

AMICA

SENIOR LIFESTYLES

AMICA Bayview Village
15 Barberry Place
North York, ON M2K 1G9
416-977-3177

Resident Handbook

Updated: February 2026

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SECTION 1: General Information

Hours of Operation

Amica Bayview Village is staffed 24 hours a day. For your security, the building is locked each evening at 7:00 p.m. and equipped with exterior security cameras at the main entrance and exit doors. During the spring and summer season, the building is locked each evening at 8:00 pm. To gain entrance after this time, please use the doorbell adjacent to the front door. A Team Member will respond as soon as possible.

Concierge

The Concierge Desk will relay messages to your guests, or notify you of any special messages, parcels or items to be picked up. There is a Concierge on duty daily 24 hours. If you are unsure of who to direct a question to, please feel free to contact the Concierge on duty who will be happy to assist you.

Sign Out Book

For your security and safety, there is a sign out book located at the Concierge Desk. Please use this book to sign in and out when you are leaving and returning to Amica Bayview Village. There is a separate sign in/out book for visitors; please ensure your visitors have signed in and out. If you are going to be absent from Amica Bayview Village for several hours or days, please inform the Concierge of your absence and expected return.

Lost and Found

If you have lost or found something in or around the community, please notify the Concierge. We will record the information so that we can notify the rightful owner or return your lost item.

Smoking

We are a non-smoking environment. There is no smoking inside Amica Bayview Village, and there is no smoking within 9 meters of any entrance or exit door. There is a designated outdoor smoking area for Residents. This includes electronic smoking, vaping, and cannabis. Residents may possess, store, consume and dispose of cannabis in the same way they would alcohol consumables. Residents will follow the smoking policy restrictions for inhalation forms of cannabis. Residents may not grow cannabis or process cannabis on the premises.

The utilization of medical cannabis is permitted as per the Medical Cannabis policy. Medical cannabis refers to cannabis acquired or produced for medicinal purposes in alignment with Part 14 of the Cannabis Regulations.

Mail

Canada Post delivers mail to your own individual mailbox in the mailroom on the ground floor Monday to Friday. You will be given a mail key once you move in. Please check your mailbox on a regular basis. The mail usually arrives by 11:00 am. Parcels too large for your mailbox will be left at the Concierge Desk for pick up or delivery depending on size. Out-going mail is required to be at Concierge by 10:00 am Monday to Friday. To assist in the prompt delivery of your mail, please be sure that your correspondence has our correct return address.

Example:

Mr. and /or Mrs. _____

Suite _____ (**Suite # must be shown on address**)

Amica Bayview Village

15 Barberry Place

North York, ON

M2K 1G9

Deliveries and Service Calls

Please ensure you are available to handle delivery or service calls personally. For your safety and security, we are not able to provide entrance to your suite without your written authorization. For safety reasons, if you are expecting a delivery or service call, please notify the Concierge so that we might better direct that person.

Information Board

A Resident Information Board is located near the concierge desk. On this board, you will find information such as upcoming events and outings, the day's menu and other important notices.

Languages

Amica Bayview Village operates in the following languages:

English only	X
French/English	

Resident Vacations

For your security and safety, if you are planning to be away overnight, please advise the Wellness Team and the Concierge Desk of the estimated time of your departure and your expected return. If the wellness team is dispensing your medications, please allow for 48 hours to prepare your medication for your time away. Please notify Care Rx Pharmacy at least 48 hours prior to the leave of absence, if additional doses are needed, to ensure sufficient time is given to prepare the medication.

Resident and Community Meetings

This is your opportunity to be informed on the latest residence news, events or voice any questions or comments that you may have. Meetings are organized by the residents and held monthly. The date will be noted in your monthly newsletter.

Resident Council

Residents are welcome to form a Residents' Council, as provided for in the *Retirement Homes Act*. The Resident Council is made-up solely by residents and is an avenue for you to discuss issues or concerns, which can then be brought to the attention of management. Members of the Residents' Council are posted on the Information Board. Please feel free to contact any of these members.

Regular Town Hall Meetings for Residents are organized by the General Manager at the residence. These meetings provide a forum for residents to learn about upcoming events and raise and issues or concerns they wish.

Dining Committee

The resident dining committee meets monthly with the Chef to review the menu, give feedback on the previous month, and make menu suggestions.

Parking

Amica Bayview Village provides one parking space per suite for residents who specifically request one. The parking spots are reserved on a first come first serve basis. Amica Bayview Village accepts no liability for damage or theft of your vehicle.

Telephone & Television

Residents are responsible for arranging their own telephone, internet and cable services through our provider Bell Canada. Once the line is activated, please ensure to provide it to the concierge for records.

Contact:

Bell Preferred Building Support for Residents available at 1-888-988-0818

Keys

You will be provided with your Suite key on your move-in day. For your safety and security, suite keys are not to be duplicated and the use of a key and fob by anyone other than the Resident assigned to the Suite is prohibited. While we will always respect your privacy, a Team Member may access your suite so that they may carry out their job duties or if there is a concern for your safety, such as illness.

Newspapers

Residents are responsible for arranging delivery of any newspapers and are billed directly by the publication. Newspapers can be delivered to the concierge for delivery to the resident's suite.

Insurance

Residents are responsible for always maintaining their own insurance coverage, including personal property, liability, automobile (if applicable), renters and other insurance coverage (including flood coverage in the event of water damage at Amica Bayview Village from an accident or omission by the Resident) in adequate amounts.

