

TOUR INFORMATION PACKAGE



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Sarnia, Ontario
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www.vision74.com

**For Information contact:
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Opening Doors to the Future of Care

WELCOME TO VISION REST HOME

This tour information package is intended to help potential residents/family members/friends become familiar with services offered at Vision Rest Home.

ABOUT VISION REST HOME

Vision Rest Home is a thirty seven (37) bed retirement home. The home is centrally located in the city of Sarnia, in Southwestern Ontario at 229 Wellington Street.

Vision Rest Home is licensed through the Retirement Home Regulated Authority (RRHA). The home has strong community alliances with other care service providers. As part of Vision '74 Inc., Vision Nursing Home is a charitable non-profit organization governed by a voluntary Board of Directors.

VISION REST HOME MISSION STATEMENT

We provide compassionate residential care services in Sarnia-Lambton supporting individuals in maintaining their dignity and independence. Our innovative style ensures our resident's, families' and staff's needs are met in a collaborative approach.

We believe that personal enrichment comes from serving each other well. A team approach, staff development, quality monitoring and proactive initiatives support positive outcomes. Volunteers and community agencies are integral to our success.

PHILOSOPHY OF VISION REST HOME

Our philosophy is: "Treat others as you would want to be treated"

CODE OF CONDUCT

The Home requires all persons entering the home "to treat others as you would want to be treated". We expect and maintain a culture of diversity, ensuring all persons are respected, valued and welcomed.

ACCOMMODATIONS AND RATES

Vision Rest Home has available for residents, 31 private rooms including a 3 piece attached washroom as well as 3 semi-private rooms (6 beds) subsidized through Lambton Elderly Outreach.

The following types of accommodation are available at the Rest Home for the daily charges set out below:

ACCOMMODATION STYLE	DAILY CHARGE*
Small Private	\$ 28.42/day
Suite	\$ 34.39/day

ALTERNATIVE CARE SERVICES PACKAGES AND MEALS

The following care service packages are made available to residents at the Rest Home for the daily charges set out below:

<p><i>Basic Service Care Plan Package</i></p> <ul style="list-style-type: none"> • monitoring of resident well-being • medication administration • professional on-site management • weekly housekeeping including bed linens supplied • access to additional fee-for-service options • access to lifestyle and socio-recreational activities as scheduled • reasonable repairs and maintenance of appliances and fixtures installed by the Operator • 24 hour emergency response system • Three (3) meals - in the main dining room, snacks available • Meals available on tray service when authorized by DOC • some therapeutic diets upon authorization by DOC • personal mail distribution • R.N. available for emergency consultation from Vision Nursing Home 24 hours/day <p>*In House physiotherapy program</p>	<p>Daily charge \$ 56.06</p>
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*The total monthly charge for living in the rest home is established by adding the price of your Shelter/Accommodation and the Basic Service Care Plan. A second person may reside in any of the suites and pay only the specified Basic Service Care Plan

RETIREMENT HOMES REGULATORY AUTHORITY (RHRA) FEES

The Retirement Homes Regulatory Authority (RHRA) is a not-for-profit corporation, independent of government. Under the *Retirement Homes Act (2010)* every retirement home requires a license to operate in Ontario. The RHRA's mission is to improve the lives of residents in Ontario retirement homes. The RHRA accomplishes this mission by fulfilling its mandate to administer the *Retirement Homes Act (2010)*. As of July 1, 2012 all retirement homes must have a license and the Annual Fee charged is based upon the total number of units/rooms in the home. The current fee charged per unit/room is **\$.35 per day**.

ADDITIONAL SERVICES

The following additional services are available to residents at the Rest Home on a fee-for-service basis for the charges set out below:

SERVICE	CHARGE*
Hairdressing	\$ As posted in Beauty Salon
Foot Care - Basic	\$ as charged each visit
Foot Care - Advanced	\$40.00 per visit
Parking	\$ No Charge
Valet Services – Personal Laundry	\$25.00 per month
Resident Gift Fund	\$.50 per month
Chaperone Services	\$25.00 per hour
Tuck Shop	\$ as posted
Additional Occupant (Suite)	Basic Care Rate
Tray Service During Outbreak	\$5.00 per tray
Lab Services	As charged/per visit
In House Phone Service	\$25.00 per month

STAFFING LEVELS AND QUALIFICATIONS

The Licensee will ensure that all the staff members who work in the Rest Home have the proper skills and qualifications to perform their duties. At the Rest Home, the following staff members are available to provide care and other services to resident:

