



# **Welcome to Pioneer Manor**

Community Development Department  
City of Greater Sudbury

Last Review/Revision: April 2023



Pioneer Manor is managed in accordance with legislation governed by the Ontario Ministry of Long-Term Care, the standards of Accreditation Canada and the policies of the City of Greater Sudbury. Funding for Pioneer Manor is provided jointly by the City of Greater Sudbury, the Ontario Ministry of Long-Term Care and client accommodation fees set by the Provincial Government.

Pioneer Manor is committed to providing care and services to residents based on a resident and family centered care approach to achieve overall quality of care and quality of life for all residents. The caring and capable staff are the foundation of the organization's success.

### **Our Vision**

Our vision is to be recognized as a leading provider of long-term care in the Province of Ontario.

### **Our Mission**

Our mission is to provide long-term care while incorporating high standards of leadership, innovative approaches, research, and development in concert with our community partners. Working as a team, residents, staff, families, volunteers, and students offer residents dignity, respect and care that promote their comfort and quality of life.

### **Our Core Values**

- We value the residents as our highest priority.
- We value our staff who are dedicated to providing excellent customer service.
- We value our residents' families and friends, our community partners, service providers, and local educational organizations and work cooperatively to continually improve care and services provided in the Home.
- We value the development and implementation of best practices for excellence in resident care.

- We value the use of technology to improve and enhance resident care and quality of life.
- We value the diversity of all residents, staff and volunteers and their unique contributions to the life at Pioneer Manor.

### Pioneer Manor Code of Ethics

At Pioneer Manor, each person will strive to provide the highest standard of care for residents, family members, friends, and staff in a safe and caring environment. We will work together with all persons to ensure trust, compassion, empathy, and excellent care that encompass the following ethical principles:

1. **Respect** the **dignity and worth** of every person;
2. Each person's right to **privacy**;
3. **Confidentiality** of information;
4. **Informed consent** as the basis for delivery of care;
5. **Respectful** listening;
6. **Insistence upon** ethical decision-making over expediency.

*"I love Pioneer Manor because the staff are friendly and you don't feel like you're in an institution, you feel like you're in a family" ~ Louise*

*"Friendships for a lifetime (friends are considered family)!"*



## **Message from the Director, Long-Term Care Services (Pioneer Manor)**

Please take a moment to go through this material. Our experienced staff can be of assistance should you have any questions. Our priority is your comfort and well-being. We are confident that you will be satisfied with your choice of Pioneer Manor.

You may find that adjusting to a new environment takes some time. This period of transition varies from person to person and family to family. Our goal is to make your transition as easy as possible.

While our home cannot replace your personal home, Pioneer Manor can assist with daily living in a warm and caring atmosphere. Pioneer Manor takes a holistic approach to long-term care, drawing from a broad range of services and expertise both from within and from the larger community.

We recognize that each resident has unique physical, social, spiritual, and emotional needs. We respect the rights and the dignity of those we serve.

Please feel free to approach any member of our staff with your questions or concerns. My office is always open to residents and their families. On behalf of the staff of Pioneer Manor, we welcome you.

Aaron Archibald  
Director, Long-Term Care Services (Pioneer Manor)

## Message from Pioneer Manor's Resident Council

Pioneer Manor Residents' Council is an independent group made up of only residents and is designed to form the collective voice of all residents who reside within our Home, whether or not you attend meetings. ALL residents have the right to participate in the Residents' Council.

Our Council meets to provide the opportunity for residents to participate actively in matters that affect your daily lives and where you can exercise decision-making autonomy in a safe environment that encourages unity, partnership and mutual support and contribute to increased quality of living for all residents.

We advocate for the 29 Residents' Rights that are identified under the *Fixing Long-Term Care Act, 2021* and for shared concerns to be resolved. We support and inspire each other, contribute to improving services and policies in order to create a person-centred community within our Home. Oh, and we plan various fun things to do which residents find enjoyable.

As a resident, your voice is important. Come join in one of our monthly meetings to find out what we are all about. Meeting dates and times are indicated on the monthly activity calendar.

On behalf of the Residents' Council, I welcome you to Pioneer Manor and look forward to having you join us.

Maria Aprea  
President  
Pioneer Manor Residents' Council



## Family Council Pioneer Manor Welcomes all Family Member's

Dear Family Member:

On behalf of the Pioneer Manor's Family Council, I would like to take this opportunity to talk with you about the role of the Council in our Home. Moving your loved one into a new environment can be stressful and sometimes frustrating when you don't know where to turn for help and support.

The purpose of our Council is to ensure quality of care for our loved ones and give families and other caregivers a voice in the decisions that affect them. We meet monthly to share experiences, inform, educate, act on concerns, and assist in some events within our Home.

Please join us for our next scheduled meeting. We meet on the second Tuesday of the month @ 2:00 pm. The Family Council bulletin board is located across from the main reception desk and will provide you with updates of meeting times as well as a binder of our monthly meeting minutes.

If you would like to learn more about the role of Family Council at Pioneer Manor, I would welcome hearing from you.

Sincerely,  
Chairperson, Dianna Foster  
705-671-7157  
[Dianna\\_foster@sympatico.ca](mailto:Dianna_foster@sympatico.ca)



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# Orientation to Your Care

## Person Centered Care Philosophy

Pioneer Manor recognizes the unique aspects of each resident and is committed to providing care and services that foster a culture of autonomy, diversity, and individual choice.

We actively promote and support ongoing training and education programs to enhance personal and professional growth that will foster a person-centered philosophy of care. We are committed to providing care that is evidence based and/or based on the best prevailing practice(s).

## Admission Agreement

The Coordinator of Intake and Resident Relations will meet with you to complete the "Admission Agreement" on your day of admission or within the few days following admission so that we may complete the financial component of the admission and review your contact information. Should you be unable to complete the admission agreement on day of admission you can contact the Intake office at 705-566-4282, extension 3214 to make an appointment to complete it and answer any questions you may have.

Documents you are required to bring on admission day are:

- Previous year's Notice of Assessment from Revenue Canada or income documents for the past few months, e.g., T4, pay stubs, etc. This will be provided to the Accounts Administrator and is used to determine the accommodation rate you will be required to pay.
- Extended Health Insurance (e.g., Liberty Health, Rxplus, etc.) and your health card to be provided to either the Physician Liaison or Home Area registered staff member
- Power of Attorney for Personal Care and for Property to be provided to the Coordinator of Intake and Resident Relations

## Developing Your Personal Plan of Care

In the coming weeks, you and your family will learn more about your new home and how we work together to support both your independence and care needs. We will complete an initial assessment within the first six weeks. You will meet your physician and care team. There will also be an admission conference scheduled for you and your family or the person you have given Power of Attorney to, your substitute decision maker, or whomever you have designated as your contact person. At this conference, you will meet with the entire care team to develop your plan of care and set goals. This plan of care is reviewed and regularly updated. Conferences are scheduled annually or more often if necessary for further follow-up.



*"What I love about Pioneer Manor is the Friendships, you feel like you have real friends here and the facility is excellent!" ~ Henri*



## Protecting The Privacy of Your Personal Health Information

The legislative Act governing Long-Term Care Homes requires that all health information of residents be treated with respect and sensitivity and that the residents' privacy be protected. Pioneer Manor collects personal health information from the resident directly or from the person acting on their behalf. The personal health information collected may include your name, date of birth, address, health and medical history among other items.

Specific items requiring consent will be discussed and required as part of the Admission Package. Access to additional information is restricted to that permissible by law or when consent has been obtained.

Personal health information is disclosed/shared on a need-to-know basis with:

- Staff who need to know how to provide care, including physicians, nurses, technicians, therapists, and other health care professionals.
- Written consent, to other health care providers who are not our employees but may be required to assist in providing health care services when no longer a resident at Pioneer Manor. These may include:
  - ✍ Health care practitioners and groups of health care practitioners, public hospitals, pharmacies, laboratories, ambulance services, community care access centers, community service providers, psychiatric facilities, independent health facilities, care homes and homes for special care, community health or mental health centers, programs and services whose primary purposes are providing health care.

Pioneer Manor is committed to:

- Taking steps to protect personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- Monitoring and managing compliance with privacy legislation.
- Taking steps to ensure that all contracted services are held to the same standards and use personal health information for the purposes for which it was intended and consented to.
- Requesting consent to disclose any information for purposes not related directly to care (e.g., insurance companies, lawyers, etc.) unless otherwise required by law.

You have the right to:

- Withdraw consent for the above uses and disclosures where otherwise not required by law.
- Access and request corrections to your personal health information.

### Communication and Providing Feedback

You and your family are valued members of your care team and we encourage open and honest communication. We encourage you to come forward with any compliments, concerns, and suggestions for improvement.

You and your family/SDM are encouraged to bring forward all concerns/complaints immediately, either in writing, by using the “Record of Concerns” form, or verbally to the appropriate employee, Manager, Supervisor or Resident Care Coordinator. “Record of Concerns” forms are available at the “Information Centre” located near the Bistro or on Pioneer Manor’s website: <https://www.greatersudbury.ca/live/long-term-care-pioneer-manor> . We also encourage you and your family to attend Resident or Family Council meetings to bring forward concerns and/or suggestions that are not of a personal matter.

If you have followed this process and feel your complaints have not been heard, please bring the matter forward to the following person(s):

- Resident Care Coordinator assigned to the Home Area (refer to attached directory)
- Manager of Resident Care (refer to attached directory)
- Director, Long-Term Care Services (Pioneer Manor) at 705-674-4455, ext. 3201
- General Manager, Community Development, City of Greater Sudbury at 705-674-4455, ext. 4330
- Ministry of LTC Family Support and Action Line at 1-866-434-0144
- Patient Ombudsman by calling 1-888-321-0339 or online at [Make a Complaint - Patient Ombudsman](#)

Concerned that making a report will impact you or others? The *Fixing Long Term Care Act (FLTCA)*, 2021 provides protection for people who report concerns to the Ministry. People making reports do not have to give their name or any contact information. If you do provide your name, we are committed to protecting people’s privacy and all reports are treated as confidential. Information about reports is only disclosed if a law requires or allows the Ministry to disclose it. If you or someone else is treated unfairly because you made a report, contact the Ministry. For more information on the duty to report, see Long-term care home complaint process [Long-term care home complaint process | ontario.ca](#)

### Protection for Persons in our Care

Everyone shares a responsibility to ensure that residents can live with dignity and in safety, security, and comfort.

