legion Branch 229

eloralegion.ca

110 Metcalfe Street, Elora, ON, Canada, Ontario · ~21.1 km

(519) 846-9611

Salvation Army thrift stores across Ontario

Guelph location: 204 Silvercreek Parkway N Guelph 519-766-4085 – call ahead

Christian Aid Ministries 519-638-0829

Locally: New To You 519-843-1425

Bibles for Missions 519-383-5753

Good Will – St. David St. N Fergus

St. Vincent de Paul (Guelph) 519-836-5829

Assistive Devices Exchange website <https://assistivedeviceexchange.com>

Alternate formats available upon request.



January 23, 2025