We take every reasonable precaution to safeguard your possessions. However, we cannot assume responsibility for them. We recommend that you ensure your possessions and obtain a safety deposit box at a chartered bank for bonds, securities, jewelry, etc., particularly when going on vacation. If you require assistance or have any questions, please contact the General Manager.

Noise

After 11:00 pm, it is requested that Residents keep music and TV on low volume. You may wish to consider an earphone accessory to aid your ability to hear your TV when the volume is low.

Monthly Statement

The Community Operations Manager prepares your monthly bill, which includes your monthly fees and in-house charges. If you have any questions regarding your account, please contact her during business hours, 8:00am-4:00pm Monday to Friday.

We encourage all monthly occupancy fees to be paid by automatic withdrawal, which allows you to have your monthly balance deducted directly from your bank account on the first of each month. Automatic Withdrawal is a more convenient and efficient method of paying your fees as it eliminates the need for you to issue a cheque monthly. You will receive your statement outlining your expenses the last week of each month. If you have a question or concern regarding your account, please see the Community Operations Manager or the General Manager.

Suite Accounts

In house charges for in-suite dining unrelated to illness, guest meals, personal laundry, extra housekeeping, activities of daily living and medication administration and any care services are through the Wellness Department and will be billed to your monthly suite account as outlined in your schedule fees. If you choose to transfer from one suite to another, a new residency agreement must be signed. If you have any inquiries regarding your monthly statements, please contact our Community Operations Manager, Sandi White.

Resident Files and Information Changes

Please notify the Community Operations Manager in writing of any changes to your confidential information. These include changes in the name, address or telephone number of your family, friends, or other persons currently listed in our files, including the name of any person who is authorized to pick up your mail or enter your suite during your absence. It is important that this information stay current in case of an emergency.

The resident must designate one primary contact that will be used in urgent or emergency situations and ensure that this information is kept up to date.

Advance Directives

Please notify the Leadership team as to the existence and status of any “advance directives.” Advance directives can include a power of attorney for property, health care power of attorney, a living will, or other documents which legally appoint substitute decision makers and/or the amount, level or type of health care you wish to receive at a time when you can no longer communicate those decisions on your own behalf to a doctor or other health professional. It also includes documents in which you name another person who has the legal authority to make financial and/or health care decisions for you. If you have executed any such documents, or if you execute or amend or revoke any such documents during our term of residence, it is your responsibility and each applicable POA to advise leadership, and to provide copies of such advance directives.

Power of Attorney

It is strongly recommended that Residents arrange to have legal power of attorney for personal care and power of attorney for property at the time of Move-in. When completed please provide Amica Bayview Village with a copy.

The Resident or representative must designate one primary contact and ensure that this information is kept up to date.

Resident Bill of Rights

The Resident Bill of Rights is displayed in a prominent place at the residence and included as an appendix in this handbook.

Amica and Community: The Amica Helping Hands Charity

The Amica Helping Hands Charity was established in 2003 by Amica residents and team members who wanted to deliver holiday comfort to at-risk seniors in their communities. This gesture of kindness has now grown into a national campaign across all Amica residences.

The charity's holiday baskets include items such as a warm blanket, non-perishable food items and gift cards to a local pharmacy. Many times, even hand-knit items made by kind and caring resident volunteers. Each residence partners with not-for-profit organizations to distribute the baskets. Many times, these baskets are the **only** gift a senior in need may receive all year.

One basket recipient told us: "Thank you for making a wonderful difference in my life. You've given me a gift that lasts not only during the holidays, but for lifetime."

Each year, in addition to the basket assemblies, many residents and team members also donate their time and talents to raise funds in support of the basket campaign and other community outreach programs serving seniors in need. The special events include bake sales, holiday bazaars, art shows, dance-a-thons and so much more.

The charity also receives large corporate sponsorships which further the reach of the charity via gift agreements with hospital foundations in both Ontario and British Columbia. These gift agreements have helped hundreds of marginalized seniors access essential health services.

If you are interested in learning more or wish to volunteer for the charity, please speak with your General Manager or life enrichment team.

Amica's Respectful Community Commitment

We are committed to providing a safe, inclusive and welcoming community to all who live, visit, and work here. We thrive because of our unique differences, multi-cultural backgrounds, different ways of thinking and most importantly our shared commitment to our values of trust, compassion, excellence, teamwork and growth.

- We look for ways to connect – not exclude
- We encourage open-mindedness – not judgement
- We demonstrate respect and compassion - not prejudice
- We endeavor to be a community where everyone can belong – not one where they must change themselves to be accepted

To that end, we encourage everyone to speak up and report any actions that may be considered harassing, violent, offensive, unwelcome, bullying, discriminatory, and any behaviors/actions that contravene the Ontario and/or British Columbia Human Rights Code and other relevant legislation. These types of behaviors will not be tolerated and should be reported to the General Manager. As a responsible employer and operator, it is our duty to investigate and address any incident in a prompt and efficient manner.

At Amica, we strive for mutual respect, demonstrating compassion for all, and simply practicing kindness towards one another. We value your assurance and engagement with our Respectful Community Commitment.

Weapons

For the safety and security of all Residents, guests and visitors, no Resident, guest or visitor may possess, store or transport any weapon (where weapons include restricted and nonrestricted firearms, knives other than those used for culinary purposes, explosives, chemical weapons, or any other device designed to harm or incapacitate) either in suite or in any common areas of the Residence. The prohibition applies to all types of weapons, whether they are classified as restricted or nonrestricted under applicable laws.

SECTION 2: Amenities

All common area spaces are accessible for residents and their guests.

Patios, Balconies and Gardens

Our outdoor spaces are for your enjoyment. Patio furniture will be available for use when weather permits. For everyone's enjoyment and safety please ensure that appropriate glass wear is used on the patio and that any litter is placed in appropriate containers.