If you see or suspect that any of the following has occurred or may occur that resulted in harm or risk of harm:

- Abuse or neglect of residents (including physical, emotional, and financial abuse)
- Improper or incompetent care or treatment of a resident

Report it – it’s the law. Contact the Ministry of Long-Term Care’s Family Support and Action Line at 1-866-434-0144 between 8:30 a.m. and 7:00 p.m., seven days a week. The person on the line will help you report what you saw. You can also send a letter to:

Director  
Long-Term Care Inspections Branch  
Long-Term Care Operations Division  
119 King St. W, 11<sup>th</sup> Floor, Hamilton ON L8P 4Y7

**Thank you for doing your part to keep our residents safe.**

## Staff Appreciation

To recognize when an employee provides good customer service, you, family members, friends or volunteers are encouraged to complete a “Positive Customer Feedback” form and place in the box at the front desk reception area.

Our staff and volunteers appreciate your feedback. However, they cannot accept personal gifts or money from you, your family, or any organization.



## Caring is Forever Tree

The Caring is Forever Tree Fund was established to recognize monetary donations made to our Home. The tree, located on the back wall of the Winter Park is a visual tribute to residents (past and present). Funds received are used to enhance outdoor spaces and maintain accessible areas for resident use (courtyards, balconies, accessible walkways, outdoor sitting areas).

Donations can be made in memory of a loved one or for a specific purpose such as outdoor equipment and/or directly for resident programs/activities.

Tax receipts are issued for of donations \$10 and over. Donations totaling over \$300 will have a name acknowledged on one of the tree’s leaves as a lasting tribute for all to see.

Should you be interested in learning more, we would be happy to speak with you.

## Legal Documents

If a lawyer or other business advisor is coming to Pioneer Manor to do business with you and you do not have a private room, please inform the registered nursing staff member in order to have a room set aside for private consultation.

Staff are not permitted to witness legal documents, even at the request of a lawyer or other visitors.

*“Thankful for the staff  
(they are very helpful)”*

## Regulations

The *Fixing Long-Term Care (FLTCA), 2021* and its general regulations came into force on April 11, 2022. This repeals and replaces the *Long-Term Care Homes Act, 2007*, and revokes *Ontario Regulation 79/10*. The new legislation was designed to maintain the sections that previously worked well and to implement changes that advance three core priorities:

- Improving staffing and care;
- Protecting residents through better accountability, enforcement, and transparency; and
- Building modern, safe, and comfortable long-term care homes for Ontario's seniors.

To accompany the new legislation, the Ministry of Long-Term Care (MOLTC) created the Long-Term Care Homes Quality Inspection Program (LQIP), which is designed to safeguard residents' well-being by continuously investigating complaints, concerns, critical incidents, and by ensuring that all Homes are inspected at least once per year.

The mandate of the LQIP is to:

- protect residents in Ontario's LTC Homes
- safeguard resident rights, safety, security, and quality of life and
- ensure LTC Homes comply with legislation and regulations.

This is achieved by performing unannounced inspections and enforcing measures as required. The MOLTC conducts complaint, critical incident, follow-up, comprehensive and other types of inspections. At the end of every inspection, the MOLTC inspector prepares an inspection report. Copies of the public version of the inspection reports detailing all findings of non-compliance are publicly posted in the Home and provided to Residents' and Family Councils. They are also available online at <http://publicreporting.ltchomes.net/en-ca/default.aspx>

### Residents' Bill of Rights

Pioneer Manor shall ensure that the following rights, as set out in the *Fixing Long-Term Care Act, 2021*, S.O. 2021, s. 3(1), are fully respected and promoted:

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.
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 designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
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.



## Accreditation

Pioneer Manor is an accredited facility under Accreditation Canada. Accreditation provides recognition that Pioneer Manor is meeting national standards of quality.

Through Accreditation standards and programs, Accreditation specialists and surveyors work with Pioneer Manor to help improve quality, safety and efficiency so that Pioneer Manor can offer the best possible care and service.

Accreditation Canada provides on-site surveys as an opportunity for surveyors to look for evidence through observation, interviews, and by reading and reviewing documents that support and demonstrate compliance with the national standards. During an on-site survey, surveyors will meet with staff, residents, families, and community partners, as well as tour all service areas.



Accreditation is one of the best and most effective measures that Pioneer Manor can use to accurately assess the level of performance against a national set of standards set by Accreditation Canada in collaboration with the health care service industry

For further information regarding Accreditation Canada, please visit their website, <https://accreditation.ca>.

### Quality Council

The Quality Council is an operations committee established to ensure adherence to all legislative acts, to the various requirements as identified through the MOLTC, the Home and Community Care Support Services and the various governing bodies including Health Quality Ontario and Residents First.

Through its cross-disciplinary membership, Pioneer Manor's Quality Council serves as a resource to all staff, residents and their families, volunteers, service providers, and students in matters that pertain to Quality Improvement.

Please let a resident care staff member know if you or your family member would like to be a member of Pioneer Manor's Quality Council.

### Evaluating Services

Annual Satisfaction Surveys allow residents and families the opportunity to evaluate the services at Pioneer Manor. Results of the surveys are brought forward to the family and resident councils, as well as the Home's Quality Council, for review and recommendations.

~ "The building is happy  
and the staff and residents  
are very kind!" ~ Jeannine

*"Everything the workers  
do put me in a better  
mood !" ~ Lodge 2  
Resident*

## Life With Us

### Your Room

Pioneer Manor has 433 beds with private and standard accommodations and is divided into 13 Home Areas. The size of your room depends on what is available when you move in and your individual care needs.

To make your room comfortable and homelike, you may want to bring some personal belongings with you. These could include a favourite quilt, pictures, or favourite mementos. If there is enough space for you and others to move about safely in your room, you can also bring in some personal furnishings of your own.

### Your Furnishings

For safety reasons, all furnishings must be on locking casters and be arranged in such a manner that movement is not impeded in the room. If furniture does not meet the specifications below, you/family will be asked to remove the items at your expense. Furnishings are not permitted in resident washrooms.

#### Approved furnishings (see next page for measurements):

- 1 x television
- 1 x television stand
- 1 x mini bar fridge
- 1 x fridge stand (if using tabletop fridge model)
- 1 x dresser
- 1 x chair for resident
- 2 x folding chairs for visitors
- Single cup coffee brewers may be permitted based on Pioneer Manor's assessment of resident's ability to use safely and independently
- 1 x bed (if pre-approved by the Manager of Physical Services)

*"I like the friendliness of the staff, I like the idea of having a private room where I can have my TV on whenever I want and my room feels very"*

To make sure all equipment meets safety codes, any electrical items you bring from home should be tested by maintenance staff before use here.

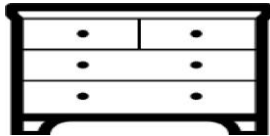
#### Restricted furnishings:

- Electrical appliances are NOT permitted including curling irons, heating pads, electric blankets, microwaves, toasters, kettles and any heat producing devices (such as a heaters/fireplaces).
- Extension cords are NOT permitted. One CSA approved power bar may be used
- Kitchen tables and chairs are NOT permitted.
- Rocking or swivel chairs are NOT permitted.
- Rugs (scatter or carpets) are NOT permitted.
- Full length mirrors are NOT permitted.
- Mattress covers and bed skirts are NOT permitted.
- TV wall mounts and entertainment units are NOT permitted.



**Television** — Maximum 43" (Height: 21.5-inches, Width: 37.5 inches). TV and Radio must come equipped with headphone jack and headphones.

**Television Stand** - Maximum 24 inches (24 inches wide by 24 inches tall by 24 inches deep—Television feet must securely rest completely on stand).



**Dresser:** Maximum 3'x4' (3 feet wide by 4 feet high or 4 feet wide by 3 feet high) with locking caster wheels.



**Chair** - 1 glider chair, wing back, or small easy lift chair for your use. For safety reasons, rocking chairs are NOT permitted.

**Chairs for Visitors** - 2 folding chairs are permitted.



**Refrigerator** — Maximum 1.6 CU FT. permitted and must be on a safe 24-inch x 24-inch stand -OR- 3.2 CU FT floor model and must NOT be on a stand for safety reasons.

Cleaning of the refrigerator must occur regularly and is the responsibility of the resident/SDM.



**Bed:** You may bring in a bed with side rails and a fire-retardant mattress, subject to prior approval by the Manager of Physical Services.



**Pictures:** All pictures are to be hung by our Maintenance staff. Requests can be submitted through any resident care staff member.

### Items Not Permitted in the Home

For the safety of all people living at Pioneer Manor, the following items are not permitted in the Home:

- Weapons: Guns, rifles, or any other type of firearm; knives, penknives or any other sharp device that could be used as a weapon.
- Unauthorized substances: Legal or illegal drugs. The Home will ensure you receive the medications you need.
- Items with strong scents: Scented items such as air fresheners, in consideration for people with scent sensitivities/allergies.

Note: For the safety of people living in the secured Home Area, extra precautions are required. If your loved one is moving into a secured Home Area, please do not bring plants, glass items, breakable items or small items that could be a choking hazard.

## Room Transfers

Residents may be moved to another room within Pioneer Manor. Items that you brought in at admission may not be suitable and may have to be removed to accommodate the size of the new room. If this happens, we will do our best to minimize the disruption.

The priorities used to determine room changes include:

- Safety considerations
- Resident care needs
- Ability to pay for preferred accommodation
- Resident preference



"I love having my own room!" ~ Lodge 2 Resident

Requests for room changes are recorded by the Coordinator of Intake and Resident Relations and can be made at any time following admission. When a Pioneer Manor bed becomes available, the needs of Pioneer Manor residents on an internal waiting list are satisfied prior to the bed being offered to the community for admission.

