

# RESIDENT HOSPITALITY HANDBOOK



**PRESCOTT AND RUSSELL  
RESIDENCE**  
Long-Term Care Home

  [www.prescott-russell.on.ca](http://www.prescott-russell.on.ca)



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Through the years, the Prescott and Russell Residence definitely had a change in its vocation. Nevertheless, its humble missions always stayed the same and that is to take care of a vulnerable community. In its first days, residents were independent and would not require as much care and services compared to the present situation. The service offers as drastically changed through the years and the presence of the Prescott and Russell Residence is more important now than ever.

In fact, the demographics of the community as gone through changes and the demand for long-term care housing as significantly increased. It is of the most importance, for employees and the administration, to ensure the quality of care that our community deserves.

The Residence has various assets to make Prescott and Russell Residence a haven where well-being is the standard way of life among compassionate people and devoted professionals. The Residence is dedicated to improving its quality by being accredited with Accreditation Canada since 2016 and is determined to deliver the best care and services possible to our residents and to our community. A Quality Improvement program and a Safety program were created to ensure that the quality of care and services and safety remain an integral component of governance. This quality allows residents to benefit from services provided through

an efficient and compassionate interdisciplinary approach, focused on the individualized needs of each person. This approach offers better results for the health and safety of our residents. We are fortunate at the Residence to be able to rely on the work of many outstanding employees, and a group of invested volunteers.

The Foundation of the Residence works to raise funds to improve the environment of our residents, to ensure state-of-the-art equipment and to facilitate the work environment of employees. The participation and enthusiasm of families support the process of social integration of our residents. The Residence works closely with the community and benefits from the experience and trust of the families who contribute to it. Let's remember that today's elderly built our society and made it what it is. They are our heritage and our pride, and we are grateful to them! You can therefore count on the support of our team to provide the best long-term care. You have our word of honour!

Welcome home!

Home Administrator

A handwritten signature in black ink, appearing to read 'Eric Larocque', written over a light blue horizontal line.

Eric Larocque

## A MESSAGE TO FAMILIES

We strongly believe that it is important that your family member can rely on your presence as part of their accommodation to the Residence. They must feel that you are there to participate in their social integration and to meet their needs for affection, attention and tenderness. The care and services and the support provided by our staff will never replace you, nor replace the love you have for them. In addition, the health care team needs you to help meet physical, moral, spiritual, psychological and cognitive needs. Our interdisciplinary team provides individualized care for your family member and ensures their safety and well-being. The staff need to know their preferences, their past life, their experiences and their habits of life in order to better service their needs.

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**YOUR PRESENCE IS VERY IMPORTANT  
IN THE LIFE OF YOUR LOVED ONE.**

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Highly qualified and competent staff can help you understand the disease, condition or behavior of your loved one. Do not hesitate to communicate with our dedicated nurses who will be happy to explain in greater detail the issues involving their social integration. Our medical team also provides thorough visits and follow-ups about their medical condition and care conferences with an experienced interdisciplinary team at your convenience. Your presence at these meetings is essential in order to participate in decision making and to understand the changes of your family member's condition.

Your participation in our recreational activities and outings offers an opportunity to spend quality time with your loved one and your attendance at medical appointments outside of the Residence is also favorable to their well-being and their sense of security.

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**FOR FURTHER INFORMATION  
AND ADVICE, PLEASE COMMUNICATE  
WITH A STAFF MEMBER WHO WILL BE  
PLEASED TO ASSIST YOU.**

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# 1. PRESCOTT AND RUSSELL RESIDENCE

## 1.1 FOUNDATION AND HISTORY

Established in 1906, Maison du refuge provided the elderly, those with special needs and the psychologically challenged with 30 some beds. The home, located near L'Original, was connected to a farm where a few residents worked. In 1952, following the sale of part of the agricultural land, the farm unfortunately closed its doors.

In 1954, a major upgrade increased the accommodation capacity to 93 beds; the home was then renamed Prescott-Russell Home. The Ottawa Sisters of Charity managed the Home from 1910 to 1972; afterwards, its administration was laicized.

In the fall of 1977, residents of the Home moved in a new building in Hawkesbury. The Prescott and Russell Residence officially opened its doors to 150 residents on September 14<sup>th</sup>, 1978. Since then, its capacity has been reduced to 144 beds and two short-term beds.



Prescott and Russell Residence

# 2. MISSION-VISION-VALUES

## 2.1 OUR MISSION

**The Prescott and Russell Residence is a specialized, bilingual long-term care facility, under the direction of the United Counties of Prescott and Russell, which offers a range of personalized care focused on the needs of the community, in a healthy and safe living environment.**

- The range of specialized services offered is based on the assessment of the individual needs of each resident. The Residence relies on strategies that ensure the optimization of independence and autonomy in the context of everyday life. Through certain programs, such as the gentle persuasive approach, priority to residents and the interdisciplinary approach to care, the Residence reinforces the quality of services and care provided to residents in order to be the best in the field of long-term care.
- The Residence advocates the safety and well-being of every resident by ensuring a living environment favorable to their physical, psychological, linguistic, social, cultural and religious needs, and an environment that allows them to preserve and to optimize their autonomy.
- At our Residence, the safety of residents is taken seriously. Inter-disciplinary committees are in place to lead the functioning of several programs; including the prevention and infection control, falls prevention, wound prevention and assessment of skin integrity, pain management, palliative care, drug administration, food safety, onsite training for employees and continuous quality improvement.

Resident Hospitality Handbook

## 2.2 OUR VISION

The Prescott and Russell Residence is recognized as a model for the excellence in the services provided by a team of professionals and qualified partners who consider the well-being and safety of residents as a driving force behind every decision.

- A multidisciplinary team ensures a range of care and health services, supported by medical professionals, with modern technology adapted for the changing needs of residents. A diverse team of health care specialists is also in place for the well-being of the residents.



## 2.3 OUR VALUES

### EXCELLENCE

The excellence of care and services is based on the professionalism, skills, and attention to detail of the entire staff team. The excellence of care and services is also based on the ability to place the well-being and safety of residents at the core of all interventions and the decision-making process.

### EMPATHY

Empathy, respect and compassion are essential values for working with residents who find themselves in a very vulnerable period of their lives. These values are also necessary to create a warm and healthy environment where everyone can flourish.

### COMMITMENT

The success of Prescott and Russell Residence depends largely on the level of commitment and involvement of its employees, partners, and the community, in order to support efforts to carry out the mission of the organization. Creating a strong sense of belonging is an important expectation of key stakeholders in the organization.

## 3. SAFE ENVIRONMENT

### 3.1 REGULAR ACCOMMODATION

The protected environment extends over three floors, laid out on two wings, the Cartier wing and the Spence wing. Part of the basement includes a full laundry service. The Residence is equipped with two elevators. The hallways are equipped with handrails and are wide enough to accommodate wheelchairs, walkers and geriatric chairs. In addition, all exit doors are equipped with an anti-wandering door monitor. In this case, a wristband is provided to residents and who requires special provisions to ensure their safety while at the same time allowing the appropriate freedom.



### 3.2 SECURED UNIT

The secure unit offers a secure living environment to residents who require an individualized care program. Staff assigned to the unit are trained to ensure safety and well-being of the residents. An activity program is designed in this environment to offer freedom and adequate supervision.

As required, the Residence reserves the right to make a transfer to the regular accommodation program. The transfer is made according to the availability of rooms and after the family is informed about the reasons for the transfer.

## 3. SAFE ENVIRONMENT



### 3.3 SHORT TERM STAY

Caring for a parent or family member involves time and dedication. The Residence provides care and services for short stays, in order to offer peace of mind to caregivers in the community who are dedicated to the wellness of their loved ones. Care and services programs are adapted as needed.



## 4. ADMISSION



## 4. THE ADMISSION

### 4.1 THE ADMISSION MEETING

An information package in accordance with the *Fixing Long Term Care Act 2021 and its regulations* is given to each resident and or his Substitute Decision Maker (POA) upon admission. The administrator reviews and explains the content of the package during a scheduled meeting with the resident or his POA. The accommodation agreement and the purchase agreement services are also reviewed and signed during this meeting.

### 4.2 PAYMENT OF ACCOMMODATION

When a resident is admitted to long-term care, the amount of accommodation is set by the Ministry and is determined depending on the type of accommodation the resident chooses to occupy.

Rates are set annually by the MOHLTC. In order to comply with the *Act*, the Residence must give to each resident a written notice of at least 30 days prior to the change of rate.

According to their income and with supporting evidence, either with a copy of their last Notice of Assessment, the resident can benefit from a rate reduction, if a request for basic accommodation is made.

The accommodation rate can be paid by check, in cash or pre-authorized withdrawal. By choosing the last option, the resident or POA authorizes the withdrawal bank account which corresponds to the amount of accommodation from the account identified on the 1<sup>st</sup> day of each month. If the payment is made through a check, it must be made payable to the UCPR (United Counties of Prescott and Russell).

A monthly account statement is sent to each resident or their POA.

### 4.3 TRUST ACCOUNT – POCKET MONEY

An initial deposit is required, in accordance with the purchase agreement of services. This amount may be revised according to the needs of the resident. Transactions made by the resident or POA must take place during office hours, Monday to Friday, from 8:00 am to 4:00 pm with the Administrative and financial clerk.

A monthly statement is sent to each resident or POA.

Deposits to the resident's pocket money account can be done by check, cash or pre-authorized withdrawal.

Written permissions for account management are obtained at the time of admission by the Purchase Agreement of services.