If you are interested in gardening, please let the Life Enrichment Coordinator know that you would like to join the Gardening club.

Lounge Areas

Many comfortable sitting areas and lounges are located conveniently throughout the residence for your use. Use them for social events or for just a friendly game of cards with your friends.

Hair Salon

The Hair Salon is located on the main floor and is managed by a private operator. The Salon is open on Sundays, Mondays, Wednesdays, Thursdays and Saturdays. Please book your appointment with the Concierge.

Foot Care Nurse

A private business, owned and operated by a Registered Nurse provides foot care to our residents weekly. Appointments are booked through the Concierge.

Aesthetician

Manicures and pedicures are managed by a private operator and available to the residents monthly. Please check your calendar for dates and book your appointments through the salon or with help of the Concierge.

Library

The library is located on the Main floor. The library includes hardcover books, paperbacks, and a few current magazines. Residents are welcome to borrow any of the books and return them within 3 to 4 weeks. Computer operation tips will be available as part of our education program. Please speak to our Life Enrichment Coordinator to access these services.

The Public Library also visits with Amica Bayview Village on a regular basis every month. If you would like to listen to books on tape, read large print books, and/or prefer specific reading materials, let our Life Enrichment Coordinator know so that arrangements can be made with the Public Library. Book drop off happens once a month on the first Thursday of the month.

Emergency Response System

You have been provided with a pendant that can be worn as a necklace, on your wrist or on your belt. If you have an emergency, the signal will be carried to an RCP who will respond to your location. If you accidentally activate the pendant, please telephone the Concierge immediately to note the error. The pendant is for emergencies only. For non-emergency requests, please telephone the Concierge.

Sheppard Games Room

The Games Room is located on the east end of the 3rd floor, next to the craft kitchen.

Craft Kitchen & Activity Room

The Craft Kitchen and Activity Room is located on the east end of the 3rd floor.

Home Theatre

The Home Theatre is located on the east end of the Main Floor.

Nurses Station

The Nurses Station is located on the second floor. Wellness Team Members may not always be present in the station due to the demand of their job duties. If you would like to speak to someone in the Department, please call extension 234. If it is an emergency and you require immediate assistance, please press your pendant and a Team Member will respond as quickly as possible.

SECTION 3: Residents' Bill of Rights

The *Retirement Homes Act, 2010* (referred to as the “RHA”) is provincial legislation mandating certain standards for every retirement home operator in Ontario (referred to throughout this information package as a “licensee”), to protect the health and safety of Ontario’s retirement home Residents and promote their wellbeing.

Each Resident is entitled to the following rights, as set out in section 51 of the Act:

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

5. The right to:

- i. participate fully in making any decision concerning any aspect of his or her care,
- ii. participate fully in the development, implementation, review and revision of his or her plan of care, and
- iii. give or refuse consent to any treatment, care or service for which his or her consent is required by law, and to be informed of the consequences of giving or refusing consent.

6. The right not to be restrained except in accordance with the common law.

7. The right to be afforded privacy in treatment and in caring for his or her personal needs.

8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

9. The right to have his or her lifestyle and choices respected and to freely pursue his or her social, cultural, religious, spiritual and other interests as long as the resident's lifestyle, choices and pursuits do not substantially interfere with the reasonable enjoyment of the home for all usual purposes by the licensee and other Residents.

10. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Authority or any other person without interference, and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else.

11. The right to know if the home is also a care home within the meaning of the Residential Tenancies Act, 2006, and whether the residents therefore have rights and responsibilities as tenants under that Act.

SECTION 4: Privacy

Our Commitment to Privacy

We are committed to protecting the privacy of your personal health information and will maintain the security and confidentiality of this information. Our community operates in keeping with the requirements of federal and provincial privacy laws.

Collection of Personal Health Information

We collect personal health information from you through the move- in process to access suitability and capacity for placement and to enable us to provide you with the care, programs and services you require.

Examples of the type of information we collect include:

- your name and contact information.
- your health card number.
- facts about your health, health care history and the health care services you have received; and
- the identity of your health care providers and emergency contact(s).

Your Right to Limit the Use and Disclosure of Personal Health Information

You have the right to access this information and/or withhold disclosure of your personal health information. Should you wish to withhold consent to the release of your personal health information you will be asked to sign the Withdrawal of Consent Form. This form will be kept in your health file.

If you have specific concerns or would like to limit the use or disclosure of personal health information about you, please contact the Director of Wellness or General Manager.

SECTION 5: Resident Policies

A) Visitor Policy

This Policy is posted at the concierge desk by the front entrance.

PURPOSE

Amica Bayview Village encourages visitors/invitees to make families and friends feel at home here. This Policy has been established for the comfort and safety of the Residents and Team Members.

POLICY

All visitors/guests including private care providers must report to the Concierge to sign-in (upon arriving) and sign-out (upon leaving). There is no restriction for visiting hours. Visitors/guest are expected to conduct themselves safely and in a manner which is considerate to the Residents and Team Members.

- For safety and security reasons, the main entrance is the only door to be used for entering and leaving the residence. If the main entrance is locked, please ring the doorbell for entry. Alternatively, the visitor may phone the Resident they are visiting for entry. In this case, the Resident will greet the visitor and ensure sign-in/out at the concierge desk.
- All visitors will agree to assist and maintain a healthy and safe environment, and will practice infection prevention and control measures by:
 - Washing their hands (with hand sanitizer provided in the main entrance) upon entering and leaving the Community.
 - Being free of infection or illness and not visiting if they have experienced symptoms such as fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea within the 48 hours.
- All visitors must respect the privacy of residents. Visitors should remain with the resident they are visiting and/or the approved site work location.
- Children accompanying visitors must be always supervised by an adult.
- Pets accompanying visitors must be leashed, in control and up to date on vaccinations. Pets are not permitted in the bistro or dining room. Please clean up after your pet.
- This Community is a non-smoking environment. We do have a designated, outdoor smoking area located at the south end of the back patio.