We request your co-operation with staff of Pioneer Manor in moving to a different room in the Home when asked. You will not be asked to transfer to another room unless there are safety considerations (e.g., your behavior makes a move necessary for your best interest or best interest of other residents), changes in your care needs, and/or you are moving into or out of the secure unit.

If you are not satisfied with your current roommate, you may put your name on the internal transfer list and await bed availability. You will be responsible to pay any costs incurred due to a room change for personal reasons.

## Room Discharge:

Pioneer Manor recognizes that the discharge of a resident, whether due to death or transfer to another location or facility, is an emotional time for residents and/or families. Pioneer Manor tries to be respectful of families' needs at this time while balancing the needs of applicants urgently waiting for beds, the requirements/pressure under legislation with regard to turnover of rooms, the need for fiscal responsibility and the fact that storage space is very limited at the Home. We request your cooperation to remove personal belongings from the room within 48 hours following discharge.

If you are unable to meet this timeline, please speak with a Resident Care Team staff member so that packing of the belongings and storage (for an additional 3 days) can be done by staff.

The Home does not accept donations of furnishings or clothing. An additional fee of \$100 will apply if items are left for the home to remove or dispose.

## **Your Clothing**

We recommend you bring enough clothing to last two weeks, including outdoor clothing. Your clothing should be comfortable, clearly labelled, and easy to put on and take off. We encourage you to purchase items that are permanent press or "wash and wear" and do not require ironing. If clothing is being washed by Pioneer Manor, commercial machines with very high temperatures will be used (for infection and control reasons). Clothing items that are made from wool or delicate fabrics are not recommended since they can be damaged if laundered. Pioneer Manor is not responsible for personal clothing and linens that are damaged from laundering. It is recommended that off-season clothing be stored outside of Pioneer Manor.

All items need be clearly labelled as the Home deals with a large volume of laundry daily. Upon admission, clothing should remain packed, and staff will retrieve items for labeling and return to you. Any items that are purchased or you receive after admission should be placed in a clear plastic bag, accompanied by a "Labeling Request" form, and left at the "Drop off Box" located in the Winter Park. These forms can also be found on our website at <https://www.greatersudbury.ca/live/long-term-care-pioneer-manor/lost-and-found-items-report-labelling-request-form/labelling-request-form/> .

Your laundry can be done by Pioneer Manor or by yourself/family member. We ask that all items be labelled regardless of who is conducting the wash.

Laundry facilities are available at no extra cost if you or your family wish to do your own laundry (laundry supplies not included).

## **Personal Belongings and Valuables**

Due to fire and safety regulations, your room cannot be locked.

Jewelry and articles of significant value, either monetary or sentimental, should not be brought to Pioneer Manor. Large amounts of money should be deposited in safekeeping at the Administration Office. Money should not be kept in your room. Pioneer Manor does not assume responsibility for missing articles or money.

It is recommended that you arrange for private insurance coverage (tenant) for loss or damage of personal items while at Pioneer Manor as this type of coverage is not provided by Pioneer Manor's liability insurance.

## **Lost and Found**

We understand that missing items can affect a resident's quality of life. Going without dentures often means the resident can't eat regular food. Going without a hearing aid makes a significant impact on a resident's ability to communicate. Not being able to find new clothing items can cause stress and anxiety.

Please help us decrease lost items and increase the chance of their return by doing the following:

- Label all personal items, including watches, dentures, eyeglasses, and hearing aids.
- Maintain a written inventory of clothing and other valuables.
- Take pictures of valuables.
- Report the loss as soon as it is noticed.

You can report lost items by completing the "Lost Item(s) Report" form. The form is available at the Information Centre located in the Winter Park or can be found on our website. Completed forms can either be submitted electronically or left in the lock box attached to the clothing "Depot".

Once a Lost Item Report is submitted, staff at Pioneer Manor will register the report and begin to look for the missing item.

*"I get my exercise from walking around" ~ Lodge 2 Resident*

### **Mobility Equipment: Loans, Rentals and Purchases**

You are responsible for the purchase or rental of any seating and mobility equipment required for long term or daily use. Any cost incurred for maintaining maximum safety and security of personally owned seating and mobility equipment is your responsibility.

If you have a power wheelchair, it **MUST** be assessed by an Occupational Therapist and deemed safe prior to its use in the Home. A "Power Mobility Agreement" must also be reviewed and signed outlining responsibilities. Power scooters are prohibited from use within the Home.

On admission, you will be assessed by Physio and Occupational Therapy (PT/OT) for seating and mobility needs. If you require seating and mobility equipment, the Home will provide loaner equipment from the Therapeutic Services section. In the event that appropriate seating and mobility equipment is not available to address your immediate needs, there is an option to rent from either a local vendor or loan from a community agency.

Following full assessment, if it is determined that you require a wheelchair or walker only for occasional or short-term (palliative) use (e.g., for distance mobility), a wheelchair or walker will be loaned to you if available. If you require a wheelchair or walker for long term use, you are encouraged to purchase your own equipment. PT/OT staff will assist with appropriate prescription and the Assistive Devices Program (ADP) funding applications.

If you do not wish to purchase equipment when needed for daily use, you may choose to rent from the Therapeutic Services Section.



## Your Identification

When you first move in, we ask to take your photo for identification. Photographs will be updated annually or earlier if necessary. Provincial regulations require staff to confirm your identity before delivering any service or starting any procedure (e.g., providing medication) by using at least two “identifiers.” In addition, you will be asked to purchase an identification bracelet. Your surname, given name, name of facility and phone number are indicated on the front of the bracelet. Any applicable allergies or risk factors (e.g., wanderer, diabetic, epilepsy) are indicated on the back.



## Your Health Card

Your health card should be kept at Pioneer Manor at the Nursing Station, so that in the event you have to go to the hospital or to an appointment, the card can be sent with you. Change of address, lost, damaged, and expired cards will be maintained by Pioneer Manor staff.

## Mail

Mail delivery to your room occurs 3 times per week. A drop-off box for outgoing mail is located in the main lobby.

## Television, Telephone and Internet Service

We encourage you to use headphones so you can watch TV without disturbing others. Basic cable TV services are available in your room for a monthly fee. We will bill you directly.

There are televisions located throughout the Home for you to watch.

There is a public telephone (pay phone) available in the front lobby, and all residents' rooms are wired for private telephone service, at an additional cost. During your admission, you will be asked if you would like a telephone in your room and given instructions on how to arrange this.

Please note that you will be responsible for paying any telephone and cable hook-up charges if you request to move rooms.

You may also have a small computer or laptop in your room. You are responsible for arranging Internet service and payment of fees.

## Meals

Your meals are served in the dining room, and you have a choice of entrees at each meal. Daily menus are posted, alternate choices and interventions are available. The Registered Dietitian or Food Service Supervisor is available to discuss any special needs or concerns



you may have. Refreshments and snacks are offered three times per day and are also available upon request or in the refreshment areas in each Home Area.

Your family is welcome to join you for meals. We can provide you with information on the procedures and costs for visitors' meals.

The Food Services Section at Pioneer Manor operates the Bistro for residents, visitors and employees from 0930 to 1315 hours daily. Hot meals are served, and salads are prepared fresh daily.

From time to time, we host special meal events. Please watch the bulletin board for announcements of when these will occur.

### **Private Resident/Family Gatherings and Catering**

A number of private dining rooms and parlors are available to you and your family members for special occasions such as birthdays and anniversaries. In addition, for larger group events catering services are also available.

### **Bringing Food into the Home**

Food and beverages are carefully handled in Pioneer Manor to prevent any possible foodborne illness or contamination.

Families wishing to bring in meals and snacks from outside sources are responsible for the serving and storing of these personal food items.

Residents may have food allergies or medical restrictions. Please do not share outside food with other residents.

### **Services Provided Free of Charge**

Programs and services coordinated through the Home and provided free of charge include:

- Prescription drugs and treatments listed in the Drug Benefit Formulary.
- Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Service.
- Some special preparations or medical devices may be obtained from the Ontario Drug Benefit Program with special authorization.
- Equipment for general use include short-term air mattresses, toilet aids and other self-help aids for the activities of daily living.
- Medical devices, such as catheters and colostomy and ileostomy devices.
- Restorative Therapy & supplies (eating devices).
- Supplies and equipment for personal hygiene and grooming, including skin care lotions, shampoos, liquid soap, deodorant, toothpaste, toothbrushes, denture cups, toilet tissue, facial tissue, combs, razors, shaving cream. In addition, a selection of disposable products to manage incontinence are provided.

- High intensity equipment and supplies are addressed through a special Ministry application for funding request.
- Social, recreational and physical activities.
- Laundry, including labeling, machine washing, drying and delivery of personal clothing.
- Beds, bed rails, bedside table, chair, bedding and linen, fire resistant mattress and pillows.
- Cleaning of accommodations.

### Alcohol Use and Abuse

- At Pioneer Manor, alcohol is considered a medication and, therefore, a physician's order is required indicating the amount and frequency of alcohol you may have. The order is also to include if the alcohol will be administered by a registered staff member or kept in your room "for self-use."
- If you are deemed capable of self-administering, a moderate amount of alcohol may be kept in a locked cupboard in your room. It is your responsibility to prevent loss or theft. A further assessment is conducted to determine the safety of storing the alcohol at the bedside, e.g., there is no risk to other resident(s).
- If you are unable to be responsible, you may have alcohol stored in the medication room and it will be dispensed by a registered staff member.
- The abuse of alcoholic beverages will not be tolerated.

### Life Enrichment Programs and Activities

Our life enrichment staff organize a variety of activities and programs to meet the five key domains of wellbeing; emotional, spiritual, intellectual, social, and physical. Activities include music orientated programs, reactivation therapy programs, variety of exercise programs, nail spa, tea socials, bingo, cards /board games, bocce, movies, shuffleboard, Wii games, billiards, crafts, painting, pet therapy, horticultural programs, special events and outings.

A calendar outlining the programs and activities for the month is posted in each Home Area. If you would like to have a copy, please speak with your Life Enrichment staff member. We encourage you to participate in these activities as a way to join the community here. We also encourage family and friends to volunteer for organized activities or simply to take part in the fun. There may be a charge for some activities, outings, or specific programs.