- *Director of Care - On site Registered Staff*
- *Attendant Unregulated Care Provider - 1 person 24 hours per day (days, evening, nights)*
- *Housekeeper - Minimum of 1 person 8 hours per day – six days per week*
- *Registered Nurse – Nursing Home Charge RN on call 24 hours per day*

FIRE SAFETY

Our fire safety systems and practices are compliant with the Ontario Fire Code and are monitored on a 24-hour basis. Smoke and/or heat detectors are provided in resident rooms, common areas and work/storage rooms. There is an automatic sprinkler system in the entire home and hose and pull stations available on all levels. A fire suppression system is installed over the range in the main kitchen. Monthly fire drills are conducted requiring both resident and staff participation. All fire safety systems are inspected as regulated on an annual basis by certified technicians.

COMMUNICATION AND RESPONSE SYSTEM

The Rest Home is required under the *Retirement Homes Act, 2010* to have a resident-staff communication and response system. The Rest Home has a resident-staff communication and response system in all residents' rooms and bathrooms. There are security alarms on all exterior doors from the building which, along with the resident-staff communication and response system, are centrally monitored.

RESIDENT SATISFACTION

The Rest Home is committed to the delivery of quality accommodation, care and other services to all of our residents. In the event any resident, family member or person of importance to the resident wishes to comment on any part of the accommodation, care or other services which we provide, your compliments, suggestions or concerns are welcome.

The Rest Home will ensure that every written and verbal complaint made to it, the Licensee or a staff member concerning the care of a resident or the operation of the Home will be dealt with following the steps provided in Policy # 100-V-55A&B CONCERNS AND COMPLAINTS, RESIDENT AND FAMILY. A copy of this policy is included in the admission package.

A person who wishes to make a complaint to the Licensee about the operation of the Rest Home, either verbally or in writing, should direct their concerns to the Administrator/CEO as soon as possible. If you are not completely satisfied with the response, you are welcome to appeal your concerns to:

*Chairman - Vision Board of Directors
c/o Vision '74 Inc. 229 Wellington Street, Sarnia
519-336-6551*

The Licensee will ensure that every written or verbal complaint made to the Licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. The complaint shall be resolved if possible, and a response provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant

can reasonably expect a resolution, and a follow-up response shall be provided as soon as possible in the circumstances.

4. A response shall be made to the person who made the complaint, indicating, what the Licensee has done to resolve the complaint, or that the Licensee believes the complaint to be unfounded and the reasons for the belief.

CLIENT SATISFACTION MEASUREMENT

The home participates in Quality Improvement and Monitoring programs. An important part of this program is client feedback. Several client-focused tools provide the home staff and administration with client perspective on client related to care and services provided. Client Satisfaction Questionnaires (CSQ) are used to measure client satisfaction.

Families are encouraged to receive input from the resident if applicable to complete the questionnaire. Families, residents and others are strongly encouraged to use honest constructive criticism of services, as our goal is to identify areas which require improvement. The annual resident satisfaction survey OR family survey is conducted monthly by staff/volunteers with residents/family to ensure that each resident has been surveyed in a calendar year.

RIGHTS AND RESPONSIBILITIES

Every Resident of a retirement home has the following rights which constitute the Resident's Bill of Rights:

1. The Right to:
 - i. know what care services are provided in the home and how much they cost,
 - ii. be informed in advance of any increases in charges for care services provided in the home,
 - iii. receive advance notice of a decision of the licensee of the home to discontinue providing a particular care service,
 - iv. have the licensee of the home take reasonable steps to facilitate the resident's access to any external care providers that the resident needs, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to continue to reside in the home, and
 - v. have the licensee of the home take reasonable steps to find appropriate alternate accommodation for the resident, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to cease to reside in the home.
2. The right to apply for publicly funded care services and assessments.
3. The right to be informed about and to apply for care services and assessments from an external care provider.
4. The right to have his or her choice of care services provided by staff who are suitably qualified and trained to provide the services.
5. The right to,
 - i. participate fully in making any decision concerning any aspect of his or her care,

- ii. participate fully in the development, implementation, review and revision of his or her plan of care, and
 - iii. give or refuse consent to any treatment, care or service for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent.
6. The right not to be restrained except in accordance with the common law.
 7. The right to be afforded privacy in treatment and in caring for his or her personal needs.
 8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the residents dignity.
 9. The right to have his or her lifestyle and choices respected and to freely pursue his or her social, cultural, religious, spiritual and other interests as long as the resident's lifestyle, choices and pursuits do not substantially interfere with the reasonable enjoyment of the home for all usual purposes by the licensee and other residents.
 10. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Authority or any other person without interference of coercion, discrimination, or reprisal, whether directed at the resident or anyone else.
 11. The right to know if the home is also a care home within the meaning of the Residential Tenancies Act, 2006 and whether the residents therefore have rights and responsibilities as Tenants under the Act.