EMERGENCY RESPONSE AWARENESS

All visitors should acquaint themselves with the residence's floor plan and emergency exits. This information is available at the concierge desk and is posted by the elevator. Monthly emergency drills are scheduled in the residence and notice is posted in the calendar and in the elevators. In the event of activation of emergency procedures, direction will be provided by team members.

B) Zero Tolerance Abuse/Neglect

PURPOSE

Amica Bayview Village is committed to providing the highest level of quality care, which encompasses the dignity, respect and rights of its residents. A Resident should be free from abuse or neglect by team members, volunteers, visitors and other residents. Amica recognizes its responsibility to ensure that all residents are protected from abuse and neglect by anyone.

POLICY

Amica Bayview Village has a zero-tolerance policy with respect to abuse of any kind including, but not limited to, physical, sexual, emotional, verbal and/or financial abuse and neglect, by any person, (e.g. team member to resident, family members/visitors/volunteers/resident to resident/team member contracted staff, agency staff, and resident-paid companions). All team members (including External Care Providers) are required to report any suspicion of incidents or allegations of neglect and/or abuse immediately to their manager, or other management member. All incidents and allegations will be investigated internally and reported to the appropriate regulatory body.

INVESTIGATING AND RESPONDING TO ALLEGED/SUSPECTED ABUSE OR NEGLECT

The priority in any alleged, suspected or witnessed incident of abuse or neglect is to deal with the immediate risk at hand and ensure safety of those affected. Following, the incident reporting protocols are initiated, and an internal investigation is started.

The General Manager (GM)/designated must ensure that the police are immediately notified in the following circumstances:

- If it is suspected that an alleged, suspected or witnessed incident of abuse or neglect of a resident may constitute a criminal offence.
- The resident requests that the police be called; and/or
- Someone is armed with a weapon, and/or someone is threatening violence or there is a threat of significant harm to themselves or others.

NOTIFICATION:

The GM/designate will notify the resident, substitute decision maker (SDM - if applicable) and any other person specified by the resident:

- i) **Immediately** upon the residence becoming aware of an alleged, suspected or witnessed incident of abuse or neglect **that has resulted in a physical injury or pain to a resident or that causes distress to a resident that could potentially be detrimental to a resident's health or well-being** or **within 12 hours** upon the residence becoming aware of any other alleged, suspected or witnessed incident of abuse or neglect; and
- ii) **Immediately** upon the conclusion of the investigation to report findings and actions taken where required.

REGULATORY REPORTING OBLIGATIONS

If the event of alleged, suspected or witnessed abuse and/or neglect the GM/designate must report it to the appropriate regulatory authority identified below:

Retirement Homes Regulatory Authority (RHRA)

The following form may be mailed/faxed or emailed to:

Retirement Home Regulatory Authority

Attention: Complaints Intake 55 York Street, Suite 700 Toronto, ON M5J 1R7

Fax: 1-855-631-0170

Phone: 1-855-275-7472

Email: info@rhra.ca

Additional reporting obligations may be required (e.g. Health Professional Regulatory College, Office of the Public Guardian and Trustee) depending on the nature and person involved.

FURTHER SUPPORT FOR THE RESIDENT:

The resident will be provided with appropriate resources to provide assistance and emergency numbers. At all times the resident's right to privacy and confidentiality will be respected. Action may include a coordinated response from a variety of services/agencies.

C) Concern/Complaint and Compliment Policy

PURPOSE

Amica Bayview Village is committed to providing our residents, team members and visitors with a high level of service. This policy is intended to ensure that concerns, complaints and compliments raised by any of our stakeholders are responded to promptly, transparently and fairly in accordance with our residence's high standards at Amica Bayview Village.

POLICY

All concerns, complaints and compliments, whether written or verbal, regarding the care of a resident and/or operations of a residence are recorded, and the protocol within this policy outlines the process and timelines.

All concerns and/or complaints must be acknowledged within 48 hours and investigated and resolved within 10 business days. For those concerns/complaints that cannot be resolved within 10 business days, an acknowledgement of receipt of the complaint must be provided within the timeframe, including the date by which the complainant can reasonably expect a resolution, and a follow-up response. **Where there is an allegation of harm or risk of harm to one or more residents, the investigation must be started *immediately*.**

PROCEDURE

Amica Bayview Village is pleased to offer you four different methods of raising any concerns, complaints or compliments you may have:

- 1) **Verbally:** Bring your concern, complaint and/or compliment to the manager or team member in charge. If s/he is not able to resolve your concern, please speak to Graham Parker (GM) or any member of the Amica Bayview Village leadership team. Alternatively, you may contact the Regional Director of Operations, R. Magemans at 647-448-2353.
- 2) **In Writing:** There is feedback forms titled, “Tell Us How We Are Doing” near the Concierge Desk. Please fill out a feedback form with your concern, complaint or compliment and insert the completed form in the box beside the forms.
- 3) **Online:** Concerns, complaints and/or compliments can also be submitted online by going to:
<http://amicafeedback.freshdesk.com/support/tickets/new>

If you are uncomfortable, sharing your concern or complaint through the channels identified above or if the concern/complaint has not been resolved, you may contact the Ethics Line. The Ethics Line is available to all stakeholders of the company (e.g. team members, residents, families, and visitors).