You can also arrange your own outings or stay involved with your former community. If you would like to hold a special birthday party or social gathering, please speak to a nursing staff member. You will be directed to the appropriate service supports.

Large print books, audio books and videos are available through the Greater Sudbury Public Library. Please ask a Life Enrichment staff member for assistance.

*"Thankful for the tuck shop and  
Bistro~ Lodge 2 Resident*

## Tuck Shop

Parkside Snacks (operated by volunteers) is open daily from 1230 to 1500 hours. You can purchase drinks, snacks, and other small items. Revenue from the shop goes to the Home's Resident Council Fundraising Account.

## Pets

Upon admission you will be assessed for interest in receiving pet visits. This interest is indicated by a pet sticker beside your name posted outside the door to your room. If you are in a shared room and your roommate has objections (e.g., allergies, fears etc.), a sticker will not be placed outside the door and all visits must take place in a common area. Residents may not keep any animals, birds, or fish in their rooms as pets, however, family pets that are friendly, healthy and have up-to-date vaccinations are welcome to visit. Pets are not permitted in any area where food is served (e.g., dining rooms, serveries, main kitchen, or Bistro), including areas where special functions are being held.

Visits should take place in open areas such as in common areas and lounges. On occasion pets may be brought into your room, i.e., if you reside in a private room or you reside in a shared room and your roommate has no objections to a visiting pet i.e., they have no allergies, fears etc.

Only one pet is permitted to visit you at a time, and the pet must be kept on a leash or in a crate. Please clean your hands after touching the pet. If the pet scratches or bites anyone, report this to the nursing staff and remove the pet.

Please note that if the animal is frightening other people or is noisy or aggressive, the owner may be asked to remove the pet from the Home. This is for the comfort and safety of the Home's residents.

## Trust Account

Pioneer Manor provides and encourages you to open a non-interest-bearing account through the Accounts Administrator at ext. 3205. The Administration Office hours are Monday to Friday from 8:30 am until 4:30 pm.

Pioneer Manor accepts deposits to the resident's Trust Accounts via e-transfer. To make a transfer, you are asked to use PM\_Accounts\_Admin@greatersudbury.ca as the email address. Please indicate your name in the comments box. Security questions are not required. The following list of financial institutions allow interact e-transfers with RBC (Pioneer Manor):

- BMO - Bank of Montreal
- ATB Financial
- Central 1 Credit Union
- TD Bank
- Meridian
- Scotia Bank
- CIBC
- RBC
- Tangerine Bank
- HSBC
- DC Bank

Unfortunately, transfers from Desjardins are not accepted at this time.

## **Personal Appointments or Absences from the Home**

### **Appointments**

We will arrange appointments or test procedures requested by your physician or member of your care team. For your convenience, some physician appointments may be carried out by videoconferencing through the Ontario Telemedicine Network.

If you wish to have additional services or nonessential appointments, please continue to arrange them yourself or have a family member or friend do so. Please let nursing staff know about any arrangements you make. For example, if you have arranged for massage therapy, please notify staff prior to the treatment, and tell them when the treatment is finished.

If you need assistance to attend your appointment, please ask a family member or friend to accompany you.

If required, your family will be contacted to accompany you for your appointment. Costs associated with the appointment are your responsibility. If family is not available, you/family may need to hire outside sources, or the appointment may be cancelled.

### **Casual Leaves of Absence**

Leaves of absences up to 48 hours per week are available to residents in long-term care homes. Casual Leaves are permitted throughout the year regardless of vacation or other medical leaves taken. Casual Leaves are considered separate from medical and vacation leaves.

We request you or a responsible person inform the Home Area registered nursing staff member of the time you will be leaving and the time you expect to return. There are no restrictions on hours of departure or return.

### **Vacation Leave of Absence**

Leaves of up to 21 days a year is available to residents of long-term care homes.

Please inform the registered nursing staff member a minimum of three days in advance of the anticipated leave so medications can be prepared. In addition, please provide the expected return date so that accurate doses of medications can be prepared and supplied for the leave.

### **Medical Leave**

At some point, you may need to transfer to a hospital or another care facility. In this situation, your bed will be held for a maximum of either 30 or 60 days, depending on the reason for your transfer. Because we need to hold your room, you will be charged your normal accommodation rate while you are away.

## **Your Safety and Security**

### **Commitment To Resident Safety**

We recognize safety as the foundation of quality care and services for our residents. Our staff participate in continuous learning and quality improvement activities to create a safe environment and provide an excellent standard of care.

We believe that safety is essential in every job and at every level of our organization. We work to create an environment where safety hazards and incidents are quickly identified, reported, and addressed.

We educate residents and their families about safety issues and responsibilities. At the same time, we recognize the balance between independence, personal choice, and potential risk. We encourage residents and their families to help staff identify and report safety issues.

We are committed to:

- Fostering a healthy, safe, and caring environment for residents, staff, volunteers, and visitors
- Creating an atmosphere of trust, respect, and dignity
- Preventing and protecting against disrespectful behaviour, abuse, violence, discrimination, and harassment
- Making sure everyone follows the laws and relevant policies

### **Disrespectful Behaviour**

Disrespectful behaviour includes but is not limited to; written or verbal comments and behaviours that are rude, degrading, or offensive; jokes that are demeaning, embarrassing, or insulting; bullying or shouting; attempts to discredit an individual by spreading false information about them.

We expect all staff, volunteers, residents, family members, visitors, and other service providers to treat each other with respect, dignity, honesty, and courtesy. Behaviour that goes against these expectations will not be tolerated.

If you are concerned with the way you are being treated or you have witnessed another person being mistreated, speak up. Always inform staff members of disrespectful behaviour.

### **Building Safety**

Our staff members conduct regular safety checks to identify potential risks in the Home. If you notice anything that may be unsafe, please speak to a staff member who will take steps to address the matter. We are committed to providing you with a safe, respectful environment and will follow up on concerns and recommendations promptly.

If you need help while you are in common areas or Home Areas, there is a call bell system similar to the one in your room. If you activate the call bell, it will immediately send an alert to staff.

## Secure Access

All access/exit doors, including stairwell doors, are magnetically locked 24 hours per day. Residents, their families and friends, authorized City of Greater Sudbury employees, emergency personnel, and authorized contractors must enter a code. Codes are displayed by the keypad to deactivate the locking mechanism. Additionally, doors to stairwells or other limited-access locations are equipped with door props that trigger an alarm when the door remains open beyond a pre-determined number of seconds. All magnetic door locks release automatically during a fire alarm, generator test, or with a power failure.

Main Entrance Doors (front of building under canopy):

- Are unlocked by residents and visitors entering the building by using the green push button between 0700 and 2200 hours.
- Are unlocked by residents and visitors exiting the building between 0700 and 2200 hours by inputting the code at the keypad, to the right of the door.
- Are fully locked between 2200 and 0700 hours and only accessed by staff using a key or by visitors pressing or pulling the cord on the Telligence© remote station, which rings to the Cranberry Home Area.

Weather permitting, courtyard doors and Home area balconies are unlocked seasonally from April 1st to October 31st between 0700 and 2200 hours and will remain locked the remainder of the year.

A Resident Wandering Alert System is in place at the front entrance vestibule between the sets of double doors. The alert system, when triggered, will alert staff that a resident identified as being at a high risk of elopement has gone out of the building. We request that, should a resident follow you and set off the alarm, you wait for a staff member to arrive prior to opening the second door that exits out of Pioneer Manor.

## Video Monitoring

It is the policy of the Home that resident's consent must be obtained prior to the taking of their photographs/video or voice recording. Pioneer Manor is committed to balancing the privacy rights of individuals with the safety and security of its employees, residents, and visitors. Under the authority of the By-Law 2013-128, "City of Greater Sudbury Video Camera policy, video camera systems are used at the Home to protect the safety of residents, employees, the public, the Home's equipment, and assets.

In identification of locations for video camera systems, the Home will ensure that those systems are designed to minimize potential privacy intrusions. Currently, video cameras are installed in all parking lots, entrances to the Home, and rooms which store medications. All footage is securely stored on site for up to 7 days. Only authorized



personnel have access to this video footage. All privacy requirements are followed according to related legislation, the *FLTCA 2021*, the *Municipal Freedom of Information and Protection of Privacy Act, 1990* and the *Personal Health Information Protection Act, 2004*.

Pioneer Manor is responsible to maintain the privacy of all residents and having a web camera with audio and video capacities in a resident's room violates that privacy. For this significant reason requests for a personal web camera in your room will not be accommodated.

### **Smoke-Free By-Law and the Smoke-Free Ontario Act (SFOA)**

For everyone's safety and wellbeing, the City of Greater Sudbury smoking regulations are enforced at all times. The current by-law states that smoking is not allowed within the building or within nine metres (30 feet) of any entrance. Smoking is only permitted in designated smoking areas.

### **Smoking and Recreational Cannabis**

Resident smoking of cigarettes and cannabis is only permitted at the entrance/exit off the Service Corridor located behind the Winter Park (minimum of 30 feet [9 metres] away from the building).

Due to safety reasons, smoking of rolled recreational cannabis or by use of a "Vape pen" will be the only accepted forms of consuming cannabis accepted and permitted on Pioneer Manor property.

The use of a bong is not permitted at the Home. Cultivation and/or storage of any marijuana seeds or plants, or the production of any cannabis edibles anywhere on the property of the Home is strictly prohibited.

If you wish to smoke on Pioneer Manor property, you or your SDM must complete an "Agreement for Smoking Privileges." It is yours and/or SDM's responsibility to obtain all smoking products and accessories.

To ensure there are no contraindications with your medication profile, you are asked to discuss use of recreational cannabis with your attending Physician.

If you wish to smoke, a smoking assessment will be completed upon admission to determine if you are either independent or not able to smoke. Independent is defined as being capable of accessing the designated smoking area, as well as, able to smoke independently.

Assessment results may indicate that you may smoke only if you wear a smoking apron i.e., if there have been incidents of finding burn holes in clothing or seating surfaces. Smoking aprons are made available to you by the Home Area staff if deemed necessary.