CODE OF ETHICS

As an accredited member of the Ontario Retirement Communities Association, we uphold and affirm our responsibilities to our residents by subscribing to the following principles:

- We believe in quality of life for all residents that encompasses their right to dignity, respect, privacy and autonomy
- We will respect the rights of our residents as individuals who are free to pursue personal interests, participate in social, religious, and community activities of their choice, and to associate privately with people of their choice
- We will at all times maintain a high standard of professional conduct and act with integrity, honesty, openness, and fairness when dealing with residents, families, employees, other operators, and businesses
- We will ensure that at all times staff treat residents, their families, and the public with courtesy
- We will take reasonable and appropriate measures to safeguard the well being of our residents
- We will encourage a respectful workplace and seek to employ staff with good moral character, satisfactory experience, competence, and compassion
- We will adhere to ORCA's accreditation standards which include compliance with relevant municipal and provincial regulations governing our operations
- We will not engage in unfair marketing practices and will avoid any conduct that may discredit the sector at large

ZERO TOLERANCE POLICY ON ABUSE AND NEGLECT

The Home has a zero tolerance policy of abuse and neglect of residents. Abuse and neglect of residents will not be tolerated. Policy 125-V-91A-C ABUSE OF A RESIDENT BY STAFF is included in the admission package and posted in the Information Centre.

RESIDENT'S COUNCIL

A Resident's Council has been established in the Home. The Residents' Council is the forum used by residents to share ideas, receive input and provide suggestions. Information or feedback received by the Resident Council contributes to continuous quality improvement within the home. Only residents of the Home may become members of the Resident's Council. If you would like additional information about the Resident's Council and its role, you may contact the Resident Council Assistant through the Recreation Department. Resident's Council meets once per month normally at 1:00 pm or following the lunch meal service in the Dining Room.

FAMILY COUNCIL

Vision's Family Advisory Council (FAC) is a group comprised of family members/friends of residents. The FAC meets bi-monthly. The purpose of the FAC is to share ideas, receive input and provide suggestions which contribute to Continuous Quality Improvement within the facility. Communication to families occurs through email, automated messaging and our website. We have a closed Facebook Group that highlights the activities and special events throughout the home.

FINANCIAL OBLIGATIONS

On the day of admission, you will meet with the Director of Care who will review the Admission Contract and explain your financial obligations. Computerized invoices are produced approximately on the 25th of the month for the next month's accommodation. You should receive this invoice during the 4th week of the month with payment due by the 1st of the next month. Pre-authorized payment is required as an effective and efficient means to ensure monthly payment of invoices. Our Accounting Supervisor is pleased to explain this process. You are encouraged to contact the Accounting Office at extension 7190 if you have questions about your invoice.

MEDICAL SERVICES

Residents choose their own physician or nurse practitioner to provide care to them. The Director of Care helps to facilitate communication between the doctor, pharmacy, resident and family members.

MEDICATIONS/TREATMENTS

We have a comprehensive pharmacy service. Medications/treatments are prescribed by a physician or nurse practitioner and are administered by the Attendant (Unregulated Care Provider)

HAIRDRESSING/BARBERING

Vision Nursing Home provides a licensed hairdresser / barber. Hair care is provided to residents at a reasonable cost. Costs are posted outside the Hair Salon. Charges will appear on the monthly invoice. Upon admission, arrangements are made and communicated to the hairdresser and signed for as an unfunded service authorizing charges to the monthly invoice. Residents may pay cash directly to the hairdresser. A resident may choose to have hairdressing/barbering services provided outside the home.

SMOKING, RECREATIONAL CANNABIS & ALCOHOLIC BEVERAGES

Vision has an outdoor smoking area for residents. Staff and visitor smoking is only allowed outside the building in designated smoking area and in compliance with the Tobacco Control Act. Areas are clearly marked and containers are provided. Under no circumstances should smoking materials be left with a resident.

Residents may consume recreational cannabis in the designated resident smoking area, 9 metres away from door. Residents using cannabis must be mindful of other residents using this area. Family, friends and all other visitors are not allowed to consume recreational cannabis on Vision property. Like all drugs consumed by a resident in the Home, the cannabis must be stored and locked in the medication room as per our smoking policy.