This Line is professionally and independently staffed, and callers are not required to identify themselves when making a report. The Ethics Line can be accessed in three ways:

- **Online:** secure website at <http://www.clearviewconnects.com/>
- **Phone:** toll-free number 1-844-223-7127
- **Mail:** confidential post office box at:
P.O. Box 11017
Toronto, Ontario
M1E 1N0

D) Whistle Blowing Protection Policy

PURPOSE

An important aspect of accountability and transparency is a mechanism to enable all stakeholders (e.g. team members, residents, volunteers and visitors) to report observations of ethical, criminal or professional violations (collectively, 'wrongdoings'). It is also to ensure that an individual reporting such observations in good faith will not be subject to retaliation. This policy confirms our whistle blowing protection.

POLICY

Amica Bayview Village is strongly committed to maintaining an environment in which all stakeholders are respected and free to voice a concern or report a wrongdoing without fear of intimidation and/or retribution. It is impossible to list all possible wrongdoings. Some of the key observations to be reported include:

- Resident abuse.
- Criminal conduct.
- Fraud or misappropriation, or other questionable accounting practices.
- Failure to comply with legal or regulatory obligations.
- Failure to comply with, or efforts to circumvent, internal compliance policies or internal controls.
- Actions that endanger health and safety, or might cause environmental damage; and
- Actions designed to have the effect of concealing any of the above.

REPORTING A WRONGDOING

There will be no reprisals against any person making such a report or raising questions or concerns if that person is acting in good faith. This protection extends to any person who discloses information to a regulatory inspector/body, or who gives evidence in legal proceedings. The methods for reporting a violation are identified above in the Abuse/Neglect Policy and the Concern, Complaint and Compliment Policy.

E) Use of Motorized Scooters and Wheelchairs Policy

PURPOSE

To balance the resident's need for a motorized scooter or wheelchair with the safety of everyone else at Amica Bayview Village, this policy has been established.

POLICY

Residents must exercise caution when using motorized scooters, wheelchairs, and act in a manner which respects the health, safety and physical integrity of other residents, team members and visitors.

Due to fire and safety regulations, motorized scooters and wheelchairs cannot be stored in hallways and walkways when not in use. These devices can be stored in the resident's suite and/or the designated parking area at Amica Bayview Village.

Residents operating motorized scooters and wheelchairs assume all liability for injury, death, damage arising out of, or related to the use of the motorized scooter or wheelchair.

F) Electrical Appliances/Equipment

PURPOSE

Amica Bayview Village takes very seriously the safety of everyone in the residence. To ensure that resident's use of cooking and/or heating appliances is aligned to fire safety/protection principles this policy has been established.

POLICY

Residents wishing to bring their own cooking and/or heating appliances must consult with the maintenance coordinator to ensure these appliances are CSA-approved and in good working order. Amica Bayview Village reserves the right to inspect any appliances for safety reasons and may ask them to be removed based on their age and/or condition. Items that not permitted include toaster ovens, heating blankets, hot plates, deep fryers, Halogen lamps and lights, and space heaters of any kind (unless provided by Amica Bayview Village). Electric kettles are permitted but MUST have an automatic shut off switch. In all cases, residents are advised to exercise care and good judgment in the use of appliances and should never leave any cooking and/or heating appliance unattended while it is operating. The use of extension cords is discouraged, however if needed, they must not be run under carpets and must be only used in areas where there is sufficient air circulation to prevent overheating.

All Suites include the following appliances:

- Refrigerator
- Microwave

SECTION 6: Emergency Preparedness

You have been provided with a pendant that is worn as a necklace. This pendant is waterproof, and we recommend it to always be worn. If you have an emergency, pressing the button on the pendant will send a signal to the portable nursing phone. They will respond as quickly as possible. This pendant is used for emergencies only.

Some examples of medical emergencies are:

- Slip or fall
- Shortness of breath
- Sudden or worsening pain
- Dizziness

For non- emergency request, please call the concierge desk or speak to one of the leadership team members.

Some examples of non- medical emergencies are:

- Unscheduled assistance
- Escorting
- Maintenance or service request
- In-suite dining
- Housekeeping
- Activities

A \$200.00 deposit per pendant is required for loss or damage of the pendant. This charge will be invoiced to your Suite on your next statement and is refundable upon leaving Amica Bayview Village.

Occasional power outages may occur due to circumstances beyond our control. We recommend each resident have a flashlight in this event.

Fire Safety

Please ensure that you are familiar with the location of fire extinguishers and your nearest emergency exit. Also, take a moment to review the evacuation plan. While we do not like to consider the possibility of a fire, knowing this information can be extremely useful in the heightened circumstances of a real emergency. A couple of minutes invested in precautions means you will be better equipped to respond to an emergency. The information below describes the protocols for emergency response and general precautions that all residents should follow.

In conjunction with local authorities, Amica Bayview Village has prepared and maintains a Fire Safety Plan. The Fire Safety Plan and additional emergency plans are tested on a regular basis. Fire drills are conducted each month for the safety of residents, visitors and team members. Fire exits are clearly indicated within Amica Bayview Village. Please cooperate with the requests of team members during emergencies.

The external Fire Access route is a NO PARKING zone. Signs are posted clearly, and the routes must be kept free to allow access by emergency vehicles.