If you are assessed and you are found to be at risk and/or require supervision, you will not be permitted to smoke unless supervised by a family member or paid companion. All smoking materials are to be kept safely locked in your room. Recreational cannabis is to be kept securely in a locked box. A maximum of 30g of dried cannabis may be kept in your room. Matches are not permitted in the building.

Sharing of cannabis is strictly prohibited

**Note:** Policy refers to all types of smoking including the use of electronic cigarettes and recreational cannabis (marijuana). For full details, please request copy of the Policy.

## Emergency Plans

Pioneer Manor is committed to protecting the health and well-being of all occupants of the Home and has put in place comprehensive emergency preparedness plans for disasters including a fire (Red), evacuation (Green), missing resident (Yellow), aggressive person (White), medical emergency (Blue), hazardous chemical spill (Brown), loss of essential services (Grey), bomb threat (Black), external community disaster (Orange), and pandemic. Copies of the entire Emergency Plan can be found on our website at <https://www.greatersudbury.ca/live/long-term-care-pioneer-manor/emergency-plan/emergency-plan-files/pioneer-manor-emergency-plan/> .

## In Case of Fire

The Home is well equipped with smoke, heat, and carbon monoxide detectors, fire doors and defined zones, and a sprinkler system in all Home Areas. Our staff members are trained in fire prevention and emergency procedures.

If you discover a fire, pull the nearest fire alarm pull station and alert staff. If you are unable to pull the fire alarm, call for help and alert staff. Upon hearing the fire alarm, residents and their guests are asked to remain where they are and follow staff instructions. Residents receive annual fire emergency education at a selected Residents' Council Meeting.



*"I enjoy going for walks and talking with so many different people from different areas!" ~ Lodge 2 Resident*

## Your Health and Wellbeing

Interdisciplinary programs are developed to meet residents' strengths, risks, needs, and preferences using both in-house and community resources. We actively provide ongoing training and educational programs to our staff, which will enhance personal and professional growth, recognizing that each staff member is an important contributor to the resident care team. This assists us to achieve our goal of providing a person-centred approach to care.



### Infection Prevention and Control Program

Our goal is to prevent and control infections among residents and staff. Members of our Infection Prevention and Control Committee (IPAC) are experts in infection control. They support staff, volunteers, and families to provide safe resident care, and use best practice evidence to provide education, outbreak surveillance and management, consultation, resident immunization, and policy development.

In the Home, we follow all protocols directed by Public Health and the MOLTC as well as the practices listed below to reduce the spread of bacteria or viruses and protect the health of all residents, staff, volunteers, and visitors:

- **Hand sanitizing:** The best infection prevention strategy is to use an alcohol-based hand sanitizer. We recommend this for you, your family, your visitors, and all staff. Throughout the Home, you will find many hand sanitizer stations. Please use the sanitizer or wash your hands with soap and water before and after meals, when you go to the washroom, and when you enter or leave the Home. Please ask anyone entering your room to clean their hands too.
- **Respiratory etiquette:** Cover your mouth and nose when you cough or sneeze. If you have a tissue, make sure you put the tissue in the garbage after you use it, and then use hand sanitizer or wash your hands with soap and water. If you do not have a tissue, please sneeze into your sleeve, and use hand sanitizer or wash your hands after.
- **Responsible visiting:** Please tell your visitors not to visit if they are feeling ill. Visitors should stay home if they have any vomiting, diarrhea, fever, cough, sore throat or generalized aches and pains.
- **Immunization:** The Home provides several immunizations for residents. Upon admission, individuals who have not yet been vaccinated against pneumonia will be offered this important immunization. During the flu season, (generally November through March), you are at higher risk of getting influenza. We offer influenza vaccinations to all our residents each year. We strongly encourage you to protect yourself against the flu by getting vaccinated.
- **Tuberculosis screening:** You will be screened for Tuberculosis as part of the admission process to the Home.

## **Skin Care and Wound Management Program**

This program promotes and maintains health and wellness through providing routine skin care to prevent skin breakdown and infection. Assessing your skin regularly, helping you to reposition to relieve pressure, and ensuring your comfort are some of the measures we use to protect the skin.

Anyone who is at risk of developing skin wounds will be assessed by a member of the registered nursing staff within 24 hours of being admitted to the Home, whenever he or she returns to the Home from hospital and after any absence of more than 24 hours. If wounds develop, treatments are provided, which may include physiotherapy and nutritional care.

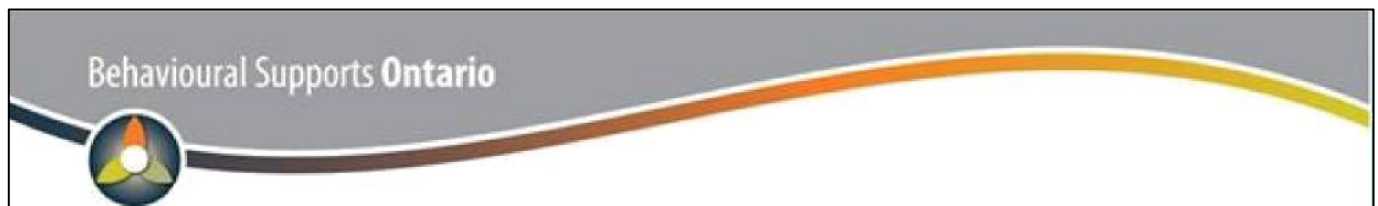
## **Falls Prevention and Management Program**

The goal of this program is to help you be as safe, independent, and mobile as possible. Through this program, we work to prevent falls and reduce the risk of injuries. We try to support your safety while maintaining your dignity and comfort. To minimize your risk of falling, we provide handrails, adequate lighting, reduced glare flooring and clutter-free hallways in care areas.

If the risk of falling becomes an issue for you, we will work together to find the right solution. If necessary, we will use safe and appropriate interventions. Strategies we use include observing residents, reviewing drug prescriptions, working with individuals to improve your strength and balance, and using assistive devices and equipment.

## **Responsive Behaviour Program**

Our Responsive Behaviour Program is based on delivering a holistic person-centered approach to care for residents who express unmet needs in response or reaction to external stimuli. The program uses a combination of approaches to address the well-being of the resident that in turn, will minimize distressed active expressions. We also utilize supports such as in-house Behavioural Support Teams or those provided by Home and Community Care Support Services to enhance our care delivery practices.



Behavioural Supports Ontario (BSO), was formed and exists to enhance service for older people with responsive behaviours associated with cognitive impairments, providing them with the right care, at the right time and in the right place.

An individual's responsive behaviour(s) may be related to a diagnosis of dementia, mental health disorder, substance use disorder or other neurological disorders, such as Parkinson's Disease. A Responsive Behaviour occurs when a resident is having difficulty communicating an unmet need or desire.

A resident's actions, words and gestures are a response to this need that is important to them. Responsive Behaviours can be categorized as wandering, withdrawn, disruptive, physical, verbal, socially inappropriate and resistive.

The focus of the BSO Program is on providing Client Centered Care to improve the quality of life and the quality of care for this population.

At Pioneer Manor, the BSO team consists of three RPN's and four PSW's, all of which have specialized skills and experience. Through various tools such as "Piece of My Personhood", Real Life Story, and a comprehensive assessment, the BSO team is able to develop a plan of action that will "accommodate the behaviour, rather than control it".

***"I am more than my behaviour. Learn who I was, understand who I am"***

### **Continence Care and Management Program**

This program provides strategies to support your independence, comfort, and dignity by providing treatments and interventions to promote bladder and bowel control and prevent constipation. This may include the use of continence supplies and assistive devices.

### **Pain Management Program**

The goal of this program is to provide you with optimal comfort, dignity, and quality of life. Staff from several disciplines work together to provide person-centred care for reducing pain.

For residents who are unable to communicate their pain or are cognitively impaired, we use alternative methods to communicate with them to assess their pain. In addition to pain medication, we use strategies such as supportive equipment and comfort care measures to reduce pain. We monitor the person's responses to pain management strategies being used to assess their effectiveness and to make changes when needed.

### **Palliative/End of Life Care Program**

Palliative care is person-centred care that provides pain and symptom management and addresses a person's physical, psychological, spiritual, and social needs as the person declines with disease progression or with age. It also involves end of life care when that time comes.



Palliative care begins with advanced care planning, which means the person and family members consider end of life issues ahead of time so they can make decisions together. There are education and community resources available to you as well.

Staff provide compassionate care to maintain the best quality of life possible for the person and his/her family. Staff use a team approach to prevent pain, relieve suffering, support the person's psychosocial and spiritual needs, and support a dignified death.

### **Restraint Use (Least Restraint)**

To ensure resident safety, physical, chemical, or environmental restraints will be used only after thorough assessment and after all other reasonable alternatives of protection have failed. The type of restraint chosen will be the least restrictive method. A copy of the policy may be obtained from a registered staff member.

### **Medication Management**

- All medications must be ordered by a doctor and filled by staff from our contracted, accredited pharmacy. Only Registered Nurses and Registered Practical Nurses will administer medications.
- Medications cannot be kept at your bedside.
- All medications brought in by you or your family at the time of admission will be reconciled by the pharmacist/nurse and orders obtained from the physician.
- Medications brought into Pioneer Manor will be returned to you/your family for disposal.
- Medications will be re-ordered by the registered staff from the pharmacy.
- Any supplements or herbal remedies will be re-ordered only at the discretion of the attending physician and must be supplied by the pharmacy. Any medications brought into the home by you, or your family will not be administered.
- You/your family will incur all costs associated with ordering and receiving supplemental medications and/or herbal remedies, or medications not covered by ODB. Pharmacy will notify you of all associated costs.
- Staff will inform you/your family of when a new doctor's order is received. You/ your family will have the right to consent or refuse consent to start the new order. You are responsible for any harm, damage or injury to yourself or others occurring because you have refused medication, treatments or other medical orders.
- Information can be requested from the pharmacy concerning risks and benefits of any medication prescribed.

### **Decision Making**

We encourage you and your family to discuss your preferences for personal care, medical treatment, health care services and financial matters. If you have not already done so, we encourage you to complete a power of attorney for both personal care and property. A copy of your completed forms will be placed with your health care record.

