

Apotex Centre, Jewish Home for the Aged



Resident Handbook

November 2022

Please keep in mind that no matter how hard we try, parts of this handbook will become out-of-date over time. The content is reviewed and updated regularly. We will do our best to inform you and your family about any important changes. The most recent electronic version appears on the Baycrest web site at www.baycrest.org.

If you would like another copy of this handbook to share with other family members, please ask a Unit Clerk.

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About the Apotex Centre, Jewish Home for the Aged

The Apotex Centre has been designed with six resident floors. Each floor is comprised of three neighbourhoods with 23, 26 or 27 single rooms with en-suite bathrooms. There are approximately 10 shared rooms. Beside the door to each resident room is a glassed-in display cabinet, which can be filled with items that reflect the resident's life history - favourite objects, photos, mementos. These display areas also help residents locate their rooms more easily.

Each neighbourhood is divided into two sides with their own dining room and living room but shared kitchenette. To help residents and visitors find their way around, each side of the neighbourhood has its own name. They are Elmgrove, Ivywood, Floral Place, Redbird, Golden Lane and Stoneway. Each side has its own unique picture- symbol - such as a flower or a bird - that also serves as a visual "landmark."

Each floor also has a recreation room where various activities and meetings take place. Some floors have a children's play area and a family lounge (some with Skype), designed to welcome families and encourage visiting.

The physical environment plays an important role in our lives, and that's why we have paid extra attention to the design of the Apotex Centre. For example, hallway ceilings have soft lighting to help you to see more clearly. Built-in seating provides a place for residents and visitors to rest and look around. The artwork in the Apotex Centre and throughout Baycrest enhances quality of life for everyone who spends time here. It encourages discussion and provides natural places to gather. Every piece of artwork is a gift from members of the community - either in the form of actual artworks themselves or as funds for special projects.

Located on the main floor of the Apotex Centre, the Winter Garden Court is the heart of our building complex. The floor is made out of Jerusalem stone, and at the centre, you'll notice three black olive trees. Grandchildren and other young visitors will enjoy the fun sculptures in the picnic court and the gardens.

Our vision, mission, values

- We provide exemplary health and residential care by partnering with a diverse community of older adults, families and caregivers to compassionately address each individual's unique needs, ambitions, priorities and values.
- We deliver a highly personalized and comprehensive approach to wellness promotion and health care because of the dedication and talent of our staff and our passionate commitment to education, research, innovation and quality improvement.
- We bring unique value to our health care system as a dedicated collaborator, offering novel solutions that address the challenges of an aging society while providing opportunities to improve the lives of older adults.

- We are firmly guided by the deeply held values of our Jewish heritage, and are inspired by the remarkable contributions of our diverse community of volunteers and generous donors. We value innovation, compassion, advocacy, respect and excellence

For more information about Baycrest please visit baycrest.org

Upkeep of your room

Washroom supplies will be replenished and trash will be collected daily. Your room will be dusted and vacuumed weekly. Bi-annually, a deep clean will be completed, including a machine-scrubbing of washroom floors, cleaning walls and air vents.

If you find that the room has not been cleaned to your satisfaction, please call the Manager, Long-Term Care Environmental Services at 647-268-1297 between 8:00 am and 4:00 pm. If any repairs are required, please speak to your Nurse or Unit Clerk.

Your telephone

You will find many important telephone numbers listed throughout this handbook. All numbers can also be found in the Baycrest telephone list. This list will be included in your admission package, or you may ask a member of your care team for this list.

If you are calling from OUTSIDE the Apotex Centre, you must dial the full telephone number 416-785-2500 followed by the four-digit extension number. If you are calling from INSIDE the Apotex Centre, you can place your call using only the four-digit extension number.

You can arrange to have a private phone line in your room for a monthly fee. Let us know if you require a special phone with extra large-sized buttons or an amplifier for the hearing-impaired.

Before your phone can be installed and connected, a Request for Client Telephone Form must be completed. This form is available from the Finance Department and can be completed during the financial admission process. Your telephone will be connected on the first business day after the request form has been submitted with payment. Friends and family will then be able to reach you by dialing 416-785-2500, plus your new four-digit extension.

Your call bell

The call bell located beside your bed and in your washroom is there so you can let the nursing staff know if you need assistance.

Small electrical appliances

Some residents bring along portable radios, record or tape players, DVD players or other small electrical appliances. These must be checked by our Maintenance staff to ensure they are safe and in good repair. For more information please speak with the Unit Clerk on your floor.



Cable television

All rooms in the Apotex Centre are wired for cable services. If you wish your television to be connected, a Request for Cable Television Form must be completed. This form is available from the Finance Department. You will be billed on a monthly basis for cable TV service.

Mail delivery

Mail is delivered directly to your room. Family and friends should be told to include your name, room number and building on the envelope. The mailing address is:

Name:

Room #:

Apotex Centre, Jewish Home for the Aged, Baycrest

3560 Bathurst Street

Toronto, ON

M6A 2E1

Personal hygiene

We encourage residents to be involved in their care plan, which includes personal hygiene needs. Residents can bathe or shower with help on a regular basis. In addition, a daily wash and extra sponge baths can be arranged, with assistance as needed.

Clothing

We recommend that residents have a supply of washable, dryable clothing – enough to last at least seven days – including some outer garments. Clothing should be comfortable and easy to put on and take off. As closet space is limited, it is recommended that residents make arrangements to keep only one season's worth of clothes in the room (warm weather clothes in late spring/summer/early autumn months, cold weather clothes in late autumn/winter/early spring months.)

Laundry

Our Linen and Laundry Department provides laundry service twice a week at no charge. Washers and dryers are also located on each floor for the use of residents and family members if desired. This is free of charge however; residents will need to provide their own detergent and softener. Clothes and personal items sent out for laundering are normally returned to the unit within 48 hours. Laundry Aides will place the clean clothing inside each resident room and will put it away inside the closet if preferred by resident.

All clothes **MUST** be labeled to ensure prompt return after laundering or in case they are misplaced. Baycrest offers a free labeling service. Clothing should be sent to the Linen Department before admission if possible, on the day of admission or when new garments are purchased. Staff will provide you with a plastic bag and a form to complete to accompany your clothing. If an item of clothing is not returned from the laundry, please contact Linen and Laundry at 416-785-2500 ext. 2123, Monday to Friday, between 7:30 a.m. and 3:30 p.m.

Sabbath lights

Each resident room comes equipped with electric Sabbath lights which are controlled centrally, so residents can “light the candles” on Friday night if they wish. We ask residents and families NOT to light regular wax candles as this creates a serious fire hazard.

Companion animals

While we recognize that a special bond exists between people and their pets, residents cannot bring their own animals to live at the Apotex Centre. However, it is possible for residents to be accompanied off the floor to visit their own pets if a family member brings them to the Centre. Residents can also ask to have pets visit the Unit in a way that respects other residents and staff. Please note that before a pet can visit the Unit, you must register the animal with us and provide supporting documentation from a veterinarian showing it is in good health and has all necessary immunizations. For more information, speak to the Therapeutic Recreationist for your floor.

Some floors in the Apotex Centre may have live-in pets, including birds and cats. The Therapeutic Recreation department also arranges volunteer pet visits. If you prefer not to have volunteer pets visit you, please make your wishes known to the floor Recreationist.

Alcohol

Residents wishing to enjoy an alcoholic beverage can do so as long as their drinking is responsible and respectful of others. However, alcoholic beverages cannot be stored in a resident's room – please ask a member of the nursing staff for details about storing personal bottles of wine or spirits. Because certain health problems or medications make alcohol use risky, a Baycrest physician should be consulted before an alcoholic beverage is served.