Emergency Response – Residents and Visitors

The following procedures apply to residents, visitors and staff if a fire is discovered:

IF YOU DISCOVER FIRE

- 1) Leave the fire area
- 2) IMMEDIATELY sound the fire alarm by activating the nearest red alarm pull station

DO NOT USE THE ELEVATORS

- 1) REMAIN CALM
- 2) Call the Fire Department. Dial 911. Tell them you are reporting a fire at Amica Bayview Village, 15 Barberry Place, North York.
- 3) At your discretion, attempt to control the fire with available fire equipment.
- 4) Close doors behind you, leave the building by the nearest safe exit.

THE DESIGNATED ASSEMBLY AREA FOR THIS BUILDING IS:

Main Entrance Lobby and Patio

WHEN HEARING FIRE ALARM

A first announcement will be made over the public address system as directed by the concierge:

“YOUR ATTENTION PLEASE, WE ARE IN A FIRE ALERT SITUATION. TORONTO FIRE SERVICES HAVE BEEN NOTIFIED. RESIDENTS, PLEASE REMAIN IN YOUR SUITE WITH THE DOOR AND WINDOWS CLOSED AND AWAIT FURTHER INSTRUCTIONS. ALL OTHER OCCUPANTS ARE ADVISED TO LEAVE BY THE STAIRWELL IF POSSIBLE. PLEASE DO NOT USE THE ELEVATORS. THANK YOU.”

UPON ARRIVAL OF THE FIRE DEPARTMENT

A second announcement will be made over the public address system as directed by the concierge:

“RESIDENTS, TORONTO FIRE SERVICES HAVE ARRIVED. PLEASE LISTEN FOR FURTHER INSTRUCTIONS. THANK YOU.”

When a fire alarm situation has been fully investigated, and the building is deemed safe by the fire department, an announcement will be made over the public address system as directed by Toronto Fire Services:

“YOUR ATTENTION PLEASE. TORONTO FIRE SERVICES HAS DECLARED THE EMERGENCY OVER. THE FIRE SYSTEM IS BEING RESET TO NORMAL CONDITION. THANK YOU FOR YOUR COOPERATION.”

FIRE PREVENTION

- Amica Bayview Village is a non-smoking residence
- DO NOT put burning material such as cigarettes and ashes into garbage cans
- DO NOT dispose of flammable liquids or aerosol cans in these cans.
- Avoid unsafe cooking practices, (too much heat, unattended microwaves or toasters)
- To avoid careless smoking, use ashtrays. Never smoke in bed
- Do not use candles
- Make sure that no one, including visitors, is smoking in the residence suite

- Be alert around electrical equipment. When electrical equipment is not working properly or if it gives off an unusual odor- often the first sign of a problem that could cause a fire- disconnect the equipment and call maintenance
- Promptly replace any electrical cord that is cracked or has a broken connection
- When using extension cords, protect them from damage: do not put them across doorways or any place where they will be stepped on or chafed. Check the amperage load specified by the manufacturer or the “listing laboratory”, and do not exceed it. Do not plug one extension cord into another, and do not plug more than one extension cord into one outlet
- Keep all heat-producing appliances away from the wall and away from anything that might burn. Leave plenty of space for air to circulate around equipment that normally gives off heat
- Make sure all appliances in your area- such as coffee makers- are turned off when not in use. Its best to assign one person to make this check every day
- Do your part to keep storage areas, stairway landings and other out-of-way locations free of wastepaper, empty cartons, dirty rags, and other material that could fuel a fire
- Report fire hazards to the Fire Safety Director- Khalid Abdallatif

FIRE PREPARDNESS

Know the location of the two exits closest to your area. Count the number of doors between you and each of those exits- in case you must escape through a darkened, smoke-filled corridor where you can’t read the names on the doors.

- Learn where the nearest pull station is located and how to activate it
- Post the 9-1-1 Fire Department Emergency Number on you telephone
- Learn the sound of your building’s fire alarm

During the annual fire drill which will be conducted by the Fire Safety Director, do the following:

- Review the basic “IN CASE OF FIRE” procedures posted in the corridors and evacuation procedures
- Ensure you know who the Fire Safety Director and Deputies are, and how to contact them

- Read the other information provided in Occupant Fire Prevention, Preparedness and Control

Volunteer to be one of the two designated persons who will assist a person requiring assistance.

FIRE EVACUATION

- While exiting, walk and do not run
- Do not push or jostle
- DO NOT USE ELEVATORS
- Alert those who have difficulty hearing that an emergency evacuation of the building is underway
- Proceed along the corridors and through exits in a quiet and orderly manner
- Assist persons requiring assistance to reach the nearest exit
- Try to keep exits clear by permitting others to pass
- It may be necessary to hold persons requiring assistance in or near the exit and wait for fire department assistance
- If you must use an escape route where there is smoke, stay as low as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit
- Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use your alternate escape route. If it feels normal, brace your body against the door and open it a crack- be prepared to slam it shut if heat or smoke starts to rush in
- If all exits are blocked by fire or smoke, enter a room preferably with an exterior window, and seal the cracks in the door with available materials to prevent smoke from entering the room
- Phone 9-1-1 to report your situation and attract the attention of someone outside the building by any possible means
- When you have reached the outside of the building, move away from the exit allowing others behind you to emerge
- Do not attempt to drive your vehicle from the parking area
- Do not enter the building again until permitted by a fire department officer or the Fire Safety Director

Fire Safety – General Precautions

The fire system at Amica Bayview Village works in two stages. The first stage is an announcement over the speakers that a suspected fire is being investigated. The second stage is an alarm and a recorded voice message requesting an evacuation of the building.