The resident or the Substitute Decision Maker (POA) is the only one authorized to carry out withdrawals from the resident's account. In this case, a power of attorney for finance must be handed over when signing the contract.

In accordance with the power of attorney for property, any POA or resident who makes a withdrawal must sign a receipt confirming the amounts withdrawn.

In the case of a withdrawal to pay an invoice for the resident, the invoice itself serves as a voucher.

Any POA or resident making a deposit shall obtain an official receipt from the Residence indicating the amounts deposited.

## 4.4 ROOMS

The room is assigned to the resident according to the type of room that has been requested (private, semi-private, basic). A room can also be assigned according to the needs relating to health or other factors. Please note that the Residence is considerate about moving a resident in a room that can accommodate his needs and interests.

The Residence has 72 private rooms and 37 semi-private rooms that are all partially furnished for which a shared washroom is included. Our two short stay rooms include a private washroom, a flat screen TV and a telephone.

The secured unit has 20 rooms, 12 private rooms and four semi-private rooms. A secure outdoor garden is also available and includes patio swings, so that each resident can enjoy going outside safely.



## 4.5 ITEMS NEEDED UPON ADMISSION

The new resident must be accompanied by the person responsible for their property and their care and must provide:

- The health insurance card;
- Hearing or visual prostheses with their case so they are not damaged or lost;
- The notice of assessment document for the previous year (only for people who apply for a rate reduction);
- All necessary clothing (please see the list below)

Please note that no medication or alcohol is kept in the resident's room.

## 4.6 CLOTHES – THINGS TO REMEMBER

We suggest to bring appropriate clothing according to their state of health that is easily washable and ready to wear. For some people whose mobility is reduced, the appropriate clothing is required. It is possible to adapt regular clothing and information can be obtained from the nurse. Suitable clothing can also be purchased from a specialized supplier. For more information, please ask the Administrative and financial clerk.

The resident or POA must ensure that the quantity of clothing is always sufficient and that the choice of clothing is appropriate to the resident's physical condition.

The night gowns and pajamas must be provided by the resident. A special gown will be provided by the Residence in the case where the medical condition of the resident requires it.

It is best that only seasonal clothing is kept at the Residence and that the relatives are sorting the resident's clothing at least twice a year, before summer and winter.

## 4.7 LIST OF CLOTHES REQUIRED ON THE DAY OF ADMISSION

### For a woman

Seven Pairs of trousers (including dresses and skirts of your choice);  
 Seven Blouses (short sleeves or long sleeves);  
 Two Jackets (zipper type cardigan);  
 Seven Camisoles;  
 Seven Pairs of stockings;  
 Seven Underwear (if continent);  
 Seven Bra (if applicable)  
 Seven Nightgowns (open at the back if necessary);  
 Two House coats;  
 Two Pairs of slippers with non-slip and washable soles and velcro closure, (if applicable);  
 One Pair of shoes (depending on the season);  
 One Coat (depending on the season).

### For a man

Seven Pairs of pants;  
 Seven Shirts (short or long sleeves);  
 Seven Sweaters (short or long sleeves);  
 Two Jackets (zipper type cardigan);  
 Seven Pairs of stockings;  
 Seven Underwear (if continents);  
 Seven Pajamas;  
 Two House coats;  
 Two Pairs of slippers with non-slip and washable soles and Velcro closure (if applicable);  
 One Pair of shoes (depending on the seasons);  
 One Coat (depending on the season);  
 One Belt or a pair of suspenders.

### For outings or upon request of a nurse (man or woman)

One Summer or winter hat;  
 One Scarf;  
 One Pair of gloves;  
 One Pair of proper shoes or winter boots.

## 4.8 FURNISHING OF THE ROOMS

The room must be warm, welcoming and reassuring. It can be decorated according to the taste of each person and with personal touches and souvenirs, which will allow the resident to feel at home.

### The furniture provided by the establishment consists of:

- An adjustable bed (with bed rails as needed for safety and to help posture and resident's position) and a mattress;
- A bedside table;
- A dresser and a wardrobe;
- An armchair or chair.

## 4.9 EXTRA PROPERTIES

The resident can also bring:

- A television (in case the room is shared, the TV must have a headphone jack and headphones must be at hand);
- A phone;
- A radio;
- A clock;
- Paintings, photos and other decorative objects;
- A small refrigerator (which must be approved by the Housing Services Supervisor).

It should be noted that, in the case where we allow for the installation of a small refrigerator in the room, it remains the responsibility of the Substitute Decision Maker (POA) to keep it clean.

Any other addition of furniture must be approved. The request must be discussed with the housing services supervisor who must evaluate the space available in the room and the specific needs of each resident.

Any installation of photos and frames will also be performed by employees of the maintenance department. In this case, the request is made to the nurse, who will communicate with the appropriate service.

No electrical devices should be installed before you have them previously inspected by the Housing Services Supervisor, who will ensure compliance of the equipment with the laws. In the case where the device is compliant, the installation will be carried out by the employee of the maintenance services.

## 4.10 PERSONAL CARE PROVIDED

The items provided are as follows and may be of a generic designation:

- Moisturizing cream;
- Shampoo;
- Soap;
- Antiperspirant or deodorant
- Toothpaste;
- Toothbrush;
- Dental containers and cleanser;
- Toilet paper;
- Facial tissue;
- Comb or hairbrush;
- Razor and shaving cream;
- Feminine hygiene products;
- Incontinence-related products and sanitary pads/towels.

Please note that the resident may purchase, at his own expense, the brand names he would rather have. In such case, the resident is the one responsible for obtaining the items, labeling each item and to keep a sufficient quantity of each item.

## 4.11 LINENS PROVIDED

- Bed Sheets
- Pillow cases and pillows
- Bed spread
- Flannel sheets
- Bath towels
- Hand towels
- Face cloths

## 5. CARE AND SERVICES



## 5. CARE AND SERVICES

### 5.1 NURSING AND PERSONAL SUPPORT SERVICES

A structured nursing program certainly provides the resident's physical and psychological well-being as well as support for their relatives. It includes nursing, medical, food, therapeutic, recreational and environmental services. More than 200 competent, committed and dynamic professionals dedicate themselves with each resident at all times.

As our residents are vulnerable, their health is fragile, their autonomy is reduced and their well-being is essential, the Residence provides care focused on the needs and preferences of each resident.

These programs are characterized by the delivery of daily personal hygiene care, the maintenance of autonomy by our therapeutic services, the delivery of dietary needs, social integration activities, the maintenance of spiritual and religious practices, complex and specialized care services, within a peaceful environment where we show respect for values and dignity of the resident and their family.

### 5.2 NURSING

Upon admission, and throughout the stay at the Residence, the nurses identify with the resident and relatives the constraints and abilities of each resident. They try to set up interventions to maintain the autonomy of each resident for as long as possible with the support and participation of the interdisciplinary team.

### 5.3 INDIVIDUALIZED CARE PROGRAM

A temporary plan of care is developed and delivered to care staff within 24 hours following the admission.

The initial plan of care is developed within 21 days following the admission. The resident and the Substitute Decision Maker (POA) will have the opportunity to participate fully in the development and implementation in effect of the personalized program. This program must provide the care objectives as well as guidelines for the staff providing the care. It must also be based on an assessment of needs and preferences. The different aspects of care must be integrated into an interdisciplinary way, be documented and be well explained to the resident and the POA no later than six weeks after admission.

A reassessment of the plan of care is also done every three months or when the resident's medical condition changes significantly to determine;

- If any of the objectives identified in the plan of care are achieved;
- If care needs change and care planned are no-longer necessary;
- If the care provided in the program has proven to be ineffective.

Subsequently, an annual meeting is held with the resident and his POA, his doctor and the interdisciplinary team in order to reevaluate and revise the plan of care to make necessary adaptations. This meeting can also take place because of a significant change that has been noted in the medical condition of the resident.

### 5.4 PERSONAL CARE

The personal care team is intended to provide support as part of the daily living activities of each resident, including personal hygiene services and hygiene care.

### 5.5 BATHS

A schedule is prepared to provide a bath (or shower) twice a week, according to the day and the time of the day that are convenient for the resident, unless directed otherwise which would have precedence.

### 5.6 ORAL CARE

In order to maintain oral integrity, mouth care is done morning and evening. Assistance with brushing teeth and dental prostheses before and after meals or by resident request is provided.

The resident may also receive an annual assessment for other preventive dental services subject to the authorization of payment by the resident or by the resident's POA if a payment is required.

### 5.7 FOOT AND NAIL CARE

Basic care and preventive foot care, including nail cutting, as well as manicures can be provided.

## 5.8 MEDICAL CARE

A structured program of medical services is in place. A team of five referring physicians, including the medical director, ensures the evaluation and monitoring of the state of health of each resident. The resident may choose an attending physician, depending on the availability of doctors and according to their preference. The attending physician specifically follow the health status of this resident and answer their questions. The attending physician can also refer the resident to a specialist. The medical team ensures the continuity of care after normal working hours and ensures coverage outside working hours.

## 5.9 SPECIALIZED CARE

The Residence has a range of professional services offered on site, that specializes to meet the needs of the residents and to improve their safety and quality of life. The Residence benefits from a podiatrist, an audiologist, dentist, pharmacist, optometrist, a laboratory technician, a radiology technician, a physiotherapist, occupational therapist and a reactivation therapist.

## 5.10 PROTECTION FROM RESTRAINING AND CONFINING

The Residence subscribes to a written policy which aims to reduce and establish a followed procedure in relation to a resident or other person being subject to serious physical harm.

For more information on the approach used in regards of restraints, you can consult the policy and procedure included in this welcoming package.