Computer access

Computer terminals connected to the internet are available for the use of Baycrest residents. The computers are located on most floors. Speak to your Unit Clerk for more information.

Leaving your home floor

Many residents who live at the Apotex Centre look forward to leaving their home units during the day to see the sights around our building complex. Others enjoy leaving Baycrest for occasional outings with family or friends. Here are a few tips:

If you want to leave your floor but stay within Baycrest, residents who can do so may visit the gardens during pleasant weather, have a meal or snack in the Cafeteria or W.A. Café, or visit with other residents. You can also attend one of the many programs taking place every day across the centre. Please let a member of the Care Team know you are leaving the floor.

Family members, friends or Private Companions who would like to take a resident off the floor should inform a member of the Care Team and sign the resident out. Please ask your Unit Clerk to explain sign-out procedures on your floor.

If you want to leave for an outing or casual holiday, residents who are able to leave the building and would like to do so should always inform the Care Team as far in advance as possible. This will allow nursing staff to arrange any necessary medications and also to notify Baycrest Security, especially if you are going to return after the doors have been locked at 9 p.m. You will be required to re-enter by the Khedive Avenue doors or else use the intercom located at the west entrance to reach a security guard.

Residents are allowed a maximum of 21 vacation days per year away from the Apotex Centre. Again, the Care Team should be informed of such a planned absence well in advance.

Residents may also leave the Apotex Centre for "casual absences," as long as these absences don't exceed 48 hours in the course of a week.

Safety and security

We make every effort to maintain a safe environment at Baycrest Centre and appreciate your cooperation.

Keys

Your room is equipped with a drawer and cupboard that can be locked. Even so, we advise you NOT to store any cash, valuable jewellery or important documents anywhere in your room. We also suggest that keys to the drawer and cupboard not be left in your room – instead, keep them with you or give them to a family member or trusted friend who visits on a regular basis.

In order to receive keys to the locked drawer and cupboard, you must make a \$50 deposit at the Cashier's Office (located on the second floor of the Hospital) where you will be issued a receipt for this amount. The money will be refunded to you when you leave the Apotex Centre and return the keys along with your receipt.

If a key is lost, the Unit Clerk will explain the process for getting a replacement key. You will be asked to make a refundable deposit at the Cashier's Office, get a receipt and give this receipt to the Unit Clerk. At that time, the Clerk will contact our Physical Plant department and a replacement key will be issued.

The key to the locked glass cabinet outside your room is held in a secure location by the Unit Manager or Unit Clerk. When you or a family member would like to access the cabinet, please ask the Unit Manager or Unit Clerk to unlock and then re-lock it for you.

Valuables

You or a family member will be asked to sign a waiver stating that Baycrest is not responsible for the safety of your personal property, including eyeglasses and dentures, while you are living here. Staff will help you look for your missing item, however, please note that any loss or theft of personal property is not covered under our insurance policy.

Security department

Our on-site Security Department helps keep our environment safe. You can locate security staff by dialing 416-785-2500 ext. 2050.

Lost and found

If you believe an item has been lost or is missing, or if you have found a lost item, speak to your Unit Clerk or a member of your Care Team, or contact Baycrest Security at 416-785-2500 ext. 2050.

In case of emergency

Residents and visitors can use the call bell located in each room to alert staff to any emergency situation or else dial the Communication Desk at ext. 2130.

Staff identification badges

All Baycrest employees, volunteers and registered caregivers are issued photo identification badges which must be worn at all times when they are on duty. Look for this badge when you are approached by a staff person or Baycrest Volunteer. If you notice someone on your floor carrying out a staff role but is not wearing an ID badge, please notify a member of the Care Team.

Identification bracelets

For the safety of residents, all Apotex Centre residents are required to wear identification bracelets. At admission, you will be given a plastic, disposable bracelet. This will be replaced later by a more attractive metal bracelet. It is important to wear your identification bracelet at all times. Every time you receive a service or a procedure, your healthcare team will check your identity using two identifiers such as your full name or date of birth. If you cannot give this information, the healthcare team will check your identification bracelet, health record or other information.

Wander prevention system

An electronic band is worn by some of our residents who, for safety reasons, need to be accompanied by a caregiver such as a family member or private companion when they leave their units. The band can be detected at various locations by a system that provides three layers of security: unit doors, elevators and building exits. At each point, there are alarms and/or locks that activate when the electronic band is nearby. The alarms and locks can be deactivated by entering a code on a keypad at the location. These codes are available at each nursing station.

If you see an unaccompanied resident wearing a band anywhere outside of a unit please call ext. 2130 and ask for security (or call the security directly: 416-785-2500 ext. 2050). Try to keep the resident in sight until security arrives.



The care team

Many people will be helping you and your family as you settle into life at the Apotex Centre.

Please note: Upon admission, you will receive a telephone list that includes all members of the Care Team in your neighbourhood. Copies of this list are also available from the Unit Clerk on your floor. You will also be asked for your, or your family's, email address for communications.

Getting to know you

During the first few days and weeks, you will meet all the Care Team staff in your neighbourhood who will be involved in your care, as well as the Social Worker assigned to your floor. This Social Worker can be consulted on an ongoing basis and may tell you and your family about groups and educational sessions offered through our Social Work department.

On the admission day a Nurse, a Personal Support Worker and a Dietitian will drop by to introduce themselves and meet you to find out about your medications, general health and dietary needs. The Unit Clerk will arrange your appointments with the Physician and the Therapeutic Recreationist on the admission day as well. You will also meet the the Unit Housekeeper, food servers and Baycrest volunteers.

The post-admission meeting

It takes time to settle into any new home. During the early weeks and months, you and your family will be learning about the Apotex Centre, and the Care Team will be learning about you.

About six weeks after admission, you and your family members will meet with the Care Team to talk about how well you are adjusting. This post-admission meeting is a good chance to raise issues or concerns about your health and your care, and for staff to make suggestions about programs and resources that might be helpful.

You and your family are vital members of the Care Team, and we encourage you to participate in decisions involving your care at the Apotex Centre. An annual care conference will allow you to meet with the Care Team to discuss concerns and issues about your health and care.

Key members of the care team

The **Attending Physician** works closely with nurses and other health professionals to assess your well-being and develops programs to meet your medical needs. Specialist physicians will be consulted as needed.

The **Unit Manager** is responsible for nursing staff and ensuring that your ongoing treatment and care is carried out within nursing standards of practice and within Baycrest's policies.

The **Registered Nurse (RN)** organizes your daily care, and also plans and evaluates the nursing care you receive.

The **Registered Practical Nurse (RPN)** works with the Registered Nurse to provide nursing care tailored to your needs.

The **Personal Support Worker (PSW)** helps you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals. These staff members also provide reassurance and support, and encourage you to attend special programs.

The **Dietitian** consults with you and your family about your food preferences and nutritional needs, and helps you to plan your meals.

The **Therapeutic Recreationist** offers you the chance to experience and take part in recreation and leisure activities based on your needs and interests and those of your neighbours. Your family members are welcome to attend social programs with you, provided that space is available.

Consultants to the care team

Social Workers provide counselling services during the initial admission period and also during periods of change, transition and uncertainty. They consult with the Care Team on complex resident/family situations and may work to mediate and resolve difficult issues. They also help residents and families make decisions and interpret information. During difficult periods, residents and families can request a referral for Social Work services. Please discuss such needs with your Nurse or Unit Manager.