These documents name a legally responsible person to act as an agent to make decisions on your behalf in the event you are no longer able to do so.

In a medical emergency, these documents guide the care team to provide timely care that is both medically appropriate and meets your personal values and wishes. Your Physician can help you decide what best reflects your needs and goals. If your goals state that resuscitation is required in a medical emergency, trained staff will respond appropriately. Paramedics will also be notified to provide advanced life support if necessary.

Staff will provide you with information on options related to your personal affairs. However, they will not have any personal involvement in your financial (e.g., power of attorney, trusteeship, wills, and estates) or non-financial (e.g., personal directive and guardianship) affairs. Your Social Worker can give you more information. Please discuss this with your loved ones and feel free to ask questions or raise any concerns with your care team.

### Transfer to Hospital

To decrease your need to transfer to the hospital, Pioneer Manor utilizes the Emergency Department Outreach Services (EDOS) which is a collaboration between Pioneer Manor's Physicians and Interdisciplinary Team, Health Science North (HSN) and their ED Physicians, Interdisciplinary Team, Laboratory and Diagnostic Imaging Departments. The services are available seven days a week from 0900 hours to 2100 hours.

Pioneer Manor's Medical Director and HSN's EDOS Physicians have provided Medical Directives to the Outreach Nurse for the purpose of determining one of three courses of action:

- Treatment according to established medical directives and care maps;
- Referral for diagnostic or treatment services at the hospital;
- Direct admission to an inpatient bed.

The decision to send a resident to the Emergency Department (ED) is not made alone; registered nursing staff assess all aspects of your care requirements and have discussions with you and/or your SDM prior to making decision to send, taking into consideration:

- What we can do to keep you here at Pioneer Manor, if it is Pneumonia; Pioneer Manor can provide IM antibiotics or through EDOS for IV antibiotics.
- Is there a benefit for you to go to hospital?
- Can an assessment wait until your attending Physician is notified and able to utilize outside resources? For example, if you are mobile, your family may be able to bring you for x-ray at a clinic the next morning.
- Is there a treatment/procedure that you can receive at the hospital versus Pioneer Manor? For example, oxygen therapy can be given at Pioneer Manor
- What level of care are you?
- Do you want to go to the Hospital?
- HSN does not have a bed readily available for you to rest on, they do not provide continence care, routine medications etc.



For all urgent care situations, the RN will discuss with you and your SDM the need to transfer to hospital. Some examples are, severe abdominal pain, chest pain, hip fracture, severe shortness of breath.

## Ethics Committee

Pioneer Manor strives to produce a positive and healthy ethical climate in which basic ethical principles and moral reasoning are considered in making values-based decisions. In health care settings, ethical questions arise when ‘the right thing to do’ is unclear or when people disagree about what is best for a resident.

Pioneer Manor has an Ethics committee, designed to help residents, family members, staff, volunteers and health care providers deal with difficult ethical issues that arise in resident care using an 8-step decision-making tool. Decisions with ethical implications are made every day in resident care, such as:

- Uncertainty about how to make decisions for a resident who lacks capacity to make his/ her own decisions
- Family not wanting resident informed of what the resident has been diagnosed with
- Conflict regarding what treatments are in the resident’s best interest

Pioneer Manor is an equal opportunity employer and as such, care may be delivered by an opposite gender caregiver. For more information or to request a consultation with the ethics committee, contact the Ethics Committee Chair at 705-566-4282, ext. 3304. Alternatively, you can put your concern in writing by mail to: “Ethics Committee Chair, 960 Notre Dame Ave., Sudbury, ON P3A 2T4.

## Scent Awareness

We strive to be a scent-aware environment as some people are very sensitive to certain scents and chemicals. As a courtesy to other residents and staff, please refrain from wearing colognes, perfumes, or strongly scented lotions, and using scented products in the Home. Visitors are also asked to follow these guidelines and to avoid wearing clothing that smells strongly of tobacco when visiting.



*“The activity room is a safe place for us to come together and enjoy each other’s company!” Lodge 2 Resident*





## Your Care Team

Please visit our website for specific team members names and contact information.

### Director, Long-Term Care Services (Pioneer Manor)

The Director oversees administrative responsibilities to make sure you and all other residents receive quality care.

### Medical Services Staff

You are assigned an Attending Physician at the time of admission based on the Home Area where you will be living. Although it is not mandatory, we encourage you to take on the Physician provided by the Home to ensure good communication of health information, and to allow for on-site accessibility. You may retain your own Family Physician from the community if the Physician is willing to comply with the Ministry of Long-Term Care's legislated requirements.

Our Medical Director provides medical administrative leadership and advisory support for the Home. In addition, our Medical Director works with all of the Home's physicians to deliver quality medical services. Your health needs will determine how often you see a physician. Our physicians also have an afterhours on-call schedule, ensuring a physician is accessible at any time.

As per the *FLTCA 2021* each Physician must be in the Home twice per month. This Home is very fortunate to have access to a Physician on site Monday to Friday. Our Registered Nursing staff work closely with our physicians to ensure your medical needs are addressed in a timely manner. Nursing staff conduct thorough assessments and communicate this information with your physician; therefore, you may not always see your physician in person when a concern is being addressed.

To decrease your need to have to leave the Home for specialized services our Medical Director has been able to arrange for the specialists to come to Pioneer Manor. Currently we have a Psychogeriatrician here weekly, a Medical Internist here monthly, a Urologist who completes urological consults and follow-up every three months, and specialist providing Botox services to help with pain management and contractures here every three months.

### Resident Care Section Staff

Our resident care staff work together to encourage and support you to independently manage your personal care as much as possible. Your Home Area registered nursing staff member will coordinate your care.

The Managers of Resident Care (MORCs) work to ensure that we follow the best nursing and long-term care practices, along with applicable laws and our own policies. The MORCs and the Resident Care Supervisors are happy to answer any questions or address any concerns you may have.



The Resident Care Coordinators (RCCs) manage the daily operations of each Home Area and guide staff to ensure quality care is provided for all residents.

Pioneer Manor maintains a qualified, organized program of nursing and personal support services for the home to meet your assessed needs. Resident Care staff are available 24 hours a day, 7 days a week.

Registered Nurse (R.N.) Supervisors are responsible to carry out other professional nursing duties, within their scope of practice. At least one registered nurse is always on duty and present in the home. Any visitor or Resident may request, through any staff, to meet with the R.N.

Registered Practical Nurses (R.P.N.'s) are responsible for the administration of prescribed medications, treatments and other professional nursing duties, within their scope of practice.

Personal Support Workers (PSW's) provide services to assist with the activities of daily living, getting in and out of bed (or your chair), bathing, grooming and meals, and includes supervision in carrying out those activities.

### **Pharmacist Services**

We have a pharmacy service that provides our residents with physician-ordered medications. The registered nursing staff member keeps track of your medications and dosage through an electronic system. If there are any changes to your medication, we will let you know. Please talk with your Home Area Registered Nurse if you have any questions about your medication.

*~ "We enjoy the Activity workers, all the activities offered to us, and getting to know people" ~ Theresa*

### **Therapeutic Services Section Staff**

Therapy services are based on your needs. Your care team works with you to identify your therapy needs and matches these needs with the services we provide, in all areas of your care. As well, we have information about programs and services available in the community.

Occupational Therapists (OTs) and Rehab Assistants (RAs) help you to be able to do as much as possible for yourself. After your assessment, the OT may recommend assistive devices or supplies and a treatment plan. Please be aware that you may be responsible for covering the cost for the recommended items. The OT may also show you ways to be more comfortable when you sleep, sit up or position yourself in general. The OT may teach you strategies to be more independent in dressing, grooming, moving around, eating or communicating with others.

Physical Therapists (PTs) and RAs help you maintain or regain strength and improve your balance, coordination and mobility. Following your assessment, the PT may recommend an individualized program or an appropriate group program.

Life Enrichment Workers (LEW) provide recreational programs, activities and special events to meet your emotional, spiritual, intellectual, social and physical needs. LEWs plan small group activities based on residents' interests and abilities and encourage you to participate. Following your individual assessment, these specialists may also meet with you to discuss your specific needs, interests and abilities.

The Social Worker provides case management and supportive counselling to you and your family during your admission and during your stay. The Social Worker can be consulted on an ongoing basis and will provide any information or referrals you may need.

The Coordinator of Recreation & Leisure Programs oversees the day-to-day programs of Life Enrichment Workers (LEW) and provides support to the Residents' and Family Councils. The Coordinator also develops and organizes many fundraising initiatives such as the Caring is Forever Tree and Residents' Council initiatives.

The Coordinator of Intake & Resident Relations helps you to complete your Admission Agreement and all related paperwork and gives you and your family a tour of the Home as part of your admission process. This staff member is also available to respond to enquiries and requests for information from residents and their families, and provide appropriate referrals to financial, government and community resources.

### **Food Services Section Staff**

Our Registered Dietitians and Food Service Supervisors assess and monitor nutrition care ensuring meals and snacks meet your individual nutrition and hydration needs. In addition, we try to incorporate preferences as well as cultural customs and religious practices when possible.

The Dietitians also reviews all menus to make sure your meals are varied, nutritious and in accordance with the Fixing Long Term Care Act.

Nutritional Aides and Food Service Workers work to make sure mealtime is pleasurable and enjoyable. Food services personnel are also responsible for safe food handling and storage. They make sure all food preparation is done according to the Ontario Public Health Standards Food Safety Protocol.

*"I've built so many friendships with the staff and other residents!"*  
Lodge 2 Resident

## Physical Services Section Staff

Housekeepers provide a clean, safe, and comfortable environment using infection prevention and control practices while respecting your personal space and privacy.

Laundry workers ensure that all your personal clothing, bedding, towels, and linens are washed.

Maintenance staff keep our buildings, walkways, and equipment safe and in good repair.

## Administrative Section Staff

The Accounts Administrator, Ward Clerks and receptionists help our Home run smoothly. They provide general information and clerical support for the Home as a whole and in each Home Area.