## 5.11 MEDICATION ADMINISTRATION

Only authorized personel by the Residence can administer medications that have been prescribed by a doctor, including the drugs that are available off the shelf and natural products.

It is forbidden for any resident to keep medication with them or in their room.

The resident or the Substitute Decision Maker (POA) has to cover the cost for medications which are not covered by the Ontario health program only.

## 5.12 THERAPEUTIC SERVICES

The purpose of the therapeutic services is to promote and optimize the autonomy of each resident. An individual therapeutic program, a walking program, and group exercise activities are aimed to maintain the autonomy and independence of each resident.

Every resident has supervised access to the physiotherapy room reserved for the recovery program, located on the ground floor.

They can use multiple pieces of equipment adapted to their needs, in order to improve or maintain their functional abilities as much as possible.

Upon admission, the resident benefits from mobility equipment adapted to their needs until the occupational therapist is able to do the initial evaluation. Through this evaluation, the occupational therapist suggests possible providers from whom to obtain the required equipment. The resident or POA must purchase the equipment, if this purchase is necessary.



A specialized team, composed of a certified physiotherapist, occupational therapist and physiotherapist aids, provide the resident with a therapeutic plan.

### 5.13 PSYCHOGERIATRIC CARE

This program is available to our clients, whose profile requires more specialized interventions. The purpose of psychogeriatric care is to understand, care for and help soothe residents suffering from psychological difficulties. In case of a crisis, psychogeriatric care is offered on site and appointments and hospital admissions are made accordingly. The psychogeriatric team also plays an important role, particularly in providing support and recommendations to the health care team and to the family.

### 5.14 PALLIATIVE CARE

Palliative care is for residents and their families to offer support and guide them through different stages of the disease. It aims to improve the quality of life and to plan with respect and dignity the last moments of the resident's life. Physicians, nurses, psw's and volunteers commit themselves to provide emotional, social, spiritual and psychological support.

Three rooms are available for palliative care, one on each floor and two that are located near the nursing stations on the second and third floors. They ensure the tranquility and the serenity of the resident during the last moments of their life and prove to be a place where loved ones can share memories together. Accomodation are made for the resident.

### 5.15 RELIGIOUS PRACTICES AND SPIRITUAL CONVICTIONS

This program aims to ensure opportunities to practice religious beliefs and spiritual convictions of each resident.

A Roman Catholic Chaplain celebrates the Eucharist following a pre-established schedule.

Several other religious activities are regularly offered and are displayed on the monthly calendar of activities. Any resident also has the opportunity to celebrate a marital union, a wedding anniversary and funeral. Some fees may be required. For more information, you can contact the supervisor in charge at 613.632.2755.



## 5.16 NUTRITION AND DIETETICS SERVICES

A supervisor leads the dietary and dietetic services and consults with a registered dietitian to ensure that a dietary and hydration program is structured. This includes the menu planning, the preparation of meals, catering and snacks. Drinks are provided provided in the morning and snacks in the afternoon, and in the evening before bedtime. The menu cycle is prepared for a period of twenty-one days and the daily menu is displayed on each floor. Menus include regular diets, therapeutic diets, modified textures and snacks. When necessary, an individualized menu is prepared and nutritious supplements are available according to the plan of care of each resident.

Meal times are at 8:00 am, noon and 5:00 pm. Meals are served either in the cafeteria or at one of the kitchenettes on the floor where the resident's room is located. A large main dining room, at the first level can accommodate more than sixty people. Dining areas are available on each floor including the secured unit, and welcomes residents who need encouragement, assistance and supervision during meals.

Family members and friends are kindly welcome to have a meal with the resident. Meal tickets are available at a nominal cost, from the receptionist. For any special occasion, a message by telephone is left for the Substitute Decision Maker (POA). Family members are asked to get their ticket from Administrative and financial clerk between 8:00 am and 4:00 pm Monday to Friday, excluding statutory holidays.

For more information about the food services, contact the supervisor responsible at 613.632.2755, or the registered dietitian.

## 5.17 RECREATIONAL ACTIVITIES

A program of recreational and social activities is put in place to meet the interests of residents. They are planned to allow residents to meet and interact with other people. Individual activities are planned if the resident's state of health does not permit them to leave their room.

The program includes a monthly calendar listing the daily activities and the time each activity is planned. This is posted in the resident's rooms and on the board near the activity room. It is also possible to obtain a copy of the calendar at the reception.

The program is varied with a range of activities, including performances by musicians, bingo, crafts, outings such as shopping, fishing or participation in festivals in the community. Transportation to activities is paid by the Residence. The participation of loved ones and friends is also desired during our outings.



A program of specialized activities is also set up and orchestrated by our staff member in the secured unit.

Activity staff provide support so that each resident can participate in the programs.

An activity room (Bistro) is located on the ground floor and serves as a performance hall for musicians, venue for events with residents and close friends, and a place of relaxation and/or meeting place for residents.

A lounge is also located at the main entrance. Two small lounges on each floor and a small lounge at the end of each wing are also available for family gatherings.

To book one of the rooms for a family gathering or for any information about the activity programs, please contact the Quality program technician at 613.632.2755.

## **5.18 ACCOMODATION SERVICES**

This includes housekeeping, janitors, laundry and building maintenance.

### **5.18.1 HOUSEKEEPING / JANITORIAL SERVICES**

This service is in effect every day. It includes the cleaning of the Residence, including the bedrooms, the furnishings and curtains, as well as disinfection, according to the standards that were established, for all equipment that is for each resident's care and functional assistive devices.

### **5.18.2 LAUNDRY SERVICES**

A personal laundry service is provided. Personal belongings and clothing is labeled by laundry staff within 48 hours of admission or when a new piece of clothing is purchased. It is very important that any new clothing be reported to the nurse to have it identified.

A mini laundry room is also available, including a washer and a residential dryer, to meet individual needs.

A supply of linens, washcloths, bath towels, sheets, pillowcases, and bedspread, is also maintained by the Residence and available to residents.

### **5.18.3 BUILDING MAINTENANCE**

Ensures the safety and operation of the building and all its systems. For all repairs and installations, the resident or the family member should contact the Housing Services Supervisor.

If there is an emergency or if an unforeseen event occurs outside of the regular working hours, the person can see the nurse who is assigned to the floor in question. The nurse will make the request for installation, maintenance or repair to the maintenance personnel.

To reach the Housing Services Supervisor, please call 613.632.2755.



## 6. THE MANDATORY PROGRAMS

## 6. THE MANDATORY PROGRAMS

The following interdisciplinary care programs must be developed and implemented, using screening, evaluation and re-evaluation methods.

### 6.1 PREVENTION AND MANAGEMENT OF FALLS

This program is designed to prevent falls and reduce risk of injury. It provides screening methods and appropriate assessment tools when the condition of the resident requires it. Supplies and equipment are available at the Residence to plan strategies to ensure the safety of the resident.

### 6.2 SKIN AND WOUND CARE

Strategies are put in place to ensure the integrity of the residents skin and prevent infections. A program to this respect ensures the prevention of wounds and the use of effective interventions. A Registered dietitian also evaluates the dietary program and hydration of the resident to make any changes necessary for their well-being.

### 6.3 STOOL FACILITATION AND INCONTINENCE CARE

The program in place provides treatments and interventions to promote continence, independence, comfort and dignity of each resident. Support is provided to manage continence, regular bathroom visits and help according to the resident individual needs. A range of incontinence products is available in sufficient amounts, depending on each person's plan of care.

## 6.4 PAIN MANAGEMENT

The program includes methods of communication for residents who cannot express their pain or who have a cognitive impairment. Pain management strategies and non-pharmacological interventions are implemented by the availability of certain assistive devices and supplies. Interventions and evaluations are carried out to reduce the pain and ensure the comfort of each resident.

## 6.5 RESPONSE BEHAVIOR PROBLEMS

The main goal of this program is to improve the quality of life of residents as well as their families. Some behaviors related to mental health problems, dementia or other complex neurological disorders could affect the quality of care of the residents. Competent people ensure daily care based on individual needs, everything lavished in an environment of respect and dignity. Specialized resources are also available.

## 6.6 PREVENTION AND CONTROL OF INFECTION

This program aims to detect the presence of infections in residents and supports both prevention and control, and the education and training of employees and volunteers. It also focuses on raising awareness to control infections through hand hygiene, a very simple gesture, but which remains the best way to prevent the spread of infections. This ensures the safety and well-being of our residents and the general population.

You can contact a member of the nursing staff or any other supervisor to know the frequency necessary to wash your hands. It is also important to wear a mask and wash your hands frequently if you visit a resident and are coughing, sneezing or have a runny nose. In the case where a visitor has symptoms of fever or diarrhea, they are asked to avoid visiting the Residence to reduce the risk of the spread of infection and ensure the safety of residents.

The influenza vaccine is offered annually to each resident. Also available are tetanus and pneumovax vaccines upon admission.





## 7. GENERAL INFORMATION

# 7. GENERAL INFORMATION

### 7.1 QUALITY IMPROVEMENT

The Residence has a quality, risk management and safety improvement programs. Having established the best practices in this area, the Residence aims to support the staff members with a simple approach and adaptable tools so that their efforts to improve quality are rewarded by documented positive results.

A committee to improve quality, risk management and safety meets four times a year. It is formed of staff members, volunteers, family members and residents. Topics regarding possibilities and measures are discussed at the committee and shared with the resident's council, family council, employees and volunteers. Quality improvement statistics are displayed on the United Counties of Prescott and Russell website accessible to the public.