The **Occupational Therapist (OT)** helps residents maintain their highest possible level of functioning when it comes to activities of daily living. This person provides expert assessments, prescribes seating and mobility devices and various assistive devices for daily activities such as bathing, eating and dressing. The OT may also recommend changes to the environment and provide specialized services such as prescribing hand splints and orthotics (shoe inserts). Our Occupational Therapy services are provided by a private outside company.

The **Physiotherapist (PT)** helps residents maintain or improve their highest possible level of physical mobility and functioning by providing expert assessments, consultation and/or treatment. You may be assessed soon after admission to establish baseline mobility levels and to determine whether follow up is necessary. Our Physiotherapy services are provided by an outside company.

The **Speech Language Pathologist (SLP)**, which is provided by an outside Home and Community Support Services, assesses residents who have difficulties with communication and/or swallowing. Speech Language Pathologists help with swallowing problems, provide services for residents with aphasia (problems speaking and/or understanding words) and other communication disorders.

The **Audiologist** assesses hearing problems and prescribes hearing aids or other assistive devices.

The **Psychologist** and **Psychiatrist** assess changes in behaviour or functioning if they occur and then suggest possible treatment approaches.

The **Pharmacist** makes sure that residents receive the right medications in an appropriate manner and also takes part in ongoing reviews of medications with the resident's physician and members of the nursing staff. Our pharmacy services are provided by an outside company.

Our on-site **Rabbi/Chaplain** and other Chaplains are available to provide religious and spiritual support to residents and their families. Community clergy are also welcome to visit.

Other important people

The **Unit Clerk**, who sits across from the main elevators on floors 3, 5 and 6, provides clerical support, maintains family contact information, arranges meetings between you, your family and the Care Team, delivers your mail, helps with maintenance/repair requests and provides general information to family members and visitors.

Therapeutic Recreationists

After you move in to the Apotex Centre, within the first week a Therapeutic Recreationist will visit you to discuss recreation and leisure options, including both group and individual activities. You'll find a monthly calendar of activities posted outside the Recreation Room on your floor. The floor Recreationist will help you take part in activities of your choice, including creative arts and music programs, Synagogue services, Jewish Festival programs, concerts and other special events.

Volunteers are here to make your stay more enjoyable. They spend time in the neighbourhoods, visiting, helping with meals and recreational programs and lending out books and other materials. Volunteers also work in many Baycrest areas, including the Creative Arts Studio and the W.A. Café.

Food Servers help you select your food and have an enjoyable mealtime experience in the dining room.

Housekeepers ensure that your room and neighbourhood stay safe and clean.

Porters help staff by escorting residents to certain religious programs and clinic appointments.

Students

Baycrest is affiliated with a number of universities and colleges, including the University of Toronto. That is why you may meet some students who are assigned to work with our own professional staff as a part of their educational experience. Such students are fully supervised and will be introduced to you if they play any part in your care.



Family and visitors

Your family's role

The Care Team will do everything possible to establish positive, trusting relationships with your relatives – your spouse, children and grandchildren, other relatives and close friends. They know you better than anyone else, and – with your agreement – we rely on them to share information about your life history, your health experiences, and your likes and dislikes. This can help us make your life at the Apotex Centre as pleasant and comfortable as possible.

Programs for families

The Social Work Department offers a variety of support and educational groups for residents and their families. Such groups focus on many issues: dealing with understanding cognitive impairment, family dynamics, intergenerational relationships, illness and loss, grief and end-of-life decisions, conflict resolution, and Holocaust-related issues for adult children of aging Survivors. Family members are invited to take part the Family Advisory Council.

Family mentor program

A Baycrest Family Mentor can help make this experience a little easier for your family. Our mentors have been through the same experience of having a loved one move into the Apotex themselves and they are here to provide a friendly welcome and support during the settlement period and beyond.

This is what a family mentor will do:

- Speak with your family contact before and after admission day
- Provide a friendly ear and answer your questions
- Share their knowledge
- Provide support and reassurance during the move and beyond

Family Mentors are available to meet in person, speak over the phone or communicate by email, according to the family's wishes. They will reach out to you to provide their contact details and answer questions.

Decision-making

Upon admission, residents and family members are encouraged to discuss how decisions will be made in the areas of personal care, medical treatment and financial matters. We regard the resident as the primary decision-maker, and whenever possible, his or her wishes will be respected. However, if the resident is unable to take an active part in decision-making, the resident's power of attorney (POA) or substitute decision maker (SDM) will be consulted.

Keeping families informed

To help family members feel more connected and informed, we provide a number of services:

- The Baycrest website – <http://www.baycrest.org/care/families-and-visitors/apotex-resident-family-information/> – features Family pages with updates of interest to relatives and friends

- The Family and Visitors Hotline 416-785-2500 ext.4444, provides recorded updates about important issues affecting residents and families
- By each elevator, you'll notice a Family Updates bulletin board. Stop and take a look to learn about upcoming events, news and meetings

Contact information

Sometimes we need to get in touch with your family. That's why we should always have up-to-date contact information. You or your family should let the Unit Clerk know when relatives' phone numbers (at home or work) change. It is also helpful for us to know what times of day they are normally available by phone. If the name of your contact person changes – either for a short period of time or permanently – the Care Team should also be informed right away.

All about visitors

Visitors are always welcome to join you in your room or the public areas of Baycrest. Please consider the following guidelines for visitors:

- If visitors are ill or simply not feeling well, we ask them not to visit Baycrest until they are feeling better
- All visitors are required to wash their hands frequently and to use the hand sanitizer available from dispensers at building entrances and throughout Baycrest
- All visitors are asked to stop and read the self-screening information posted at all entrances. This is extremely important, since elderly residents are especially vulnerable if exposed to infectious illnesses that would be considered mild in younger, healthier individuals
- We ask visitors to read notices about any current outbreaks of infectious illness and to respect any requests from our Infection Prevention and Control staff asking you to limit visiting, to wash your hands or to wear protective gowns or gloves. Such notices may be posted at building entrances, on specific floors of the Apotex Centre and/or outside rooms which are affected. During an outbreak of infectious illness, information will be posted on the Family page of the Baycrest website and can also be accessed by calling our Hotline at 416-785-2500 ext. 4444
- We ask that family and friends not visit in common areas or floor hallways after 8 p.m., since many residents are settling in to get their rest
- Family members and other visitors should be aware that all entrances and exits of the Apotex Centre are locked after 9 p.m
- Visitors who come to the building after 9 p.m. should use the Khedive Avenue entrance or else use the intercom system
- Visitors who wish to leave the building after 9 p.m. should use the Khedive Avenue entrance or go to the information desk located on the main floor of the Apotex Centre and dial ext. 2130

Overnight guests

Family or friends visiting from out of town may require overnight accommodation. There are many local options available and we may be able to host overnight visitors in one of our suites on site. For more information, please call 416-785-2500 ext. 2270.

Family members who wish to stay overnight in the Apotex Centre with a very ill resident may arrange this by speaking to a member of the Care Team.



Financial arrangements

Before you move to the Apotex Centre, someone from Baycrest's Client Financial Department will meet with you and your family to explain how billing will occur and which services require payment. These items will appear on your monthly invoice.

If you wish, Baycrest will hold your personal funds in a trust account. You may then instruct us to use these funds to pay your accommodation fee, as well as for any optional services. For more information on setting up a trust account at no charge, please contact our Client Financial Department at 416-785-2500 ext. 2286.

Please note: Your accommodation fee does not cover the cost of assistive devices, equipment prescribed by the Care Team, consultants and uninsured services. However, these costs may be covered under government programs or through your own private insurance plan. Your consent will be sought before these items are ordered.