Vaping is not permitted on Vision grounds.

Residents may wish to continue to consume alcoholic beverages. These beverages are permitted with a doctor's order. All spirits must be kept in the medication room for residents' safety and dispensed by the Attendant. The family is required to provide alcohol if requested by the resident and approved by the doctor. Please cooperate with this policy as the mixing of alcohol with medication may have side effects.

GUEST SUITE

Vision offers a Guest Suite that is made available to family and friends for a nominal fee and is located in the Wellington Flats Apartment Building next door to Vision Nursing and Rest Home. The suite will accommodate 2 people. The room comes complete with a double bed, 3 piece bathroom, microwave and TV. Reservations can be requested by emailing wellingtonflats@vision74.com or by phone at ext. 7900

The guest suite is booked on a first come, first served reservation system and is subject to availability. Payment is made by cash or cheque.

FOOD SERVICES/DIET/NUTRITION

Vision Nursing Home has on staff a Dietitian and a Food Service Manager to coordinate and supervise all meal preparation. Good nutrition and a variety of meal options are an essential part of our service. A nutrition care plan is developed to meet the individual needs of each resident. Three (3) well-balanced meals are served daily and nutritious snacks are offered between meals. Alternate selections are available and residents are made aware of the choices at each meal.

For special occasions such as birthdays or anniversaries, arrangements can be coordinated by contacting the Recreation Services Department (extension 7179).

We also encourage families or friends to share meals with our residents. If you wish to have a meal, please purchase meal vouchers at the Reception desk during business hours or in the main kitchen after hours. Please let the registered staff know you are coming for a meal, preferably 24 hours in advance. Charges for visitor meals are posted in the dining room.

A Resident Food Committee meets monthly at Resident Council and the Food Service Supervisor responds to concerns/comments regarding food and food service.

ACTIVITIES/PROGRAMS

Vision Rest Home has a Program Services Manager, Volunteer Services, and a Recreation Facilitator who strive to provide quality programs to meet the social, emotional, physical, cognitive and spiritual needs of residents. There is a wide range of activities offered from quiet one-on-one visits to large group events. Programs are offered seven days a week at times convenient to residents. A variety of active programs offered include: games, exercises, Birthday Parties, crafts, musical entertainment and special events. Regular outings are scheduled and utilize Vision's bus that is equipped with a wheelchair lift. The monthly newsletter, "Vision News and Views", is given to each resident. Monthly calendars and TV monitors are located in the Dining Room with the most up to date programs happening daily. The calendar is also posted on our website (www.vision74.com) located under the Care & Service tab. This allows family and friends to access the recreation program schedule from home on their computers. Family and friends are welcome to attend any activity.

PASTORAL SERVICES

Pastoral Care is a service under the direction of the Program Department. Pastoral services assist Vision in providing a well-rounded program to support the residents' spiritual needs. Participation in spiritual programs is voluntary. Interdenominational services are held regularly. For more details or special requests please contact the Program Services Manager.

VOLUNTEER SERVICES

We encourage family members and/or friends of residents to actively participate in the care of the residents, with activities such as feeding, social programs, friendly visits, personal care or portering residents to and from programs. Staffing is enhanced through our volunteers and positively impacts residents' quality of life.

An orientation program is provided for all volunteers. For more information on how to get involved, please contact the Volunteer Services Manager at extension 7179.

COMMUNITY INVOLVEMENT

Vision Nursing Home encourages community involvement. Relatives and friends are encouraged to visit and children are especially welcome, as well as family pets. Please note that all pets must have been properly vaccinated, housebroken and leashed when visiting. Proof of vaccination may be requested.

Efforts are made to involve our residents in the local community, by both inviting community groups to visit us and by planning community outings.

BUILDING SERVICES

Regular housekeeping and maintenance duties are carried out under the supervision of our Housekeeping and Maintenance Supervisors. Please consult with the Maintenance Supervisor before bringing in anything electrical for the resident's room or placing decorations that must be secured safely. Also friction type lampshades are not allowed. The Maintenance staff will assist with picture hanging and furniture arrangement.

RESIDENTS' ROOMS

Residents are encouraged to bring pictures and personal room furnishings. This is considered on an individual basis, as all rooms accommodate a different amount of personal items. It is recommended that all items be able to be disinfected and cleaned.

TELEVISIONS

A television is provided in lounge area for residents and visitor use. Should a resident prefer to have his/her own television in his/her room, there are cable hook-ups available in all resident rooms. Understandably, in basic/shared accommodations, earphones may be necessary. The resident or family member assumes the installation and financial responsibilities through Cogeco Cable.