### 7.2 HAIRDRESSING SERVICES

A professional hairdresser offers hairdressing services according to the established rates. The salon is on the third floor. Opening hours are posted at the door of the salon. Each resident can benefit from this service for a fee, from the pocket money account and according to his contract agreement for purchase and services. An appointment can be booked by calling 613.632.2755. For all other information, contact the supervisor at 613.632.2755.

### 7.3 VOLUNTEER SERVICES

The purpose of the program is to accompany residents in the context of recreational activities, during outings, which take place in particular by bus, and during medical appointments. Several volunteers are also dedicated to supporting end-of-life care as part of our palliative care program. For more information about the volunteer program, please contact the quality programs technician at 613.632.2755.

### 7.4 VISITING HOURS

Visitors are welcome at any time of day, evening and even at night, if necessary. In this case, it is important to inform the staff who are responsible for providing care to the resident. At all times, a security system is in effect and can open the door at the main entrance even after 8pm through the intercom located outside the Residence. A visitor access card can also be obtained from the nurse in charge for entry and outings after 8 pm and must be handed to the nurse before your departure. However, please note that this procedure is subject to change under short notice following recommendations from the Ministry of Long-Term Care Health or the Ontario Health Unit.

### 7.5 SUBSTITUTE DECISION MAKER

The resident must identify one or two people from their family, or among their relatives, who are the Substitute Decision Makers (POA) to contact in case of emergency. These POA's must be attentive to the resident and ready to convey their expectations to nurses or to the administration of the Residence.

### 7.6 POWER OF ATTORNEY FOR PROPERTY AND CARE

The resident may appoint a person of their choice who, in their name, will make the decisions that relate to their property and their care, in case the resident becomes physically or mentally unable. These proxies allow the person appointed by the resident to manage the financial arrangements of the latter and make decisions about the type of accommodation, diet and the kind of medical treatment that would benefit the resident. It is possible for the resident to name more than one power of attorney.

### 7.7 SPECIAL NEEDS

A person can benefit from financial assistance through a division of the MOHLTC; the Assistive Devices Program (ADP). This program offers financial assistance for the purchase of necessary medical equipment, which relates to a long-term physical disability.

Assistive Devices Program (ADP) also provides a grant for supplies of stomas and breast prostheses. If a resident receives such a subsidy in the community and continues to receive it after his admission, he must give us the whole of the subsidy since the supplies purchased will have been paid by the Residence.

If a resident requires Oxygen Therapy and Equipment, an assessment of his needs will be made to verify eligibility for the ADP program.

## 7.8 ABSENCE OR DEPARTURE

The resident is free to leave the Residence at any time. In this case, it is always possible to apply to be readmitted, but they will have to submit to the same conditions and the same procedures as at the time of their first admission.

The resident may also be absent for short periods. However, they must, either themselves or through the Substitute Decision Maker (POA) notify the nursing staff so that prescription drugs may be given for the duration of the absence. During the absence, the Residence keeps the room for the resident and the resident or POA must still pay the fees established by the Ministry.

For more information on the types of absence and respective periods allowed, in accordance with the provisions of section 150, under the Ontario Regulations 246/22, please consult the chart included in this welcoming package or on the bulletin board provided for this purpose on the first floor.

## 7.9 PETS

Relatives may be accompanied by an animal, provided that proof of immunization is given for rabies beforehand. This document must be submitted to the Programs' supervisor.

## 7.10 TELEPHONE SERVICE

Phone subscription can be done by communicating directly with Bell Canada at the following number: 310-BELL (2355). The resident or POA is responsible for the installation, rental and monthly service fees. In the case where the resident must change rooms at the request of the Residence, the latter will assume the cost of transferring the telephone service.

## 7.11 CABLE SERVICE

The installation of the television cable is at the resident's expense, according to the provisions set out in the contract for the purchase of services.

## 7.12 PROSTHESES

The resident or POA must assume the cost for the purchase and repair of hearing, dental, visual and other aids.

## 7.13 PERSONAL ITEMS

The Residence cannot be held responsible for the loss, disappearance or breakage of personal property or money a resident decides to keep in their room. The valuables may, however, be kept in a locked drawer available in the room of the resident.

## 7.14 INSURANCE

The United Counties of Prescott and Russell (UCPR) which administers the Home are not responsible for the personal belongings of the Resident or the deductible applicable to insurance coverage.

The UCPR strongly recommends that the resident obtain insurance for personal belongings and civil liability.

The UCPR accepts no responsibility for the failure or resident's failure to obtain appropriate insurance coverage.



## 7.15 TRANSPORTATION

Transportation fees will be charged directly by the supplier of the service, in the event that the resident has to travel to receive services for any resources that are not available at the Residence.

The staff is responsible for communicating in advance with the POA to know their availability and then organize transportation for any appointments or any other outings. The resident must be accompanied by one of their relatives for their appointment.

## 7.16 PARKING

Parking spaces are offered to encourage visits from relatives and friends. Four parking spaces are also reserved for people with reduced mobility. Visitors must park their car at the right places to avoid receiving parking tickets by the municipality.

## 7.17 SMOKING

Smoking is allowed outside, at the designated areas, either at the gazebo, north side of the establishment. Cigarettes, lighters and matches should be kept at the nursing station and cannot be used inside the establishment.

## 8. YOUR SAFETY...IN THE HEART OF OUR CONCERNS



## 8. YOUR SAFETY...IN THE HEART OF OUR CONCERNS

### 8.1 FIRE PREVENTION

It is strictly forbidden to have a candle or a lantern in the establishment.

### 8.2 EMERGENCY CALL BELL SYSTEM

A call bell system is located in each of the rooms, in bathrooms, lounges, chapel and all other places in the Residence to which the residents have access. This safety system is directly related to the nursing station on the respective floor and can be used whenever the resident needs assistance.

### 8.3 GUIDE TO RESIDENT SAFETY

The *Resident Safety Guide* is included in the Welcoming package. It lists the many preventive measures that are in place at the Residence, as well as judicial advice to ensure the safety of each resident.

### 8.4 EMERGENCY MEASURES

Several measures are planned to ensure the safety of residents in case of emergency, at any time. Whether for fire, evacuation or any other emergency situation, the staff applies the proper procedures associated to each emergency.

### 8.5 EXERCISES AND EVACUATION SIMULATION

Monthly exercises are designed to prepare staff to intervene and continuous training is provided so that everyone knows their role well. An evacuation exercise is planned each year. In the context of an emergency situation, it is better for the visitor to stay with their loved one. Instructions are given according to the situation, for example, if there is a need to move away from a risk area. It is very important to follow the instructions given by the person in charge of the emergency.

### 8.6 PRESCOTT AND RUSSELL RESIDENCE PLAN

Please find attached the floor plan of each floor, to ensure safety in the context of an emergency evacuation. There is also a copy of the plan of each floor posted near the emergency exit doors and behind the door in each resident's room. This plan must be consulted and you may ask any questions as needed to a member of management.

### 8.7 CENTRALIZED ALARM SYSTEM

The residence is equipped with a centralized fire alarm system, including sprinklers passing through the facility and smoke and heat detectors.

### 8.8 CAMERA SURVEILLANCE SYSTEM

The system is in place with respect to the doors that give access to the inside of the establishment.

### 8.9 REGISTER FOR VISITORS

It is important that each visitor prints their name, the date and provides a signature when entering and leaving the residence. This is designed to control attendance to ensure the safety of all visitors in the event of an emergency.



## 8.10 LEAVING THE SECURE UNIT

Always inform the unit nurse if you wish to take a person out of the unit and the time the resident will return. Also, always make sure to close the door tightly behind you to ensure the safety of our residents.

## 8.11 TEMPORARY OUTINGS

You must inform the nurse a few days in advance if someone intends to take a resident out for a day or more to allow for the preparation of personal belongings and medications.

## 8.12 RESIDENT SAFETY INCIDENTS

Despite all the efforts that are being made to prevent the risk and ensure the safety and well-being of residents, incidents can take place. Some can be avoided but they can also result in an accident, injury or disease of a resident. The goal is always to intervene before any damage is done.

The incident may also be unforeseen and related to care and services of the resident which may have undesirable consequences, including an injury or complication suffered by the resident.

If any of these incidents occur, managers diligently set in motion a systematic review of the situation to analyze the causes of the event, to convey the recommendations to the persons concerned and to resort to required measures as soon as possible.

## 8.13 REPORTS AND COMPLAINTS

The Residence has a procedure for the declaration and examination of complaints. If you have any concerns or dissatisfaction with care and services or for any other reason, it is important to report it as soon as possible.

To do this, contact the Ministry of Health and Long-Term Care and a Supervisor or Administrator according to the procedure which is included in the Welcoming Guide and which is displayed on the board provided, on the first floor. A written and / or phone report will be forwarded to the MOHLTC immediately.

In the case of a comment or suggestion, you can address a member of management and we will follow up on the situation immediately.

## 8.14 RESIDENT'S INFORMATION BOARD

A board is installed on the first floor, so that residents and their relatives can have access to the various committee meeting minutes which are listed above and for all information that must be posted and accessible, under *section Section 85 of Fixing Long Term Care Act 2021*.



## 9. COMMITTEES AND COUNCILS

## 9. COMMITTEES

### AND COUNCILS

#### 9.1 LIVING ENVIRONMENT COMMITTEE

The Living Environment Committee replaces the Menu Committee and the Recreation Committee. It deals with all the services of the residence and allows residents and their loved ones to participate in the improvement of the care and services offered. The committee meets monthly and this is to identify with the calendar of activities.