Medical services and your health

Accessing medical care at Baycrest

When you first arrive at Baycrest, you will undergo an initial assessment by one of our physicians. Clinic appointments and consultations with various health professionals may be scheduled if necessary.

All Apotex Centre residents are assigned to receive care from one of our Attending Physicians. These physicians visit each floor three times per week (one visit per week to each neighbourhood). How often you are seen by a doctor depends on your individual health needs, so you may not see the physician every time he or she visits your neighbourhood.

Baycrest maintains a call system to ensure that a doctor is available to assist nursing staff at all times. If concerns about your health, which require input from a physician, arise after hours or on weekends, your Nurse will page the Physician on call. An in-house Physician is also available for medical emergencies that occur after hours and on weekends.

If you have a concern about your medical care, please ask your Nurse for an appointment with a doctor. If immediate attention is required, the call bell located by your bed will signal the nursing staff that they are needed in your room. Please report any medical concerns to the Nurse on duty.

Maintaining your own physician

Residents sometimes ask whether they must change from their own private physician to a Baycrest physician. To ensure the Care Team remains up-to-date about your health, it is important that your primary medical care be delivered by one of our Attending Physicians. However, it is possible to maintain supportive contact with your own family doctor or to continue receiving care from your own specialist or Nurse Practitioner (RN Extended Class). Some residents find it more convenient to change to a specialist who provides care in our Medical Clinics. Speak to a member of the Care Team for more information.

Taking your medications

All your medications – including prescription and non-prescription drugs – must be obtained through the designated pharmacy service provider for the Apotex. NO medications purchased elsewhere may be taken while you are living here. This includes the use of over-the-counter pain medication, cold remedies, herbal remedies, vitamins, laxatives and other over-the-counter products.

A member of the nursing staff will keep track of all your prescribed medications and make sure you get the right dose at the right times. Please note that some pill shapes and colours may change when you move to the Apotex Centre. This may happen because a Baycrest doctor has changed your prescription, which will be explained to you. In other cases, the pills may look different even though the drug and the dose are exactly the same as what you were taking before. If the physician is

thinking about a change to a medication it will be discussed with you or Power of Attorney/Substitute Decision Maker. Talk to your Nurse if you have any questions about your medications.

Temporary transfer

If your medical condition changes and you cannot be adequately cared for in your Apotex community, arrangements will be made for you to be transferred to a more appropriate setting, such as an outside hospital. If this becomes necessary, you and your family will be fully consulted and advised about the available options. Depending on your situation, such a transfer may be temporary and, after treatment, you may be able to return to your room at the Apotex Centre.

Medical and psychiatric leave and bed holding

As an Apotex Centre resident, you are entitled to 30 consecutive days of medical leave and 60 consecutive days of psychiatric leave. This means your room will be reserved for you. You must continue to pay regular room charges. If an outside hospital stay exceeds these limits, your Apotex Centre room will no longer be held in reserve. Arrangements must be made to remove your personal belongings within 48 hours. You will become a priority for readmission when you are stable.

Please note: We cannot hold a room for an extended casual or vacation leave or for some other leave of absence beyond the following: A maximum of 48 hours casual leave, during the week, can be taken. Vacation days can be taken, to a maximum of 21 days in a calendar year.

Permanent transfer or discharge

Sometimes, despite our best efforts and yours, we decide that a resident's physical and/or emotional needs are no longer being met under current arrangements. In such cases, it may be necessary to permanently transfer the person to another community in the Apotex Centre, to Baycrest Hospital (for example, to Complex Continuing Care), or discharge the resident to another facility. If your care needs change and this becomes necessary, you and your family will be fully consulted and advised of available options.

Removal of personal belongings

When a resident is permanently discharged or transferred, the Ministry of Health requires us to make the room in the Apotex Centre available as soon as possible. (This does not apply in the case of a resident who is being treated outside the Apotex Centre and is expected to return). We understand how difficult such events are for family members, but we also feel families will appreciate having this information and knowing their options in advance.

We must ask that the resident's personal belongings be packed and physically removed within two days. If the family is unable to attend to this matter personally within this period of time, they may send someone else to perform this task. However, for security reasons, family members must notify the Unit Clerk and supply the name of the authorized person.

As an alternative, Baycrest staff will pack personal items and place them in temporary storage for up to 14 days. There is no charge for this service. After the 14th day, we will continue to store the items, but there will be a charge. We will notify the family's designated contact person that this has been done, and explain how to gain access to the resident's belongings.

A detailed policy on removal of personal belongings is provided by the Finance Department at the time of admission. The policy is also posted on the Baycrest website at https://www.baycrest.org/Baycrest_Centre/media/content/Discharge-Policy_October-2022.pdf

Your health record

Each resident at the Apotex Centre has a detailed health record which is kept securely on file by our staff. This document includes information received from you and your family, your pre-admission medical report, as well as any test results and clinical observations. The record also contains details about your medications, vital signs and treatments. Meetings held with the Care Team, the resident and family members are also documented.

Your consent (or the consent of your designated representative) is required when an authorized person outside the Care Team wishes to see information in your health record. Only then will it be forwarded to other health care providers by our Health Records Department at no cost to you. Copies requested by you for other reasons (e.g. legal proceedings like an insurance claim) are available for a fee.

Residents are entitled to see and read their health records at any time, and staff will assist in explaining any technical terms. Family members who wish to see a resident's record can do so by obtaining written consent from their relative or the person's legal representative (where he or she is no longer competent to give consent).



Three meals a day - and much more

Because food is so important to a good quality of life, everyone at Baycrest makes an extra effort to prepare and serve meals and snacks that are both tasty and nutritious. Our Food and Nutrition Services Department, together with the Resident Food Committee, tests and uses a wide range of recipes to produce a varied menu.

Shortly after you move in, the Dietitian will visit to assess your nutritional status, to learn about which foods you like and dislike, and to discuss any concerns with you and your family. A personal meal plan will then be created which takes into account your preferences and any special dietary needs.

Keeping kosher

All food served at the Apotex Centre is kosher. This means only kosher meats and products are used, meat and dairy meals are kept separate, and all dishes and utensils must be used according to the laws of kashrut, the Jewish dietary laws.

Meals in the dining room

Your meals will be served in the dining room in your Neighbourhood. Choices for each meal are posted on a menu board. The food service attendant, assisted by unit staff, will serve your meal, and trained volunteers may be on hand to help you eat safely and comfortably.

Having company during meals

Family members are welcome to visit during mealtime to assist with eating. If visitors wish to order a meal for themselves as "guests," they must purchase a meal ticket two business days ahead of time from the Cashier's Office located on the second floor of Baycrest Hospital (opposite the elevators). For more information please call the Cashier's Office: 416-785-2500, ext. 2659

Please note: Because of space considerations during meal times, we can only accommodate a maximum of one family member as a "guest" in a dining room at any one time. Your relative may need to change tables to accommodate you as a guest.

Special meals or celebrations

Family dining areas can be reserved for special meals or celebrations. The family dining room on the main floor of the Apotex Centre can accommodate up to 12 people, and larger rooms are also available. To arrange for special meals or celebrations, contact our catering department at 416-785-2500, ext. 2238.

Enjoying meals off-floor

You may wish to have a meal and/or snack outside your Unit – either in the W.A. Café or the Cafeteria, both located on the main floor. In these locations, residents pay the lower staff rate, while accompanying visitors will pay the regular rate. Only food purchased in these areas may be eaten there.

W.A. Café, Hours of operation:

Monday to Thursday: 7:30 a.m. – 5 p.m.

Friday: 7:30 a.m. – 3 p.m.