At Amica, your safety is our number one priority. The building has been constructed with firewall separations and hallway fire doors dividing Amica Bayview Village into safe compartments for our residents. Amica Bayview Village is equipped with state-of-the-art smoke detectors and fire sprinklers throughout the building. Your suite is fitted with a smoke alarm that will alert you of any danger.

Defend in Place Strategy

If you are unable to leave your suite because of the fire or smoke in the hallways, follow these steps to Defend in Place:

- 1) Each door has a seal, but you may want to place wet, rolled up towels along the bottom of the suite door to keep smoke out of your suite
- 2) If there is no fire by your suite window, open it and yell for help
- 3) Phone 9-1-1 and give them your name and suite number
- 4) Hand a towel or sheet out of your window to attract attention and to signal your location to the fire department

Horizontal Evacuation Procedure

For seniors with mobility problems, it is safer and easier to practice the Horizontal Evacuation Procedure.

- Moving away from the smoke keeps you further away from the fire and keeps you safe. Passing through the hallway fire doors and firewall provides you with extra protection from the fire. These walls keep residents safe while the fire department extinguishes the fire.
- If a fire is located with Amica Bayview Village, staff will attend to each floor and provide instruction. It may be safe to remain in your suite or stay on your floor because the fire is within another area of the building. You may need to move into an adjoining area of the building, where you will pass through hallway fire doors towards safety.
- Remember to not block open fire doors because they are a safe barrier between you and the fire.

Stop, Drop, and Roll

In the unlikely event that your clothing catches fire, remind yourself of the Stop, Drop and Roll technique.

- Stop: Stop where you are
- Drop: Lie flat on the ground
- Roll: Roll from side-to-side or back-to-front continuously until the fire is extinguished

Fire Drills

Fire drills will be run monthly to keep our residents and team members safe. These drills are designed to reinforce the correct procedures required to evacuate effectively.

All Team Members at Amica Bayview Village have completed a fire safety program that highlights best practices to improve and reinforce awareness.

You are encouraged to participate in the fire safety drills but are not required to. Prior to any comprehensive fire drill, residents will be notified and are expected to stay in their room unless specifically instructed otherwise.

Every year, Amica Bayview Village works in partnership with the local fire department to complete a fire drill. It is likely that you will be required to participate in this drill.

Flood/Water Damage Prevention

Upon the discovery of water leakage and/or flooding, please notify an Amica leader or team member as soon as possible within the building. The maintenance coordinator or designate will locate the source and work to resolve the issue.

SECTION 7: Infection Prevention

Infection Control is the practice by which Amica Bayview Village works to prevent and manage infections. Infection Control principles are incorporated into all aspects of providing support services for you. Hand washing is the single best and most effective prevention against the spread of infection. To protect the spread of infections, team members wash their hands often. Residents and visitors are encouraged to do the same. Best practices include:

- Washing hands before you leave your Suite and on return; and
- Using a paper towel to turn off the faucet.

Alcohol-based hand rub is located throughout our residence and may be used to maintain good hand hygiene.

There are times when several residents may become ill with similar symptoms. This is called an outbreak. If an outbreak occurs, we collaborate with Public Health and take several steps to contain and reduce the spread of illness. You will be advised by means of a letter what measures we are taking. We would ask anyone visiting during an outbreak to visit you in your Suite only and for shorter periods. Please remind them to use the hand sanitizer on entering the residence and again on leaving. Family members and visitors should not visit when they have colds, fever or vomiting and diarrhea.

SECTION 8: Social Activities and Volunteering

Amica Bayview Village offers a variety of customized life enrichment programs based on shared common interest and desires of each resident. To stay updated on events, you can review the monthly calendar, newsletter, and daily postings available throughout the residence. Please contact the concierge to sign up for all outings and special events indicated in the calendar.

Our daily “in-house” programs are free of charge. Occasionally, outings and any other planned special events may have applicable fees. Please ensure you sign up promptly for these events to ensure you reserve your spot.

Exercise Classes

Our life enrichment team are certified to facilitate daily exercise classes that promote overall well-being. You can review the variety of exercise offerings in our monthly calendar. This could include seated cardio, range of motion band exercises, drum fitness, yoga, etc. To ensure you are participating at a level you feel most comfortable, our life enrichment team will provide you with an orientation of our fitness center and overview of the fitness offerings available within our residence.

Swim Spa

Amica Bayview Village has a refreshing swim spa program. Please contact our life enrichment coordinator for a tour of the Swim Spa and description of the program and its benefits to your health.

Spiritual and Religious Services

Monthly spiritual and religious services are provided at Amica Bayview Village. All service times will be indicated in the calendar. Should you have any questions, please connect with our life enrichment coordinator for additional information.

Volunteering

Amica Bayview Village encourages residents to get involved in the residence activities and volunteer opportunities. This could include residents’ council, welcome committee, etc. If you are interested in volunteering your time to sit on a committee or support a program, please reach out to your life enrichment coordinator.

SECTION 9: Transportation

You can find out more about transportation through Concierge. Fees may apply for certain trips.

Public Transportation

Excellent public transportation is just a short distance from Amica Bayview Village. Contact the concierge to discuss your needs, or for family that may be coming in by public transportation.

Taxis

To avoid confusion when ordering a taxi to pick you up at Amica Bayview Village, please give the dispatcher your name and address, including the actual name of the residence. Please try to be in the lobby for its arrival.

SECTION 10: Housekeeping/Laundry Services

Housekeeping

Housekeeping service is provided for you on a weekly basis; this includes the changing of your sheets, re-making bed and laundering your towels and linens. If you require additional housekeeping services, please check the a la carte menu or do not hesitate to contact the community operations manager for rates and/or further details.