#### 9.2 FAMILY COUNCIL

The Family Council is an organized group composed of family and close friends of residents. The main goal of the Family Council is to improve the quality of life of residents and to propose a mechanism for sharing experiences and information. A family council works with the residents and the Residence to identify and solve problems that affect the quality of life of the residents. Those interested in joining this committee can contact the programs supervisor to obtain more information at 613.632.2755.

#### 9.3 RESIDENT COUNCIL

The Residents' council informs residents about their rights and obligations. It contributes to the improvement of the quality of living conditions, including recreation, food, housing, personal care and all other aspects of the resident's life. It represents the residents and participates in conflict resolution and ensures that residents' rights are respected. It defends the residents' rights and interests of the residents who are not able to express themselves and assess the degree of satisfaction of residents as to the services that are provided.

## 9.4 QUALITY, SAFETY AND RISK MANAGEMENT COMMITTEE

The Residence develops and implements a system of continuous quality improvement. An interdisciplinary committee composed of residents, volunteers, family members and employees meet on a regular basis in order to review, analyze and evaluate the measures put in place to improve the quality of accommodation, care, services and goods provided to residents.

For any information on this matter, please contact the Programs Supervisor at 613.632.2755.

## 9.5 PRESCOTT AND RUSSELL RESIDENCE FOUNDATION

The mandate of the Foundation is to contribute to the improvement of residents' living conditions by providing them with an environment that meets their needs and respects their dignity.

The objectives of the Foundation are to contribute to the purchase of equipment that are a priority and necessary in the delivery of quality care and to promote the mandate of the Foundation in the community of Prescott and Russell.

The Foundation calls on the generosity of the community and accepts memorial donations, legacies and other contributions that allow the Residence to finance projects and modernize equipment.

Tax receipts are issued for donations of \$10.00 or more.

**Anyone who wants to make a donation can send it to:**

Prescott and Russell Residence Foundation  
1020 Cartier Boulevard  
Hawkesbury ON K6A 1W7

**The members of the Foundation are:**

Mr. Raymond Dallaire (Treasurer)  
Mr. Stéphane P. Parisien  
Mr. Jean-Yves Léonard  
Mr. Eric Larocque



# 10. SERVICES-RELATED DIRECTORY

# NOTES

**TELEPHONE:**

613-632-2755

**FAX:**

613-632-4056

**WEBSITE:**

www.prescott-russell.on.ca

**EMAIL ADDRESS:**

residencerpr@prescott-russell.on.ca

**NAME:**

Eric Larocque

Jean Michel Fournier

Jade Roy

Line Fournier

Paule Juillet

Julie Delorme

**TITLE AND EMAIL ADDRESS:**

Administrator  
elarocque@prescott-russell.on.ca

Housing Services Supervisor  
jmfournier@prescott-russell.on.ca

Administrative services supervisor  
jroy@prescott-russell.on.ca

Food Services and Program Supervisor  
lfournier@prescott-russell.on.ca

Director of Care  
pjuillet@prescott-russell.on.ca

Nursing Supervisor  
jdelorme@prescott-russell.on.ca

**Nursing stations**

Promenade du Jardin  
First floor  
Second floor  
Third floor

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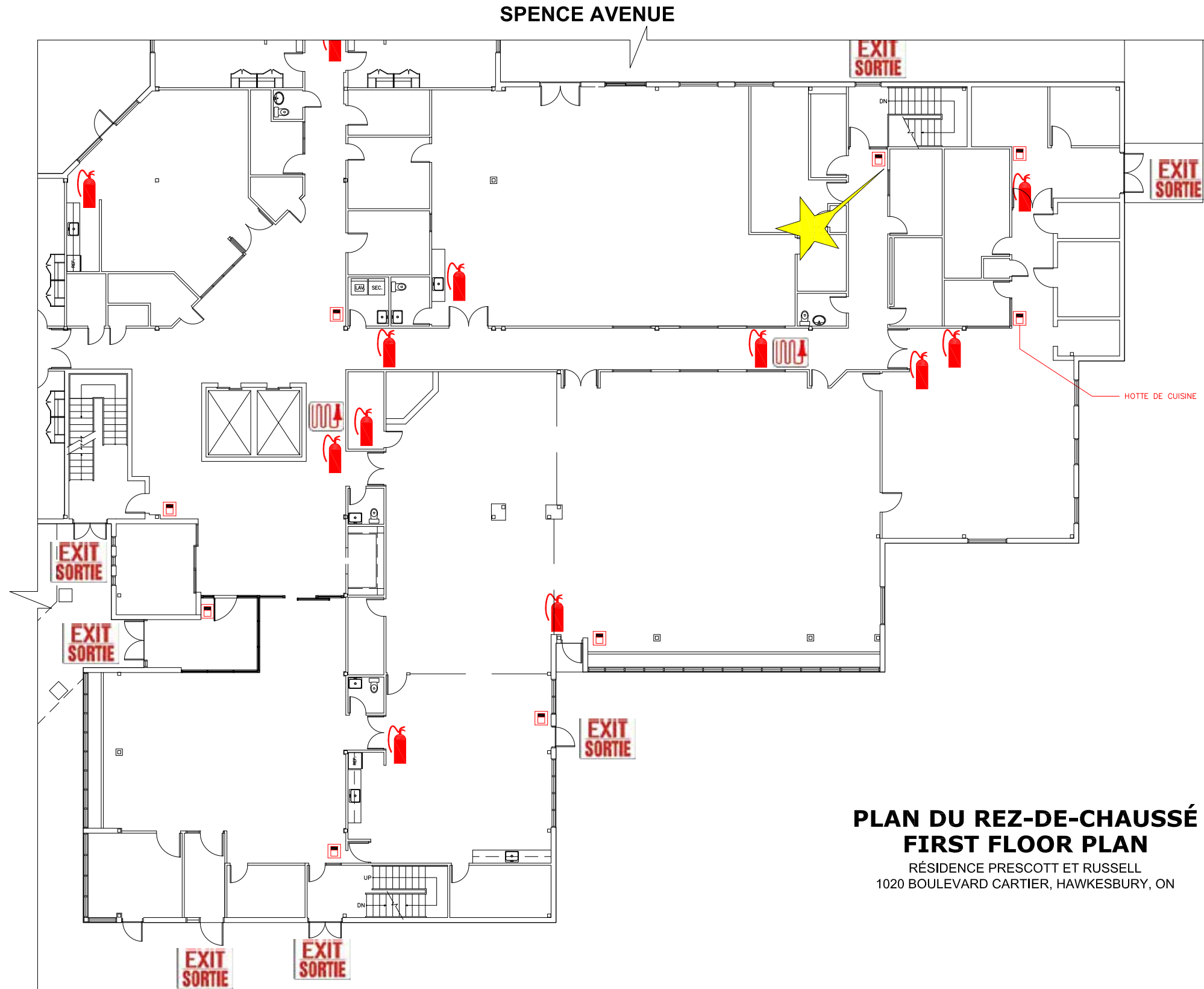
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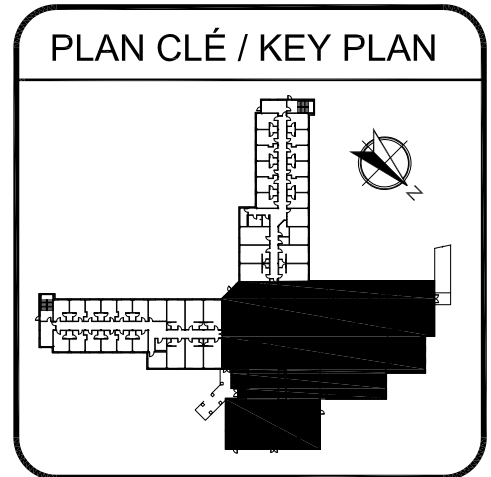
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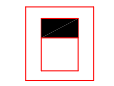