Saturday: 9 a.m. – 4 p.m.

Sunday: 10 a.m. – 4 p.m.

Hours of operation may change. Please check at the doors.

About bringing outside food in

Many families ask about bringing in special foods for their relatives to enjoy. Baycrest adheres to the laws of kashrut, and we suggest you speak with your Dietitian or Nurse about your request. Food purchased or prepared outside Baycrest cannot be brought into the dining rooms, the Cafeteria or the W.A. Café. However, food prepared outside Baycrest may be eaten in the resident's room, in the Family Dining Room as pre-arranged and elsewhere as posted. No Baycrest dishes or cutlery may be used with foods from outside.



Wheelchair services

Wheelchair assessments

If you arrive at the Apotex Centre with your own manual wheelchair, your chair must undergo a standard safety check to ensure safety for yourself, the staff and other residents. This includes: a safety check by a mechanic; and attaching identification labels to the chair and cushions. Any necessary repairs to your chair are usually done within the first day or two of admission.

The service is provided by our wheelchair vendor and is not chargeable, however if some of the parts need to be changed, there will be a charge. Please speak to a member of your Care Team to connect you with the most appropriate person.

Your Care Team may refer you to a seating clinic to check your comfort and mobility needs. If any changes are recommended, the clinic staff will discuss them with you and your family before proceeding.

If you require a wheelchair but don't own one, we will provide you with a basic wheelchair at no cost for short-term use until a seating assessment can be done, either at Baycrest or through a private seating clinic. This will help determine what kind of wheelchair would best suit your needs. At this point, someone will advise you about your options including costs for obtaining a chair.

Wheelchair maintenance

As part of our Wheelchair Maintenance Program, staff will clean and perform a safety check on your chair every four months for no added fee. More frequent maintenance service is available at extra cost. Let your Care Team know if you need service on your wheelchair.

Your chair will be picked up in the evening and returned in the morning before you need it. If a routine maintenance check finds that your wheelchair is unsafe and requires major repairs, it will be kept in our service department. With your approval and agreement to pay for any parts and service, repairs will be completed. (A temporary transport wheelchair will be provided until your chair is repaired and returned.)



Communication

Share your experience

We encourage residents and family members to express their opinions, whether compliments or concerns. Please bring any questions or concerns directly to any member of your Care Team or the Unit Manager. Simply sharing your concern may be the quickest way to resolve a problem. If you feel that your concern is not being addressed please call 5707 to arrange to speak th the Director of Care.

For general communication channels that apply to everyone at Baycrest, check your welcome package. The following ways to provide feedback are specific to the Apotex Centre.

Residents' Advisory Council

The Residents' Advisory Council represents the interests of residents living at the Apotex Centre. The group meets monthly to discuss matters affecting residents, to participate in problem solving, and to recommend improvements. Meetings are open to all residents. For information, please speak to your floor Recreationist.

Family Advisory Council

Family Advisory Council members are individuals who currently have or used to have a loved one living in the Apotex. The Council's mandate is to ensure open lines of communication between staff and families and to address broad issues of concern. For more information about the Council, speak with your Unit Manager or call one of the Council co-chairs indicated on the staff list for the floor.

Ministry of Long-Term Care

If you would like to raise a concern or complaint with someone outside Baycrest, you may contact a representative of the provincial Ministry of Health and Long-Term Care (Toronto Region) by calling the Ministry's information hotline at 1-866-434-0144, 8:30 a.m. - 7:00 p.m., 7 days a week.

Rights, responsibilities and policies

Your rights and responsibilities

While you live at the Apotex Centre, you have the right to expect certain things. This includes professionalism, respect, quality care and service, open communication, privacy and more. In addition to having rights, residents have responsibilities. These include: respect for Baycrest property, complying with policies, and cooperating with your Care Team.

The following is the bill of rights for all residents of long-term care in Ontario, as stated in the Fixing Long-Term Care Act. Each Home shall ensure that the following rights of residents are fully respected and promoted.

Residents' Bill of Rights

RIGHT TO BE TREATED WITH RESPECT

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

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

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

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.

11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
 - iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

- 23.** Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
- 24.** Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
- 25.** Every resident has the right to be provided with care and services based on a palliative care philosophy.
- 26.** Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

- 27.** Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
- 28.** Every resident has the right to participate in the Residents' Council.
- 29.** Every resident has the right to raise concerns or recommend changes in policies and services on behalf of 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.

Residents also have the right:

- To expect all staff to be advised of the above rights and to assume that all staff will respect the above rights;
- To expect all staff, upon being hired, and thereafter through in service training, will have up-to-date knowledge of gerontology and geriatrics as these affect their roles and the resident's life at Baycrest.

“Least use” of restraints

At Baycrest, we believe that clients should be allowed to maintain their dignity and independence. At the same time, we recognize our responsibility to provide a safe environment for our clients, and so we make every effort to identify and manage the risk factors that exist.

When all other interventions, including changes to the environment, have been tried and proven unsuccessful, restraints may be used if residents are at risk of causing serious bodily harm to themselves or others. In all cases, the least restrictive type of restraint will be used for the shortest period of time possible, according to the guidelines in our policy on physical restraints.

The use of restraints will be fully discussed and consent obtained from the resident and/or family members. Decisions involving restraints will be reviewed by the staff with the resident and/or family on a periodic basis. A copy of the policy can be obtained from your Unit Manager.

Apotex Resident Abuse and Neglect: Zero Tolerance Policy

The Apotex Centre, Jewish Home for the Aged (“Apotex”) is committed to providing a safe environment for its Residents that respects and enhances their dignity, safety, and comfort while meeting their physical, social, spiritual, and cultural needs. All Residents have the right to dignity, respect, freedom from Neglect, and to be protected from Abuse. The Apotex has zero tolerance for Abuse and Neglect of Residents in any form.

Policy Scope

This Policy covers situations of Abuse or Neglect of Residents, whether suspected, alleged or witnessed, by anyone, including members of the Apotex Staff, family members, caregivers, visitors and members of the community.

Purpose

The Resident Abuse and Neglect: Zero Tolerance Policy (the “Policy”) provides guidance for Apotex Staff regarding what constitutes Abuse and Neglect. It explains the duty of mandatory reporting and procedures for investigating and responding to incidents, including the consequences for those individuals who abuse or neglect Residents. It ensures that the Apotex meets the legal and regulatory requirements of establishing guidelines, procedures and interventions for dealing with and reporting alleged, suspected or actual Abuse or Neglect.

This Policy shall be communicated to all Apotex Staff, Residents, and Residents’ substitute decision-makers (as applicable). For policy definitions, see Appendix “A”.

Procedures

Mandatory Education and Training (Abuse and Neglect Prevention Program)

The Apotex has an Abuse and Neglect Prevention Program. All Apotex Staff must receive training and re-training. For a full description, see Appendix B.

Responding to and Investigating Alleged, Suspected or Actual Abuse of Residents

The Apotex is regulated under the Fixing Long-Term Care Act, 2021. The following outlines preliminary procedures for responding to and investigating alleged, suspected or witnessed Resident Abuse or Neglect by any person.

For guidance on indicators of potential Abuse or Neglect, please see Appendix "C": Checklist of Suspected Abuse Indicators.

For further guidance on procedures for responding to and investigating alleged, suspected or witnessed Abuse or Neglect of Residents, please see Appendix "D".

Apotex Staff will:

- **Business Hours:** Immediately notify the LTC Manager or designate, who will inform the Director of Resident Care and Experience, the Ministry and Police, as required.
- **After Hours/Weekends/Holidays:** Immediately notify the After-Hours Supervisor (AHS), who will notify the Administrator On-Call for immediate reporting to the Ministry and Police, as required. The Administrator On-Call will notify the Executive On-Call, as appropriate.