TELEPHONES

If daily telephone calls are part of the resident's routine, we suggest the installation of a private line. Telephones can be installed in all rooms. Telephone service is provided through Vision's in-house phone system. Service is arranged on admission and will be billed directly to the resident's account.

INSURANCE

The property of residents is covered for \$10,000 per person/\$250 deductible with a maximum limit of \$1,000,000. This does not include loss of glasses, dentures or hearing aides.

VALET SERVICES AND PERSONAL CLOTHING

Vision Rest Home offers Valet services to those residents who wish to have their personal laundry done for them. This service is done once per week. The residents laundry is picked up, washed, dried, folded and returned to the resident the same day. This service is arranged on admission and the cost is added to the residents charges each month.

For residents that wish to do their own laundry, a washer and dryer is available on a first come, first served basis in the resident laundry room located next to the auditorium in the Garden Level.

MAIL

Incoming and outgoing mail is coordinated through the Reception Desk.

SAFETY AND SECURITY

Vision has an ongoing Health and Safety Program for residents, staff, visitors and volunteers. The home's Disaster/Fire/Emergency Manual contains plans for a variety of disaster situations should the need arise.

BUILDING SECURITY

All exit/entrance doors are alarmed. Staff will instruct you as how to deactivate the alarms from ringing. Please use the Brock Street or Wellington Street entrances to enter or exit the building. In an emergency, the staff will provide direction to use alternate exits.

VISITING HOURS

Vision Rest Home is open twenty-four (24) hours a day 365 days/year to provide resident care and supervision. We welcome families and friends to visit as often as possible and to stay as long as desired. Therefore, there are no specific visiting hours. However, it is suggested that visitors who plan to visit after 9:00 p.m. call the Attendant on duty as the main entrance is locked after this time, for safety and security reasons.

LOCATION AND OPERATION OF CALL BELLS

Each resident's room and bathroom is equipped with a call bell that is easily accessible. To use the call bell just pull the call bell cord and an audible and visual signal will go off and a staff member will respond as quickly as possible.

CONFIDENTIALITY

All personal resident records related to accommodation, charges and medical information are confidential.

VALUABLES

Vision can not accept responsibility for a resident's personal belongings or valuables. Jewelry and money are best kept with the responsible party. PIN money is not kept for residents by the Home.

FIRE REGULATIONS

As a fire safety precaution, all items of an electrical nature must be checked by the Maintenance Supervisor before being used in the home. We prohibit the use of extension cords and "octopus" electrical plugs. Power bars are an acceptable alternative.

Fire drills are conducted on a monthly basis along with an annual mock evacuation of the home. Fire exits are clearly marked in the home. Should you be in the building during a situation, the Charge Nurse will give direction. Depending on the circumstances, it may be necessary to request that you assist in some way, with little time for an explanation. If you find a fire, go to the nearest pull station, follow the instructions beside the station and set off the alarm and begin evacuating the immediate area. Residents are expected to participate in

drill situations unless their medical condition prohibits them from doing so and are excluded under the direction of the Director of Care.

TUCKSHOP-CAFÉ SERVICES

These are provided weekly and are listed on the monthly calendar and on the TV monitors. Café is open to residents and visitors on Tuesdays and Thursdays from 2:00pm-3:30pm.

ADDITIONAL INFORMATION

- There is a pop machine located near the Café. There is an ATM machine available for visitors and family to use located in the Rest Home corridor.
- If there are special events you would like to share with your family, you are welcome to use one of our private lounges or dining areas. Please notify the Recreation Department (extension 7179) at least two weeks prior to the event so that arrangements can be made.
- Parking is free and is located at the Brock Street entrance of the home. The parking lot at the arena can also be used on a first come first use basis, free of charge. Please do not park in the circular driveway at Brock or Wellington Street.
Vision encourages carpooling as a great way to save the air and share companionship with family members and friends. Parking at Vision is often challenging and carpooling helps to reduce congestion.
- **“WHAT’S ON YOUR MIND?”**
Should you visit and not be able to talk to the Administrator or Director of Care or any department supervisor, please feel free to communicate through our, “What’s on Your Mind?” forms. These forms are located at a clearly marked box just inside the Brock and Wellington St entrances.
Write down your questions, comments, etc. along with your name and where you can be reached. Place it in the box where you obtained the form. The Administrator or appropriate department supervisor will contact you within one (1) week.
- If there are any questions not addressed in this information package please do not hesitate to contact the Administrator and/or any other staff person.