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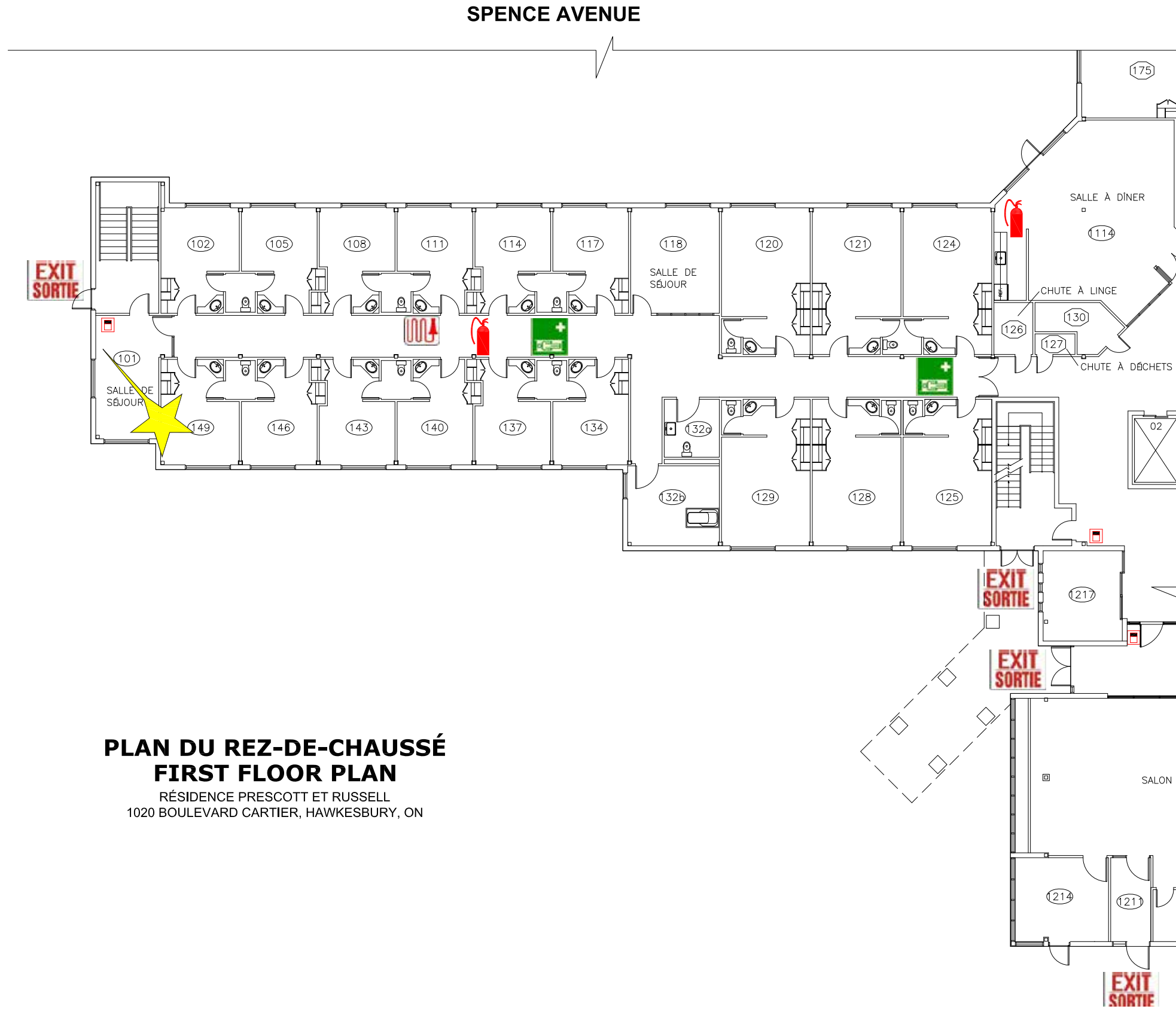


**PLAN DU REZ-DE-CHAUSSÉ  
FIRST FLOOR PLAN**  
RÉSIDENCE PRESCOTT ET RUSSELL  
1020 BOULEVARD CARTIER, HAWKESBURY, ON



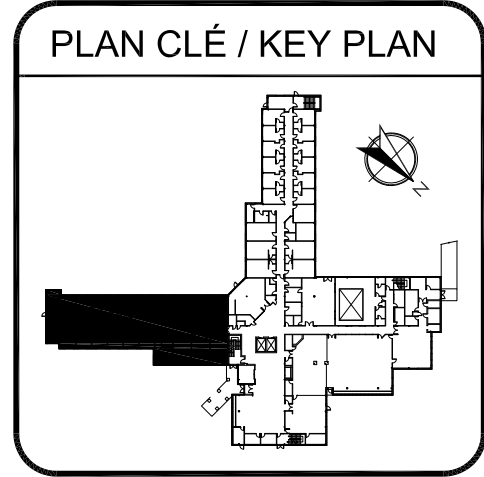
**LÉGENDE / LEGEND**

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	CABINET D'INCENDIE FIREHOSE CABINET
	CIVIÈRE D'URGENCE EMERGENCY STRETCHER
	CHAISE D'ÉVACUATION EVACUATION CHAIR










**PLAN DU REZ-DE-CHAUSSÉ  
FIRST FLOOR PLAN**

RÉSIDENCE PRESCOTT ET RUSSELL  
1020 BOULEVARD CARTIER, HAWKESBURY, ON



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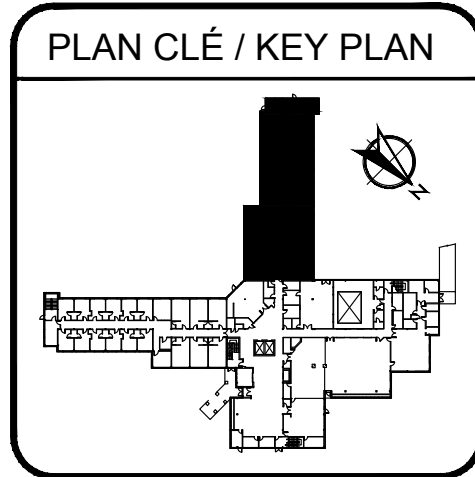
CARTIER BOULEVARD

SPENCE AVENUE



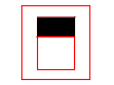






**PLAN DU REZ-DE-CHAUSSÉ  
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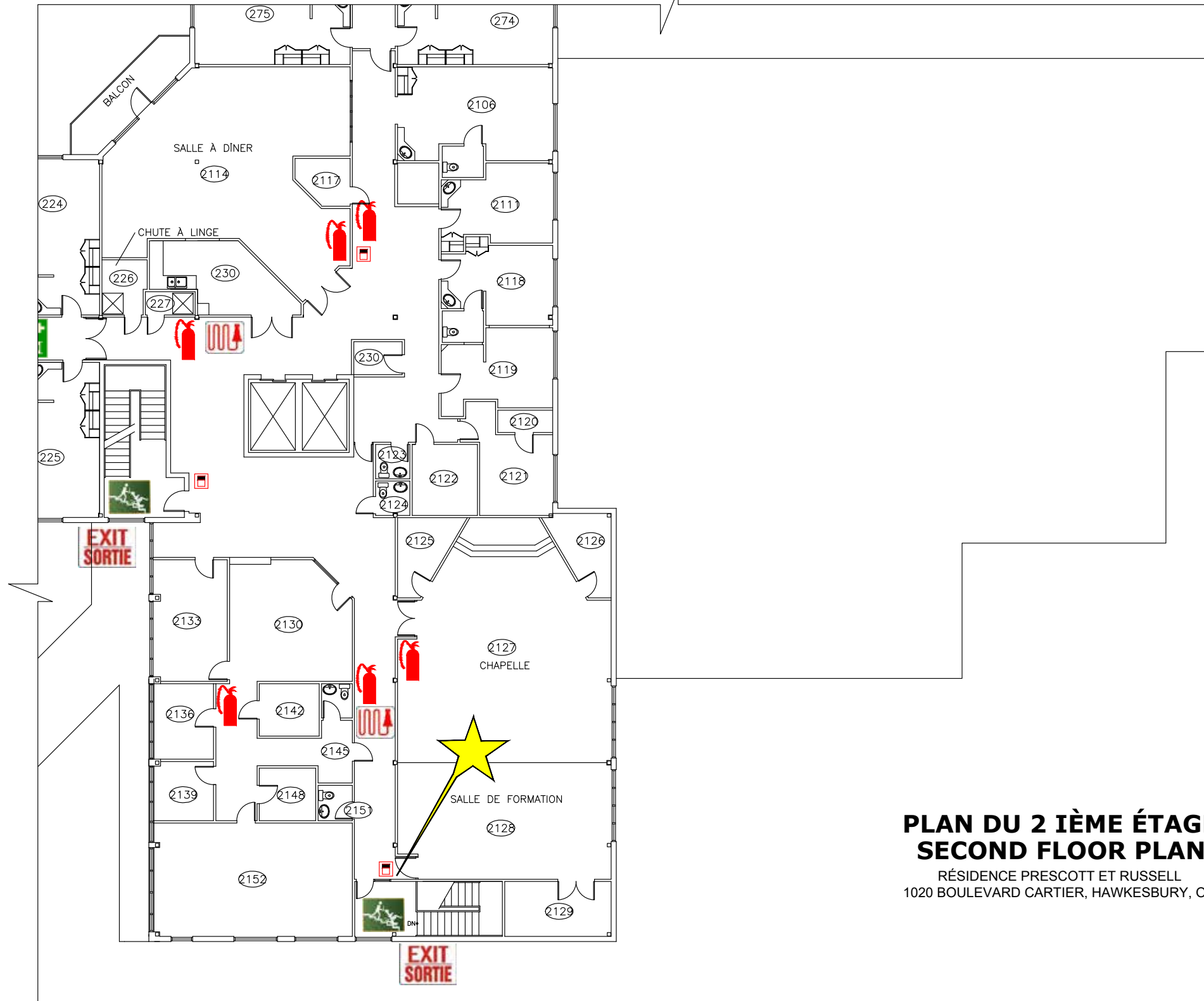


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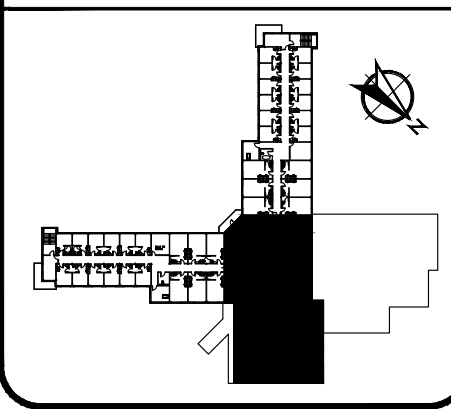
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