The Apotex Staff member identifying the alleged, suspected or witnessed Abuse or Neglect will:

- i) make sure the Resident's immediate safety needs are met by ensuring that the alleged abuser no longer has access to the Resident. This may require the support of Security;
- ii) report the suspected or witnessed Abuse to the LTC Manager or designate (business hours) or AHS (after hours, weekends and holidays);
- iii) the LTC Manager or designate/AHS will assume oversight of the team review process and liaise with other relevant supports as required, and
- iv) if required, the LTC Manager or designate or AHS (after hours, weekends and holidays) will ensure that Apotex Staff are assigned to stay with the Resident alleged to have suffered the Abuse or Neglect to provide support and comfort and to monitor the Resident's well-being
- v) ensure the Substitute Decision Maker (SDM) is notified, if applicable

Managing Confirmed Abuse or Neglect

The following outlines steps and strategies for managing confirmed Abuse or Neglect of a Resident.

- Inform the Resident (or SDM, as applicable) of the results of the investigation and actions being taken to prevent reoccurrence.
- Inform the Resident (or SDM, as applicable) of his or her options with respect to intervention by the health care team.
- Provide ongoing monitoring and support to Resident (and the SDM, if applicable).
- Document steps, decisions and courses of action.
- Communicate steps, decisions, courses of action and any changes to the plan of care to the health team, as applicable.
- Follow-up and evaluation as appropriate.

If the SDM is the potential perpetrator of Abuse or Neglect, a team meeting will be held in consultation with representatives from Legal Affairs to determine next steps.

Police Involvement

The Apotex shall ensure that the Police are immediately notified of any alleged, suspected or witnessed incidence of Abuse or Neglect of a Resident that the Apotex suspects may constitute a criminal offence. This is further described in Appendix "E".

Emergency Response to Immediate Risk

In cases of an emergency involving life-threatening situations or immediate risk of physical injury to Residents, immediate action shall be taken by the member of the Apotex Staff. The Apotex Staff member who witnesses the situation, or the person delegated by the Apotex Staff member who witnessed the situation will:

- call extension 5555 and ask for Baycrest Security to attend the area immediately, advise location where Security must attend;
- if a Resident is being physically abused at that moment, call extension 5555 and call a Code White, advise of where Security must attend;
- if a Resident has sustained injury from being abused and needs acute medical treatment, call extension 5555 and call a medical alert, advise where Security must attend.

Procedures and Interventions to Deal with Individuals who Have Abused or Neglected Residents

During Abuse investigations the parties alleged to have abused Residents may be removed from the Apotex and the Baycrest campus for the duration of the investigation. Notifications to the appropriate bodies, including the Police, regulatory colleges or other appropriate bodies, as applicable, will occur. If Abuse is confirmed, appropriate action will result which may include but is not limited to suspension of privileges or termination of employment. These protocols are further outlined in Appendix "F".

Mandatory Reporting Requirements

See Appendix "G" for a description of the mandatory reporting requirements under the Fixing Long-Term Care Act, 2021.

Cross Reference Policies/Documents Related Baycrest Policies

- Baycrest Privacy Code and Data Protection Policy
- Apotex Resident Safety Incident Management Framework
- Disclosure Policy
- Contacting Police Policy
- Apotex Handling of Complaints
- Whistle Blowing Policy
- Workplace Violence Prevention Policy
- Respect in the Workplace-Anti-Harassment and Anti-Discrimination
- Code of Conduct

Related Statutes and Regulations

- Fixing Long-Term Care Act, 2021 and its regulations
- Regulated Health Professions Act, 1991 and its regulations

Appendix A - Policy Definitions

In this Policy, the following definitions are used:

(a) "Abuse", in relation to a Resident, means Physical Abuse, Sexual Abuse, Emotional Abuse, Verbal Abuse, Financial Abuse, or Neglect, or any combination thereof, as those terms are defined below:

i. "Physical Abuse" means:

(i) the use of physical force by anyone other than a Resident that causes physical injury or pain;

(ii) administering or withholding a drug for an inappropriate purpose; or

(iii) the use of physical force by a Resident that causes physical injury to another Resident.

Physical Abuse does not include, however, the use of force that is appropriate to the provision of care or assisting a Resident with activities of daily living, unless the force used is excessive in the circumstances;

ii. "**Sexual Abuse**" means:

(i) any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a Resident by Apotex Staff; or

(ii) any non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation directed towards a Resident by a person other than a member of the Apotex Staff;

Sexual Abuse does not include, however:

(i) touching, behaviour or remarks of a clinical nature that are appropriate to the provision of care or assisting a Resident with activities of daily living; or

iii. "**Emotional Abuse**" means:

(i) any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization (not in keeping with an approved behavioural plan) that are performed by anyone other than a Resident; or

(ii) any threatening or intimidating gestures, actions, behaviour or remarks by a Resident that cause alarm or fear to another Resident where the individual performing the gestures, actions, behaviour or

remarks understands and appreciates their consequences;

iv. **"Verbal Abuse"** means:

(i) any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a Resident's sense of well-being, dignity or self-worth, that is made by anyone other than a Resident; or

(ii) any form of verbal communication of a threatening or intimidating nature made by a Resident that leads another Resident to fear for his or her safety where the individual making the communication understands and appreciates its consequences;

v. **"Financial Abuse"** means any misappropriation or misuse of a Resident's money or property; and

vi. **"Neglect"** means the failure to provide a Resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more Residents;

(b) **"Apotex staff"** has the meaning as "Staff" under the Fixing Long-Term Care Act;

(c) **"Security"** means the staff charged with ensuring and maintaining the safety of the organization's physical space, Apotex Staff, Residents and visitors.

(d) **"Resident"** a Resident of the Apotex.

(e) **"Elder Abuse"** means Abuse done to anyone over the age of 65, typically by a person in a position of trust or authority

(f) **"Ministry"** means the Ministry of Long-Term Care;

(g) **"Neglect"** means the failure to provide a Resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more Residents.

(h) **"Police"** means, for the purposes of this Policy, a member of any of the following who shall, upon request, provide his or her name, badge number and contact information in order to verify his or her employment:

- The Toronto Police Service ("TPS");
- The Ontario Provincial Police ("OPP");
- Other Ontario regional or municipal police services; and
- The Royal Canadian Mounted Police ("RCMP");

- (i) **"SDM"** means a Resident's Substitute Decision-Maker as such term is defined in the Health Care Consent Act, 1996 (Ontario), as amended from time to time;
- (j) **"Zero Tolerance"**, with respect to Abuse, means the Apotex will take one or more of the following actions, as appropriate or applicable, to address Abuse:
 - i. Remove the perpetrator from the Apotex by security or the Police;
 - ii. Discipline any member of the Apotex Staff up to and including summary dismissal for cause from employment or service;
 - iii. Report the conduct of any other person to their employer, supervisor, principal, the Police, and/or the individual's regulatory college;
 - iv. Initiate an investigation of any Physician in accordance with the Public Hospitals Act and Baycrest's Professional By-laws;
 - v. Report the conduct to the Ministry; and
 - vi. Take such other action as Baycrest may deem appropriate in the circumstances, following an internal investigation.

Appendix B - Apotex Abuse and Neglect Prevention Program

Identify measures and strategies to prevent Abuse and Neglect

Each reported incident is thoroughly reviewed and analyzed for opportunities to improve and prevent reoccurrence of Abuse and/or Neglect. Preventing Abuse and Neglect involves recognition of the importance for Apotex Staff to appreciate changes to Residents' physical appearance, emotional well-being, or behaviors and attitudes.

