



Apotex Centre, Jewish Home for the Aged

Resident Handbook

Baycrest

Please keep in mind that no matter how hard we try, parts of this handbook will become out-of-date over time.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.

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 either 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 side of a neighbourhood has its own dining room and living room. 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 lounge 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. 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 Sharp Atrium is the heart of our building complex. The floor is made out of Jerusalem stone, and at the centre, you'll notice olive trees. Grandchildren and other young visitors will enjoy the fun sculptures in the picnic court and the gardens.

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 let the nurse know to call housekeeping for immediate assistance.

Your telephone

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. Friends and family will then be able to reach you by dialing 416-785-2500, plus your new four-digit extension.

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.

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 nursing staff in your neighborhood.

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

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, 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. Clothes and personal items sent out for laundering are normally returned to the unit within 48 hours. 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.

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. If an item of clothing is not returned from the laundry, please speak to a member of your care team.

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 arrange pet visits. For more information, speak to the Recreation team member for your floor.

Alcohol

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 clients. The computers are located on most floors. Speak to nursing staff for more information.

Safety and security

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

Leaving your home floor

Many residents who live at the Apotex Centre look forward to leaving their home neighbourhoods during the day. Others enjoy leaving Baycrest for occasional outings with family or friends.

For your safety, please let a member of the Care Team know you are leaving the floor.

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

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.

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 nursing staff or Unit Clerk can explain the process for getting a replacement key. You will be asked to make a refundable deposit at the Cashier’s Office at the Finance Department, get a receipt and give this receipt to 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 a member of the care team to arrange to have it unlocked and 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. 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 the Long Term Care manager.

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 and volunteers 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 clients, all Apotex Centre residents are required to wear identification bracelets. At admission, you will be given a bracelet.

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 neighbourhoods. The band can be detected at various locations by a system that provides three layers of security: neighbourhood 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 neighbourhood 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. During the first few days and weeks, you will meet members of the Care Team staff who will be involved in your care.

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 Clerks. You will also be asked for your, or your family's email address for communications.

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.

Members of the 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 **Long Term Care 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 **Recreationist** offers you the chance to experience and take part in recreation and leisure activities based on your needs and interests and those of other residents. Caregivers are welcome to attend social programs with you, provided that space is available.

- **Social Workers** provide support 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.
- **Food service aides** help you select your food and have an enjoyable mealtime experience in the dining room.
- An **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. Our occupational therapy services are provided by a private outside company.
- A **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.
- A **Speech Language Pathologist (SLP)** assesses residents who have difficulties with communication and/or swallowing. A speech language pathologists help with swallowing problems, provides services for Residents with aphasia (problems speaking and/or understanding words) and other communication disorders. SLP services are provided by an outside company.
- A **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. Pharmacy services are provided by an outside company.
- **Rabbis and Chaplains** are available to provide religious and spiritual support to residents and their families. Community clergy are also welcome to visit.
- 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.
- **Volunteers** spend time in the neighbourhoods, visiting, helping with meals or with recreational programs.
- **Housekeepers** ensure that your room and neighbourhood stay safe and clean. Housekeeping services are provided by an outside company.
- **Students** at Baycrest are affiliated with a number of universities and colleges, including the University of Toronto. Students are fully supervised and will be introduced to you if they play any part in your care.

Family, Caregivers and visitors

The Care Team will do everything possible to establish positive, trusting relationships with your relatives, caregivers 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. Please speak to the Social Worker on your floor for more information.

Family Care Connection

The Family Care Connection (FCC) Program is a volunteer-run program of family members who've supported a loved one moving into the Apotex. They understand what families go through and offer compassion, support, and information. You're welcome to reach out any time at FCC@baycrest.org.

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 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 with useful information.

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 review the visitor policy on the Baycrest website.

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. 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.

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.

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).

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 Rexall Pharmacy, which is located on the ground floor of Baycrest hospital. 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 the Apotex, arrangements may 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.

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 neighborhood 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.

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. 2470.

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.

Removal of personal belongings

When a resident is permanently discharged or transferred, it is important that the room be available as soon as possible for other residents waiting for a long term care bed in the Apotex Centre (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. As an alternative, Baycrest staff will pack personal items and place them in temporary storage. 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.

Information regarding the removal of personal belongings is provided by the Finance Department at the time of admission.

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 Client 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 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 under the supervision of the Kashruth Council of Canada (COR). 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.

Having company during meals

Caregivers are welcome to visit during mealtime to assist with eating.

Special meals or celebrations

The family dining room 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. 5707.

Enjoying meals off-floor

You may wish to have a meal and/or snack outside your Neighbourhood – either in the W.A. Café or the Nosh, both located on the main floor. Only food purchased in these areas may be eaten there.

Wheelchair services

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. The service is provided by our wheelchair vendor. Please speak to a member of your care team to connect you with the most appropriate person. If you require a wheelchair but don't own one, please speak to a member of your care team who will initiate an assessment.

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 Long Term Care Manager.

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 members are also invited to take part in the Family Advisory Council, a group of family members and loved ones of residents who advocate for quality of life and continuous improvement in resident care. Meetings are held once a month and all family members and caregivers are encouraged to join as new members. Further information is available online at baycrest.org or you can reach out to the FAC with questions or concerns at fadvisorycouncil@baycrest.org.

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.

Your rights and responsibilities

While you live at the Apotex Centre, you have the right to expect certain things. 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, 2021.

Residents' Bill of Rights

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.
 1. 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.
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.
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.

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.

“Least use” of restraints

At Baycrest, we believe that residents should be allowed to maintain their dignity and independence. At the same time, we recognize our responsibility to provide a safe environment for residents, 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 clients 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 Long Term Care Manager.

Baycrest’s zero tolerance policy on abuse and neglect of clients

Everyone at Baycrest has the right to be free from all acts of violence that could threaten their physical or mental well-being, and they also have the right to expect that their possessions will be secure. Baycrest has an abuse and neglect prevention in keeping with all relevant legislation, including the Fixing Long Term Care Act, 2021. Our policy sets out detailed expectations, definitions of abuse, actions to be taken and possible consequences of abusive behaviour. For more information on the policy, please contact your Long Term Care Manager.

notes



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