**PLAN DU 2 IÈME ÉTAGE  
SECOND FLOOR PLAN**

RÉSIDENCE PRESCOTT ET RUSSELL  
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PLAN CLÉ / KEY PLAN

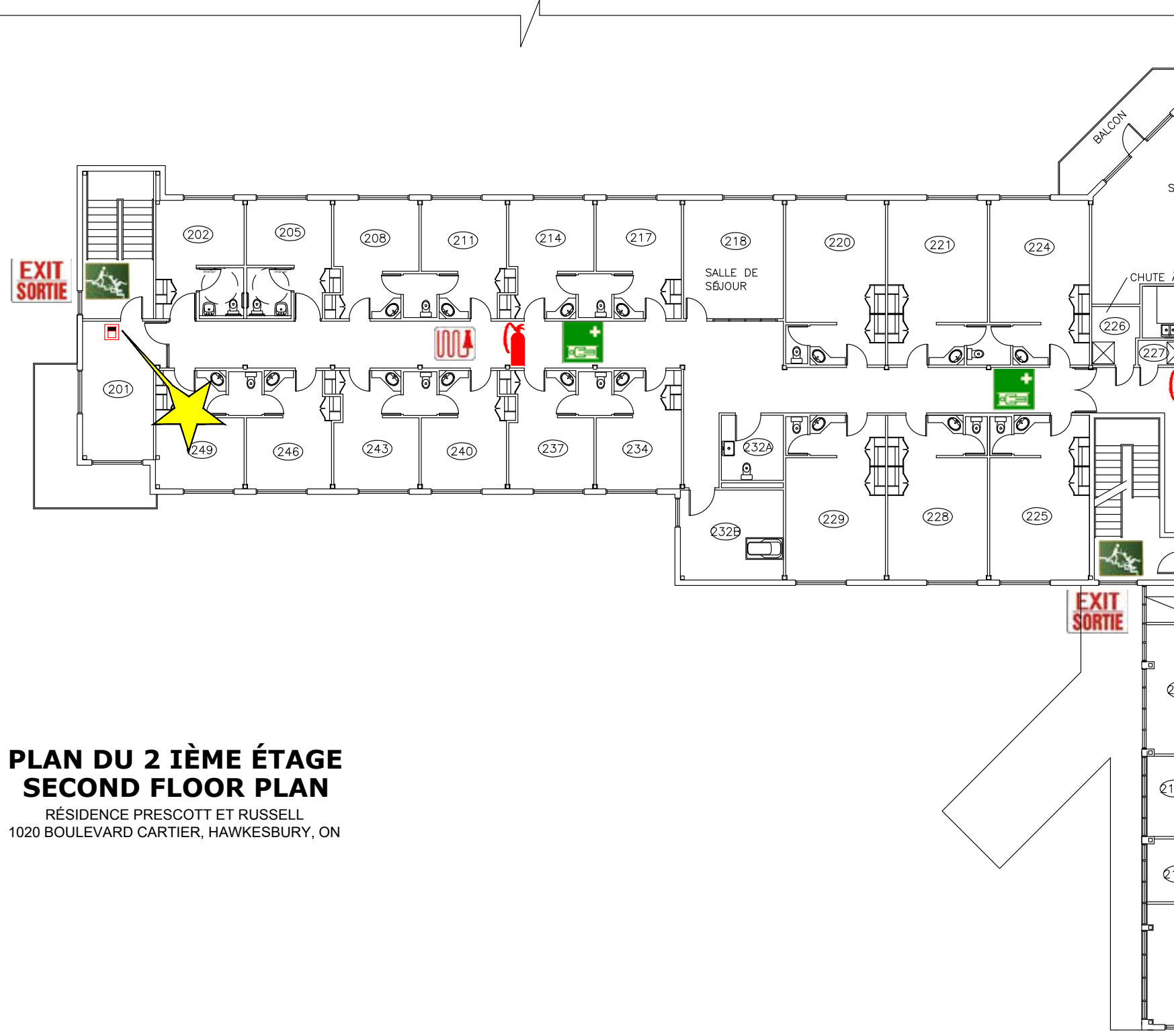


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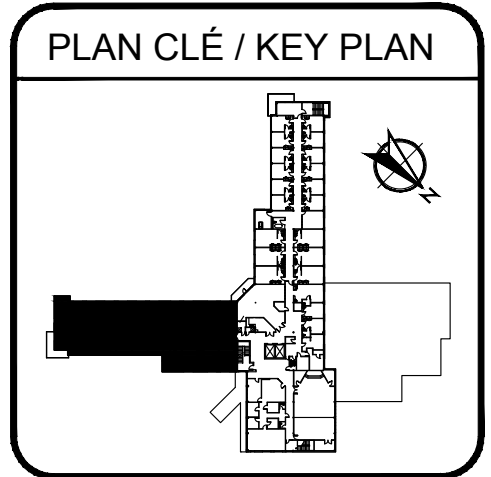
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EVACUATION CHAIR

SPENCE AVENUE








CARTIER BOULEVARD



**PLAN DU 2 IÈME ÉTAGE  
SECOND FLOOR PLAN**  
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1020 BOULEVARD CARTIER, HAWKESBURY, ON



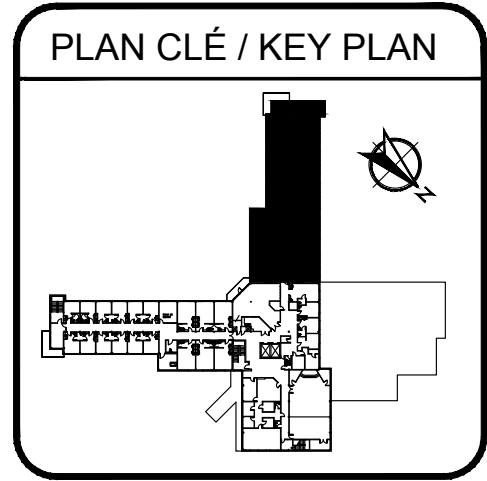
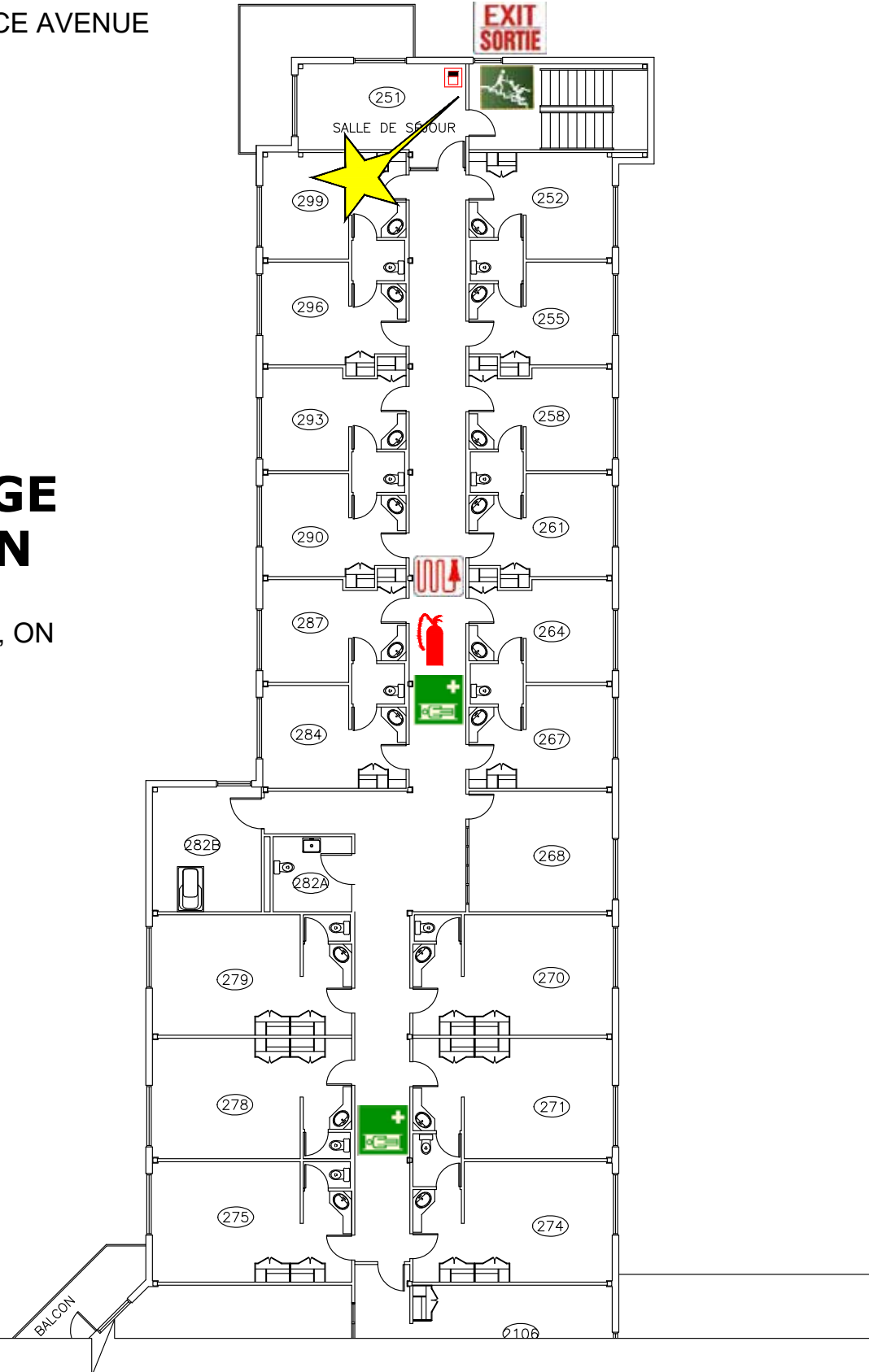
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