Training and retraining requirements for all direct care staff

All direct care Staff must receive training and re-training in Abuse and Neglect recognition and prevention; mental health issues; behavior management; reporting and whistle-blowing protection; managing complaints; workplace violence and harassment prevention; power imbalances between Apotex Staff and Residents; and minimization of restraint (the "Training"). The Training will include a review of this Policy and the Residents Bill of Rights. Where situations arise that may necessitate Training at other intervals, such Training shall be provided to Apotex Staff as necessary or appropriate.

All Staff in the Apotex will receive the Training, initially upon hire and then annually to ensure that Resident' needs are met and their rights respected.

Program evaluation and maintenance

On an annual basis the Executive Director or designate will evaluate the effectiveness of this Policy and the Apotex Abuse and Neglect Prevention Program, including the Training.

This evaluation will include an analysis of identified incidents of Abuse and Neglect that have

occurred over the past year and the effectiveness of the Policy, the Training and the Abuse and Neglect Prevention Program in preventing and/or responding to such incidents. The outcome of each review will be to recommend changes and improvements to this Policy and to the Abuse and Neglect Prevention Program, as required, in order to ensure continued improvement and organizational accountability.

A written record of each annual evaluation will be created and stored, including the date of the evaluation, names of people conducting the evaluation, the recommendations made, and the dates that the changes and improvements were implemented. The record of the evaluation will be kept by the Executive Director or designate.

Appendix C - Checklist of Suspected Abuse Indicators

The following indicators are designed to assist Apotex Staff in determining whether a Resident may be being abused or neglected. The list is not comprehensive and is intended to act only as a starting point. Abuse or Neglect may still occur in the absence of some or all of identified indicators. Apotex Staff must use judgment in looking for indicators of Abuse.

Physical Abuse

- Resident has unexplained cuts, bruises, swelling or scratches
- Resident has unexplained immobility or pain
- Resident has unexplained infections, tenderness, ulcers or injuries
- Resident has burns, poor skin condition, clustered bald spots or pulled hair
- Resident has forced feeding cuts and/or bruises on the lips/mouth
- Resident appears nervous, frightened, agitated, anxious or extremely aggressive around the abuser

Sexual Abuse

- Resident has pain, bruising, bleeding or swollen genital areas
- Resident has stained, torn, or bloody under garments
- Resident appears nervous, frightened, agitated, anxious or extremely aggressive around the abuser

Financial Abuse

- Apparent misuse of Resident's money, unexplained or sudden withdrawals of money in Resident's accounts, changes in Resident's bank accounts to joint or single account in another's name
- Resident has unexplained lost jewelry, cash, silverware, or other missing personal possessions
- Resident's investments or financial resources used for another's personal gain
- Recent changes such as the sale of home, changes in will, ownership changes
- Resident is unable to afford activities, maintain an adequate living environment, or pay bills for necessities despite adequate income
- Resident refuses to spend money without agreement of caregiver

- Resident displays a lack of basic necessities of life or such necessities are not provided by individuals holding power of attorney
- Resident is pressured or compelled to sign legal documents (wills, powers of attorney, pension cheques, etc.) they do not understand
- Resident's Power of Attorney for Property has been changed

Emotional/Psychological/Verbal Abuse

- The caregiver speaks for the Resident, ignores Resident's needs and rights, makes decisions without consulting the Resident, is excessively involved, overprotective, or has inappropriate guilt
- Resident is forced to endure name-calling, threats, degradation, humiliation or severe criticism
- Resident has unexplained sudden behavioural or mood changes
- Resident is belittled or subjected to child-like treatment
- Resident is subjected to forced social isolation including being excluded from family gatherings or not being allowed to have friends or visitors
- Resident has unexplained crying spells, is depressed, despondent, hopeless or demonstrates a helpless mood
- Resident avoids eye contact, is hesitant to speak openly
- Resident demonstrates a loss of self-determination or low self-esteem
- Resident appears nervous, frightened, agitated, anxious or extremely aggressive around the abuser

Neglect/Self Neglect

- Resident's basic necessities of care are being withheld or refused (no dentures, no glasses, no hearing aid, etc.)
- Resident displays inadequate personal hygiene
- Resident demonstrates inappropriate food and fluid intake including malnourishment or dehydration
- Resident has inadequate, unkempt or dirty clothing
- Resident health care needs not being met.
- Resident has a history of accidents or injuries
- Resident experienced a forced entry into a long-term care facility
- Resident is subjected to an unjustified use of restraints or is left unattended

Adapted with permission from St. Joseph's Healthcare Hamilton policy on Senior Abuse, Neglect, or Self Neglect

Appendix D - Procedures for Responding to and Investigating Alleged, Suspected or Witnessed Abuse or Neglect of Clients in the Apotex, Jewish Home for the Aged

The LTC Manager or designate/AHS or Administrator On-Call shall do the following or request the most appropriate person to do the following:

- If appropriate, the Staff must maintain the security and integrity of the physical evidence at the site of the incident including documenting this evidence appropriately.

- A member of the registered Staff will complete a documented assessment(s), as appropriate.
- Notify the responsible Physician. If appropriate, following the initial assessment Staff shall arrange for a medical examination by the attending Physician or Physician on call. The specifics of the incident must be explained to the Physician.
- Notify the Director, Resident Care and Experience or delegate.
- Notify the Social Worker, who may offer the Resident emotional support, if appropriate.
- Notify the Police, if applicable (Appendix E). A Staff member and/or the SDM will remain with the Resident during the Police interview, if applicable. The Police file # will be collected for Ministry reporting purposes.
- Notify the Resident's Substitute Decision Maker (SDM), if applicable or as required pursuant to the Fixing Long-Term Care Act, 2021. Such notification must occur immediately in instances where the incident resulted in physical harm to the Resident. In no circumstances may such report occur later than 12 hours following Apotex Staff becoming aware of any alleged, suspected or witnessed Abuse or Neglect incident.
- Follow mandatory reporting requirements as outlined in the Fixing Long-Term Care Act, 2021. Immediately report the incident to the Ministry of Long-Term Care. During business hours, report via the Critical Incident System (CIS). After hours, report by calling the Service Ontario After-Hours Line and submitting the CIS report the next business day. Refer to the Apotex Resident Safety Incident Management Framework policy.
- Ensure the incident is captured in the on-line Safety Event Reporting System (SERS), if applicable.
- The LTC Manager or other most appropriate person shall initiate an investigation, documented investigation information on the following shall be collected and may include:
 - o Removing the Staff member from the workplace pending investigation
 - o Meeting with the Staff member reporting the incident
 - o Meeting with all Staff having knowledge of Abuse or Neglect
 - o Meeting with the allegedly abused or neglected Resident
 - o Depending on the circumstances, the review may also include
 - performing a chart review for patterns or trends that suggest potential Abuse; and/or
 - reviewing the employee's file if an employee is involved.
 - o Information must include date, time, location, events in chronological order and contributing factors. Document only facts, not opinions.

The Director, Resident Care and Experience and Executive Director, will:

- o Ensure mandatory reporting requirements, as outlined by the Fixing Long-Term Care Act, 2021, are followed.
- o The Executive Director will report the incident, as applicable to the Vice President, Long-Term Care; the Executive Medical Director of the Apotex; the Director Human Resources (if the alleged abuser is an Apotex Staff member); the Manager of Volunteer Services (if the alleged abuser is a volunteer) and/or the Director of Education (if the alleged abuser is a student).