## Volunteer Services

Volunteers are vital to our community. They help us with recreation activities and special events, pastoral care programs, mail delivery and our Tuck Shop Parkside Snacks. They also provide companionship and help with community outings.

We welcome residents, families and friends who wish to volunteer. We provide orientation, training, and support for all volunteers. For additional information, contact the Coordinator of Volunteerism and Recruitment at 705-674-4455, ext. 3280.

*~ "I find the staff is great and the laundry service is good too!" ~ Marg*

## Other Service Providers

### Student Placements

Students from various universities, colleges and high schools may also be part of your care team, as part of their educational experience. Students are fully supervised and, if part of your care team, will be introduced to you.



### Spiritual and Religious Care Services

If you have been actively involved in a faith or spiritual community prior to coming to Pioneer Manor, we encourage you to continue your activities and/or visits from your respective clergy.

Religious Care at Pioneer Manor is an important part of the holistic care provided for residents as we recognize that the spiritual side of a person very much affects how they feel emotionally and physically. Weekly worship services, in different faith traditions, are offered as indicated below and are also listed on the monthly Activities Calendar.

- Sunday Worship Service held each Sunday at 1400 hours in the 3<sup>rd</sup> Floor Leisure Room
- Roman Catholic Service (English Mass-Bi-Monthly) held on Tuesdays at 1400 hours in the Winter Park.
- Roman Catholic Service (French Mass) held on Thursdays at 1400 hours in the Winter Park.
- Interfaith Service (English - Bi-Monthly) held on Tuesdays at 1400 hours in the Winter Park.

### Private Duty Caregivers and Paid Companions

If you or a member of your family wishes to hire a Private Duty Caregiver to help you with activities of daily living, or an independent companion to help with social and leisure activities, these arrangements are at your own expense. To ensure the safety of your loved one, the Home requires your Private Duty Caregiver or paid companion to provide a Police Vulnerable Sector Check at your own expense.

All independent service providers, including companions, must follow our policies and procedures and the applicable legislation. Registered nursing staff member in your Home Area can give you more information.

If you wish to include a health care professional from outside the Home in your Plan of Care, please discuss this with the registered nursing staff member in your Home Area.

## Supplementary Services

Professional services are available to residents (some at additional cost). The following list outlines some of the services that may be offered:

- Hairdressing Salon
  - ✍ Call 705-566-4282 ext. 3207 for appointments:
  - ✍ Tuesdays, Wednesdays and Thursdays 9 a.m. to 5 p.m.
  - ✍ Fridays 11 a.m. to 7 p.m.
  - ✍ Every second Saturday 9 a.m. to 3 p.m.
- Audiology
  - ✍ Testing
  - ✍ Ordering and maintenance of hearing aids. (i.e., cleaning)
  - ✍ Identification of hearing aids (inscription)
  - ✍ Batteries are available to be purchased at Parkside Snacks
- Optometry
  - ✍ Testing
  - ✍ Recommends referrals to specialists
  - ✍ May purchase frames/new prescription glasses
  - ✍ Provide repairs (extra cost may be associated)
  - ✍ Personal identification of glasses
- Laboratory
  - ✍ On-site blood work and ECG's
- Respiratory Services
  - ✍ Equipment, including oxygen concentrators & portable oxygen is available
  - ✍ Assess oxygen levels
  - ✍ Weekly monitoring
  - ✍ Educational sessions for residents and family
- Mobility Equipment Service
  - ✍ Weekly wheelchair/walker repair clinics are offered by a service provider along with a twice-yearly cleaning clinic.



## **Staying Up To Date**

It is everyone's responsibility – staff and family members – to maintain open communication and stay informed of current issues or upcoming changes. It is important that families, substitute decision-makers (SDMs), and people with Power of Attorney inform us of new phone numbers in case of emergencies. We offer several ways to keep everyone informed as described below.

### **Residents' Council**

All residents of Pioneer Manor are members of the Residents' Council. The Residents' Council is the collective voice of residents at Pioneer Manor and is dedicated to working with the Home to ensure the residents receive the highest quality of care and service. Our group meets monthly (except July and August) to discuss concerns and share ideas that can improve our daily lives and services. The minutes of meetings are posted in both English and French on the Residents' Council bulletin board located in the Winter Park.

If you would like more information about the Resident's Council or if you have any concerns you would like addressed by our group, please feel free to attend the meetings, or approach a member of the Executive Committee. We are glad to have you as a member of the Pioneer Manor community.

### **Food Committee**

Residents are encouraged to attend Food Committee, scheduled the first and second Thursday of the month. It is an opportunity to be involved with menu developments, discuss preferences, dislikes or concerns related to the menu or food in general. It is also an opportune time to help the Food Services Department plan for upcoming Holiday or special meals.

### **Newsletters/Update Letters**

Newsletters and update letters are sent out to you, your designated caregiver, and your family to keep everyone informed about news (outbreak, change in accommodation rate, etc.) and activities.

## Information for Families

### Family Council

The Family Council Pioneer Manor Sudbury's mission statement is to improve the quality of life and quality of care for all residents of Pioneer Manor by promoting an atmosphere of sensitivity, respect, and support.

Members of the Family Council are relatives or friends of residents, and past residents of Pioneer Manor.

The Family Council's goals are:

- To provide assistance, information and advice to residents, family members or residents and persons of importance to residents, including when new residents are admitted to Pioneer Manor
- To educate and inform families
- To report to the Director any concerns and recommendations that in the council's opinion ought to be brought to the Director's attention
- To share ideas for the purpose of problem solving
- To maintain respectful communication between families and the facility
- To advocate on behalf of all residents and families
- Exercise any other powers provided for in the regulations

Families play an important role in the health, wellbeing and care of loved ones. We know that families also experience a period of adjustment/ transition when a loved one moves into our Home. This section contains information and helpful tips to assist families.

### Managing Visitors Program

A Caregiver is a type a type of essential visitor who is designated by the resident/their SDM and is visiting to provide the resident direct care (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). They may include family members or friends, privately hired caregivers, paid companions and/or translators.

Caregivers can visit the Home at any time, including during an outbreak, and without time limits. If the Home is in an outbreak or the resident is on isolation, a maximum of one (1) caregiver may visit the resident at a time. It is important to note, depending on the situation, further visiting restrictions may be implemented.

All requests to become a designated caregiver are to be made by contacting the Coordinator of Intake and Resident Relations. This staff member/designate will meet with the designated caregiver to review the 'Essential Visitors: Caregiver's Package'. This package provides information relating to all applicable public health measures that are in place (e.g., active screening, physical distancing, hand hygiene, wearing a mask) and the requirements to follow.

A General Visitor is a person who has not been identified by the resident/their SDM as a caregiver and the purpose for visiting with the resident is for a social visit or performing a non-essential service (e.g., family or friends). General visitors under the age of 14 must be accompanied by an adult and must follow all applicable public health measures that are in place (e.g., active screening, physical distancing, hand hygiene, wearing a mask).

A copy of Pioneer Manor's "Managing Visitors Program" policy and procedure and other resources can be found on our website at <https://www.greatersudbury.ca/live/long-term-care-pioneer-manor/pioneer-manor-pdf-files/visiting-during-covid-19/>.

## Visiting

Visiting hours are from 0700 to 2200 hours. Families wishing to spend time with a resident who is not well are welcome at any time. Please inform the resident care staff so they are aware that you may be on site after visiting hours.

As a courtesy to residents and staff with scent sensitivities or allergies, we ask that visitors refrain from using scented products while in the Home.

It may be unsafe for some residents to leave the Home unaccompanied. These individuals live in Home Areas that have an added level of security that requires a code to enter and leave the Home Area. As you enter or exit these areas, please be alert to residents who may try to follow you. Make sure any resident who follows you is accompanied by staff or a family member.

You may wish to have visits outside the Home. Please inform the Home Area staff about these outside visits as far in advance as possible so any necessary medication can be packaged up and ready to go. Residents or family members and friends (on behalf of residents) must sign out (when leaving) and sign in (when returning). This sign out/sign in procedure is part of our safety policy. If you have any questions about the sign out/sign in practice, please ask Home Area staff.

## Tips for Making the Most of your Visit

It is normal to feel a little uncomfortable about visiting your loved one in a new situation. However, regular contact reassures your loved one that he or she is still important in your life.

Here are some tips for making the most of your visits:

- Plan visits in advance.
- Get involved - participate in activities or consider volunteering here.
- Make a visit schedule for family members and other visitors. Your loved one can look forward to visits with a variety of people, including children and pets.
- Share activities your loved one enjoys. This could include going for walks, doing needlework, painting, or gardening. If shared activities need to happen sitting down, try playing cards, reading aloud or playing a game.
- Celebrate special occasions such as birthdays and anniversaries

- Offer your loved one a change of scenery. Outings can be as simple as visiting our gift shop, garden area or going for a car ride.
- Find a quiet place so that you can be heard easily and where there are fewer distractions.
- Bring in a thermos of juice or tea and some cookies or fruit and have a “picnic” in a quiet place.
- Keep the conversation light. The stimulation of a few funny stories and a smile goes a long way to making a visit enjoyable.
- Reminisce about the early years of the resident’s life. Help the resident remember the songs they sang and the friends they had; what they liked at school or any travelling they did.
- If the resident only wants to talk about going home, find out what they remember of home and continue the conversation based on these memories. Perhaps they want to be reassured that the past did exist and that their remaining memories are valid. This kind of remembering can reassure the resident and produce contentment.
- Because many residents experience cognitive impairments, it is easier for them to understand you if you use short, simple sentences and speak clearly and slowly. You may need to repeat your sentences. Just as they cannot be hurried when walking, so can they not be hurried in their thoughts and communication.
- Bring in a labeled photo album and go through it with the resident. Have all visitors’ sign a guest book with a short description of the topics discussed for reinforcement by staff.
- Children and pets are welcome.
- For variety, try a visit at mealtime. Call the home in advance to arrange a meal with the resident.
- Read recent letters, cards and/or newspapers to the resident or help the resident write a letter or note.
- Manicure the residents’ fingernails or assist with grooming (i.e., curl hair).