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SECOND FLOOR PLAN**

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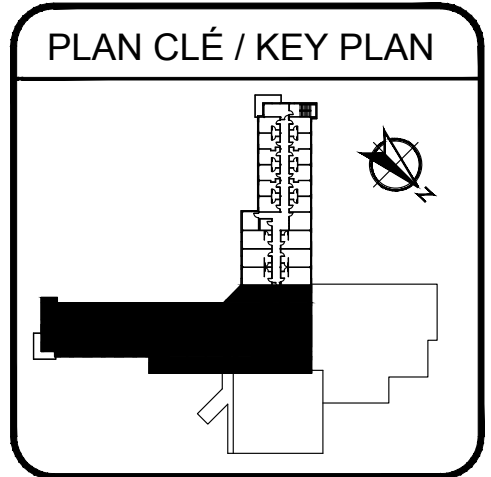
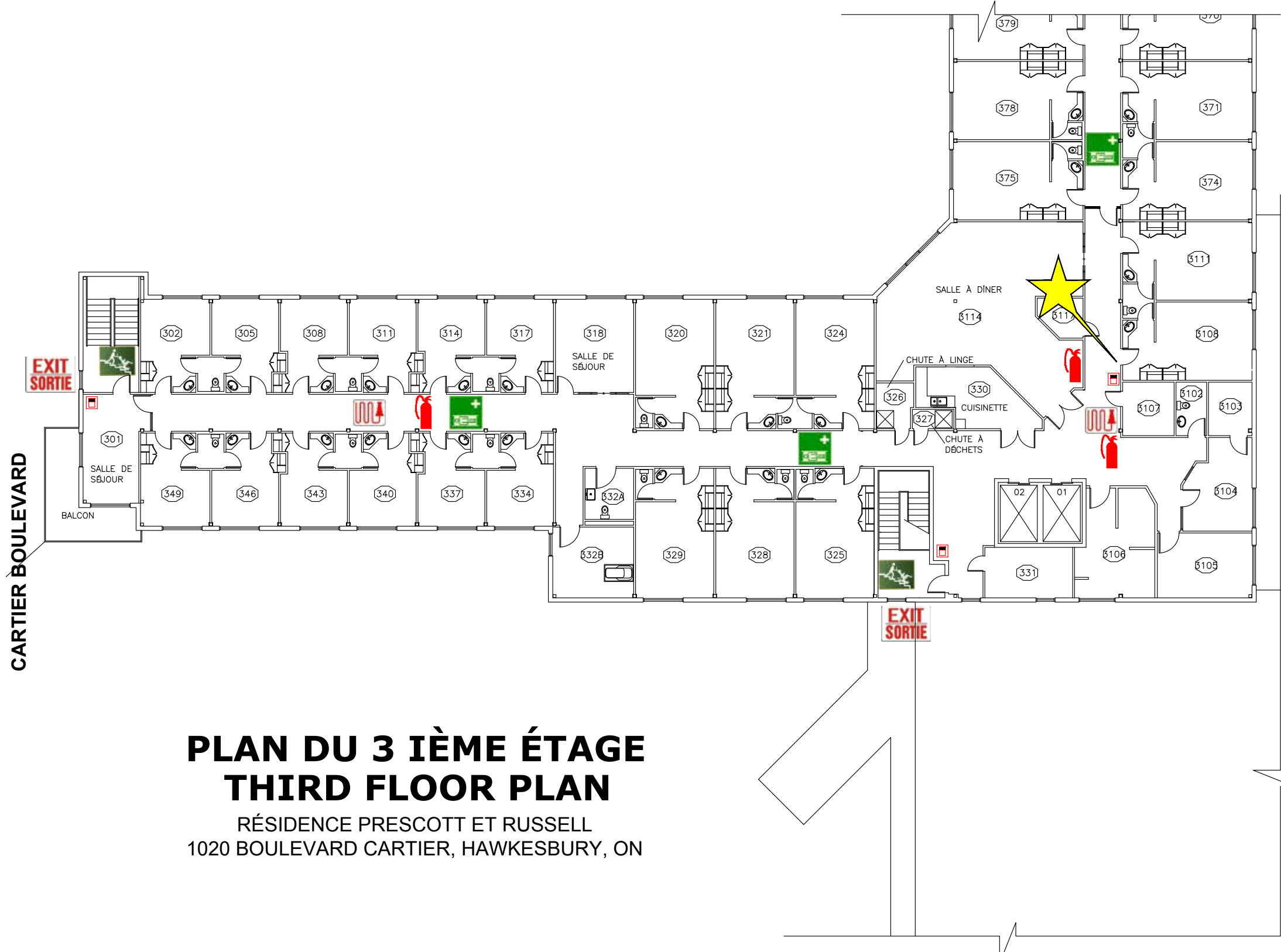
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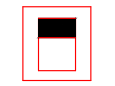




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SPENCE AVENUE



LÉGENDE / LEGEND

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-  CHAISE D'ÉVACUATION / EVACUATION CHAIR

**PLAN DU 3 IÈME ÉTAGE  
THIRD FLOOR PLAN**

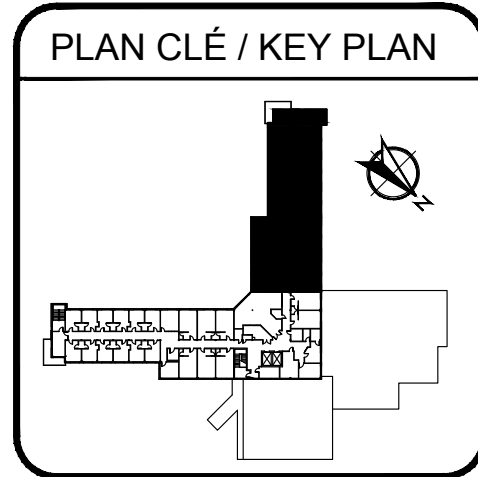
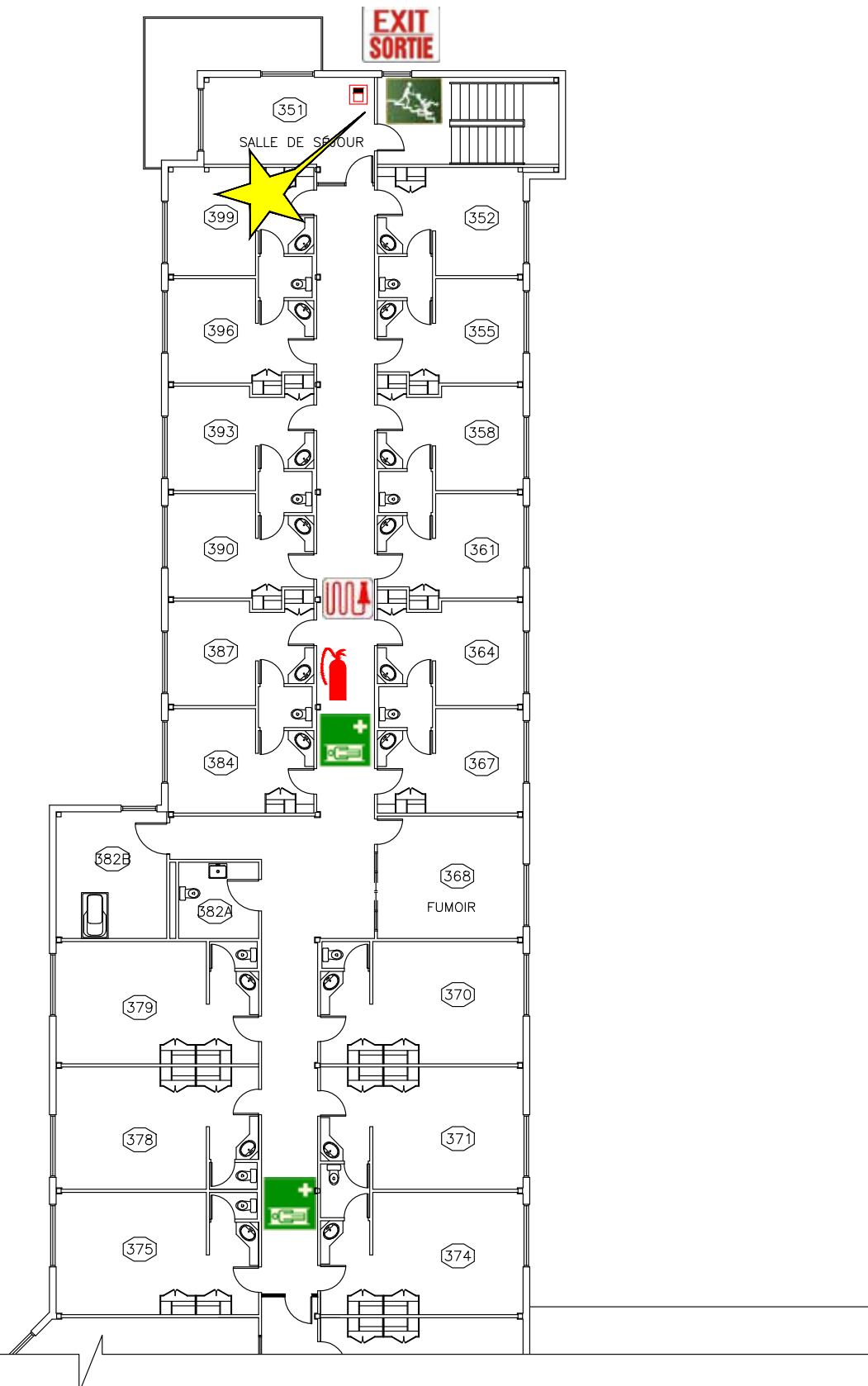
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1020 BOULEVARD CARTIER, HAWKESBURY, ON

SPENCE AVENUE








**PLAN DU 3 IÈME ÉTAGE  
THIRD FLOOR PLAN**

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CARTIER BOULEVARD



LÉGENDE / LEGEND

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