Mandatory reporting requirements indicate that the Apotex shall report to the Ministry the results of the investigation and the actions taken in response within 10 days of the Apotex

becoming aware of the incident or at an earlier date if required by the Ministry. If more time is required to prepare the required report, Baycrest shall submit a preliminary report to the Ministry within 10 days and provide a final report to the Ministry within a period of time to be determined by the Ministry. It is an offence to knowingly make a false report, or to fail to make a report where required.

Appendix E - Chart of Criminal Offences which must be Immediately Reported to Police

As per the Fixing Long-Term Care Act. O. Reg. 246/22 s.105, every licensee of a long-term care home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence.

Please refer to the Fixing Long-Term Care Act and Criminal Code for the complete requirements.

O.Reg.79/10.s.98 Every licensee of a long term care home shall ensure that the appropriate police force is immediately notified of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence.					
LTCHA 2007					
Financial Abuse	Physical Abuse	Sexual Abuse	Emotional Abuse	Verbal Abuse	Neglect
Criminal Code Offences that May Apply					
Theft (Sec.322 C.C.) Theft by holding Power of Attorney (Sec.331 C.C.) Stopping Mail with Intent (Sec.345 C.C.) Extortion (Sec.346 C.C.) Forgery (Sec. 365 C.C.) Fraud (Sec. 380 C.C.)	Assault (Sec.265 C.C.) Assault with a Weapon or causing bodily harm (Sec.267 C.C.) Aggravated Assault (Sec.268 C.C.) Forcible Confinement (Sec.279 C.C.) Murder (Sec.229 C.C.) Manslaughter (Sec.234 C.C.)	Sexual Assault (Sec.271 C.C.) Sexual Assault with a weapon, threats to a third party or causing bodily harm (Sec.272 C.C.) Aggravated Sexual Assault (Sec.273 C.C.)	Intimidation (Sec.423 C.C.) Uttering Threats (Sec.264.1 C.C.) Harassing Telephone Calls (Sec.372.3 C.C.)	Intimidation (Sec.423 C.C.) Uttering Threats (Sec.264.1 C.C.) Harassing Telephone Calls (Sec.372.3 C.C.)	Criminal negligence causing bodily harm or death (Sec.220 -21 C.C.) Breach of Duty to provide necessities (Sec.215 C.C.)

Information used with permission of Regional Municipality of Durham and Durham Regional Police Service. The chart is intended as a guide and does not constitute legal advice. Please refer to LTCHA 2007, O.Reg.79/10, and Criminal Code for the complete requirements.

Appendix F - Suspension of Duties and Consequences of Confirmed Abuse or Neglect by Category of Individual

Alleged Abuser	Protocol
Baycrest Employee	<p>The Director, Human Resources shall be advised of all instances of alleged Abuse involving employees. While the investigation is being conducted, the employee may be placed on a paid leave of absence until the investigation is completed. The Employee who is placed on a paid leave of absence will be provided with an opportunity to provide their point of view. With respect to unionized employees, it will be arranged for the union representative to attend the interview. Human Resources will support the LTC Manager to initiate the paid leave of absence pending the investigation, as required or appropriate. Staff members found to have committed acts of Abuse or Neglect following an investigation will be subject to disciplinary action, up to and including termination of employment for cause, notification of the relevant authorities and, where applicable, reporting to their governing professional regulatory body in accordance with, but not limited by, the Regulated Health Professions Act 1991.</p>
Another Client	<p>The LTC Manager or After-Hours Supervisor, upon becoming aware of any alleged, suspected or witnessed Resident Abuse by another Resident will take steps to investigate and to try to reorganize the situation between the two Residents. In the short term, this may take the form of separating the two Residents, assigning enhanced monitoring and involving the attending Physician or the on-call Physician. In the intermediate and long term, the form of intervention will be highly individualized and may include separating the two Residents with room changes, referral to psychiatry and / or Behavioural Support Resource Team Lead and collaboration with the interprofessional team and the Resident's SDM, if appropriate.</p>
Baycrest Physician	<p>The investigation will be coordinated by the Department of Medical Services, and procedures under the Public Hospitals Act and the Baycrest Hospital Medical Staff By- law shall apply. Physicians found to have committed abusive acts will be subject to disciplinary action, up to and including suspension of privileges, notification to the relevant authorities, and, where applicable, reporting to their governing professional regulatory body in accordance with the Regulated Health Professions Act, 1991.</p>
Baycrest Volunteer	<p>While the investigation is being conducted, the volunteer will be suspended from his/her duties until the investigation is concluded. The manager of Volunteer Services and the Director, Human Resources shall be notified. Whenever possible, Volunteer Services will be contacted to provide support in initiating the suspension. Where a member of the Volunteer Services Department is not available, the Volunteer Services Department will be notified as soon as possible following the initiation of the suspension.</p>

<p>Student</p>	<p>While the investigation is being conducted, the student shall be suspended from his/her duties until the investigation is concluded. The Director, Education and the Director, Human Resources shall be notified.</p> <p>The individual responsible for coordinating the student placement at Baycrest will be responsible for communicating with the educational institution regarding the incident and Baycrest's procedures. Whenever possible, the coordinator of the student placement will be contacted to provide support in initiating the suspension. Where this individual is not available, they will be notified as soon as possible following the initiation of the suspension.</p>
<p>Private companion, private practitioner, family member or visitor and the alleged Abuse occurred in the Apotex</p>	<p>In the case of alleged, suspected or witnessed Abuse by a private companion, private practitioner, family member or visitor (or any other essential caregiver), an investigation will be initiated. While the investigation is being initiated, the alleged abuser will not be allowed on the care unit on which the Resident resides, if applicable. The alleged abuser will be questioned on the matter by the individual conducting the investigation. The employer may be requested to meet with the private companion or the private practitioner, as applicable. The alleged abuser may be subject to monitoring or conditions on visiting.</p> <p>If applicable, the Ministry and the police will be notified as per the requirements of the Fixing Long-Term Care Act, 2021 and the Vice President, Long-Term Care will be informed.</p>

Appendix G - Mandatory Reporting Requirements- Apotex, Jewish Home for the Aged

The Fixing Long-Term Care Act, 2021 requires mandatory reporting by any person, save and except for another long-term care Resident, who has reasonable grounds to suspect, has witnessed or been advised of an allegation that specific acts of Abuse or Neglect have occurred or may occur to a Resident of the Apotex. Staff must immediately report the suspicion and the information upon which it is based to the LTC Manager or designate (business hours) or the After-Hours Supervisor (After hours, weekends and holidays). Failure to report incidents of any kind, which could be construed as Abuse or Neglect, also constitute an offense under the Fixing Long-Term Care Act, 2021. The mandatory reportable acts of Abuse and Neglect in the Apotex (long-term care setting) are as follows:

1. Improper or incompetent treatment or care of a Resident that resulted in harm or a risk of harm to the Resident;
2. Abuse of a Resident by anyone or Neglect of a Resident by the home or its Staff that resulted in harm or a risk of harm to the Resident;
3. Unlawful conduct that resulted in harm or a risk of harm to the Resident;

4. Misuse or misappropriation of a Resident's money; and
5. Misuse or misappropriation of government funding provided to the Apotex.

While other Residents of the Apotex are not required to make reports by law, they may do so.

The obligation to report is one that Baycrest takes very seriously. No member of the Baycrest Staff shall:

- coerce or intimidate a person not to make a report;
- to discourage a person from making a report; or
- authorize, permit or concur in a contravention of the duty to report.

notes



Five horizontal lines for writing notes.

Twenty horizontal lines for writing notes.