## Coping With Dementia

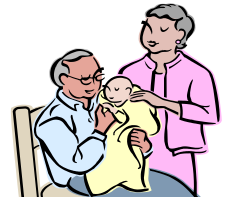
Symptoms of dementia include loss of memory, judgment, reasoning and social skills. People with dementia may also experience changes in mood and behaviour. Dementia is usually caused by damage in the brain from diseases such as Alzheimer’s or vascular disease (strokes).

Some families have difficulty coping with a loved one affected by dementia. Please be assured that our staff have received specialized training and are experienced with dementia care. If you or someone in your family would like more information on dementia, the availability of support groups, and resources (here or in the community), please speak with a member of your care team or the Social Worker.

Visiting a loved one makes a big difference in their day. The person may not always remember who you are, or anything about the visit, but in the moment, they will know they were cared about. A successful visit provides support, comfort and reassurance, which makes your loved one feel valued and loved.

Like everyone, a person with dementia needs to share, feel competent, have a sense of belonging, be useful and successful and feel hopeful.

Activities provide better visits with loved ones. A person's self-esteem, self-identity, and mood can be greatly influenced by the success experienced during an activity. Rather than asking your loved one to do an activity with you, suggest that they help you do it. If they become frustrated, try switching to a new activity. Examples of an activity could be, taking a walk, looking at magazines, doing a simple craft, singing, humming, or whistling together, counting objects or looking at family photos.



Make your visit meaningful by:

- Finding out best time for alertness
- Providing conversation; don't drill with questions
- Going at their pace
- Giving one instruction at a time; use simple language
- Minimizing noise and distractions
- Being aware of body language (SMILE)
- Focusing on their strengths
- Using positive reminiscing
- Not get frustrated if you need to repeat, repeat, repeat
- Allowing silence; sharing space can be just as meaningful
- Watching for signs of fatigue; a short visit can be better than a long one
- Living in the moment

***You don't always have to understand what your loved one is saying. It's the listening that's important.***

Because of memory limitations your loved one may experience frustrations. If this occurs:

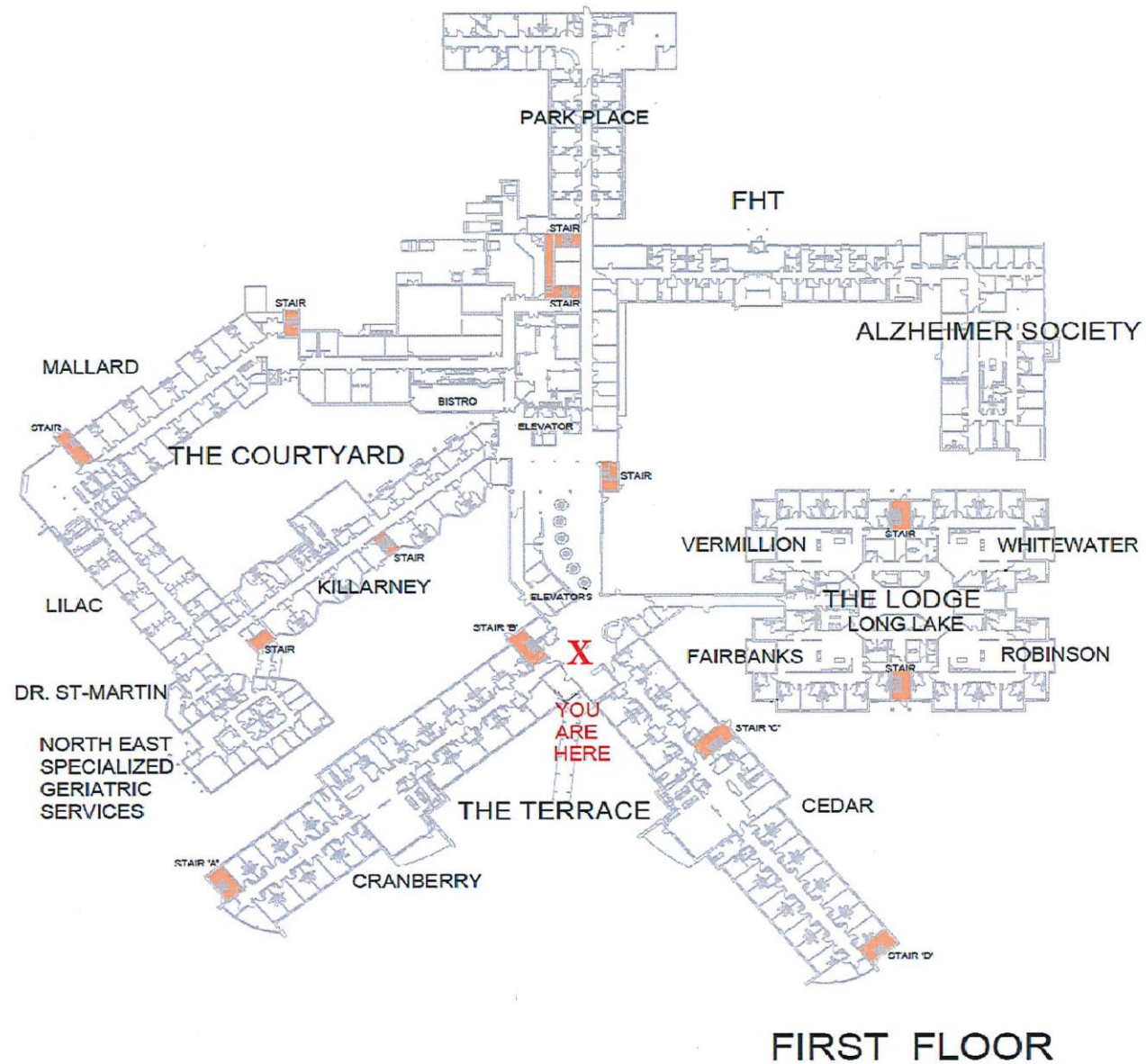
- Validate their emotions.
- Join in the person's reality and listen to their perspective without correcting.
- Distraction is best for those with severe memory loss.
- Redirect your loved one to an enjoyable activity or conversation.
- Refrain from asking too many questions.

Our experience is our reality as is the experience of someone with dementia. Responsive behaviours are usually made by someone wanting to protect or defend themselves. Consider what the person would want based on their values and beliefs.

***We must look at the world through their eyes.***

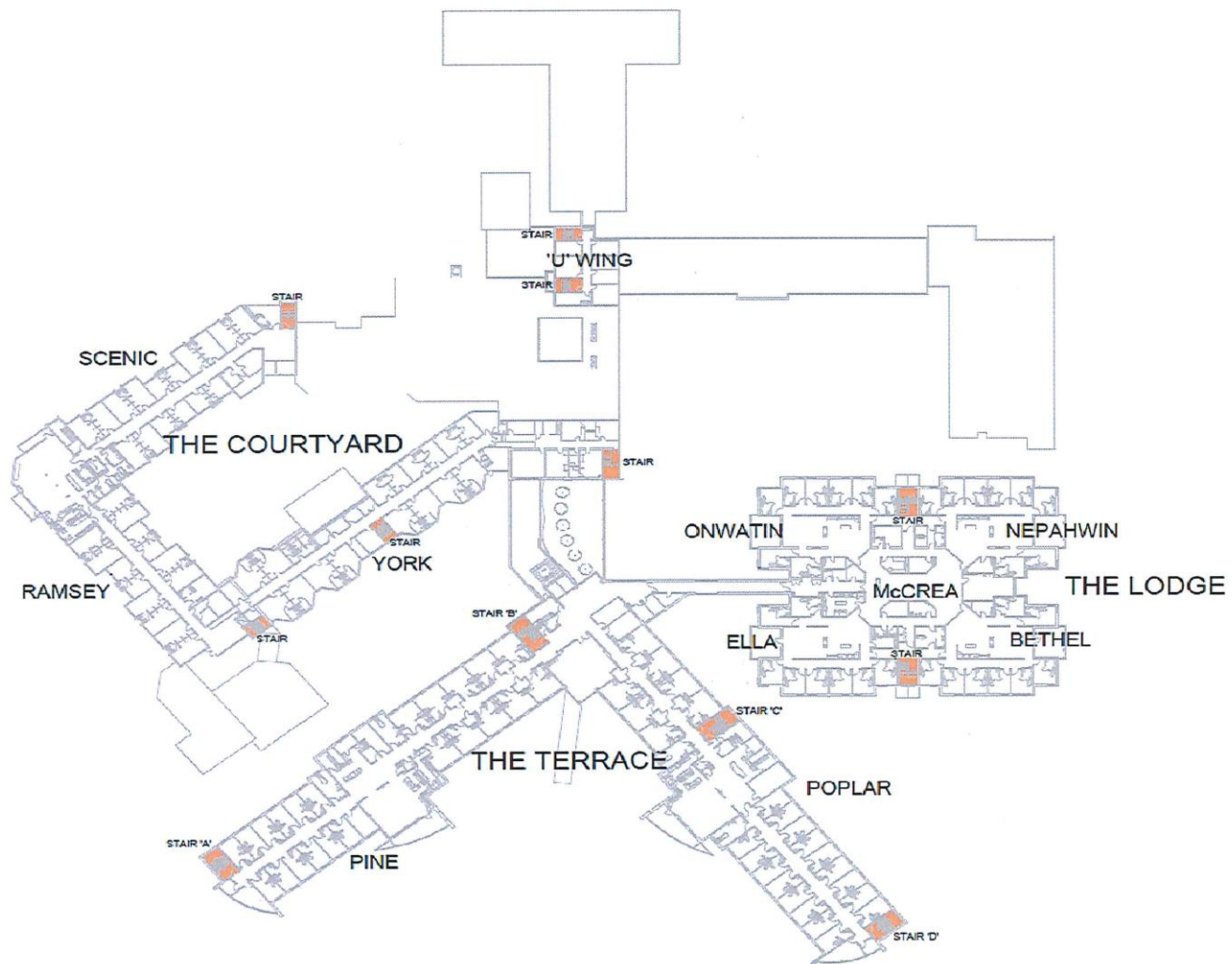


# Pioneer Manor





## Pioneer Manor



SECOND FLOOR

## Pioneer Manor