Laundry

For personal laundry, washing machines and dryers are located on each floor. If you require assistance, please contact housekeeping by calling the concierge. You are required to provide your own laundry detergent. However, neither coins nor tokens are needed to operate the machines. Please note the washing and drying times – the cycles take approximately 30 minutes – please remove your clothing promptly. An iron and ironing board are also located in the laundry lounge for your convenience. In consideration of your fellow residents, we request that you only use the laundry machines from 7:00am to 7:00pm.

Dry Cleaning and Mending Services

A local dry cleaner will pick up your cleaning once a week. Please have all your articles in a bag, and labelled with your name and suite number and at the Concierge Desk by 7am the day of pick up. If mending services are required, please ensure a note is included and you are aware of the costs. Payment would be the resident's responsibility- directly with the provider.

Garbage Collection and Recycling

Garbage and recycling will be picked up by your housekeeper once a week on your cleaning day. At other times, you may place your garbage and/or recycling in the container located in the laundry room areas.

Maintenance and Repairs

If anything in your suite requires repairs, or if you notice something is broken in the building, please call the concierge or the maintenance coordinator directly. We will do our best to assist you in getting the repairs made as soon as possible. A nominal

charge may apply for some repairs. Please note we only replace light bulbs that are a part of your suite fixtures.

Carpet Cleaning

We can spot clean small spills in your Suite. There may be a fee for this service depending on the circumstances. If you need a large area or your entire carpet cleaned, we would be happy to give you the names of some reputable outside carpet cleaning services at your own cost. If you require any of these services, please leave your request with the concierge. We will record your request and you will be looked after as soon as possible.

Suite Temperature

The temperature in each suite is individually controlled for your comfort. If you are unsure about the operation of your thermostat, please contact the concierge.

Window Treatments

If you wish to replace the window treatments with your personal ones, please obtain prior permission from general manager. Replacement window treatments must appear neutral or an off-white color the same as the existing treatment when viewed from the outside.

Damage to Suites

Residents are responsible for repair costs for damage over and above those of normal “wear and tear”.

SECTION 11: Culinary Services

Hours and Seating

Our Dining Rooms are open from 7:00 am to 7:00 pm for your dining convenience.

- Lunch features are offered from 11:30 am to 1:30 pm.
- Dinner features are offered from 4:30 pm to 7:00 pm.
- A la carte options are available daily.

There is no assigned seating, so you are free to choose where you would like to sit for each meal. Should you require dining outside of that timeframe to honor religious or cultural traditions, let your director of culinary services know and we would be happy to work with you.

Dining Dress Code

The dining areas are considered as your home and there is no dress code. You will find that most people prefer to dress for the day and that breakfast may be more casual than at other dining periods.

Catering for Private Parties

The private dining room is the perfect setting for a special celebration for family or friends. Please contact the concierge to arrange for your special event and to discuss extra costs that may apply. You may dine using our menu or create a menu of your choice in consultation with the director of culinary services.

Special Diets

Our meals are carefully selected to accommodate the tastes, cultural traditions, and dietary needs of our residents. If you have any concerns or suggestions, or if you require a special diet, even on a short-term basis, please discuss it with the director of culinary services. There may be limitations to some dietary items being provided, but we look forward to working with our residents on a case-by-case basis with any special requests.

In-Suite Dining

If you are ill and require your meal brought to your suite, please contact concierge. This will be done on a complimentary basis for up to three (3) days during each illness (e.g. cold, flu, pneumonia, etc.) Therefore, a cost per meal tray may be implemented at Amica's reasonable discretion.

Dining Room Guests

Guests are welcome at all meals. It is recommended that a reservation be made with the concierge in advance. If you wish to book the Private Dining Room, please book at least a week in advance where possible. Guest meals may be paid by cash, credit card, debit card or charged to your account.

Bistro

Our bistro is open all day to provide you and your guests with coffee, tea and delicious snacks. This is also a wonderful time for you to meet and socialize with other residents.

Bar Fees

Beer, wine and liquor are available with service times and prices posted. Wine is available at both lunch and dinner. Please check with the director of culinary services for further details concerning our bar services.

SECTION 12: Wellness Services

Amica Bayview Village believes in providing attentive, comprehensive personalized care that adapts with you. At Amica, you will always have the support you need to live your life fully without having to worry about moving again. Each resident's wellness package includes a suitable service type that is determined in conversation with the resident services coordinator/director of wellness upon completion of the Wellness Assessment.

The Wellness Assessment reviews your daily living, the support needs, and hospitality service requests. Once completed, a level and service type are determined based on your unique needs for activities of daily living and/or medication assistance. Residents must meet the suitability criteria to reside in the suite, which includes but not limited to, receiving assisted living services delivered by the operator. The RSC/ Director of Wellness can provide you with additional information.

We will not prevent a resident from retaining an external care provider or interfere with the provision of those services. The director of wellness can provide you with information relating to the provision of services by an external care provider, if readily available, but is not responsible for ensuring that the external care provider meets prescribed care standards. If you are interested hiring an external care provider, please review Amica's External Care Provider Guidelines. Please ask the concierge for a copy.

Wellness Assessment

As listed above, a wellness assessment is completed to establish the type of support you may require daily. We also want to understand how and when you would like this service provided. The wellness assessment will be completed by a nurse, and is completed prior to move-in, at the end of the first 30 days and every six months thereafter, or as changes in your health status dictate.

Personalized Wellness Plan

To support you to flourish in mind, body and spirit we want to learn as much about you as possible. The resident discovery process and the wellness assessment led to the development of a personalized wellness plan. This plan helps our team know how to best serve you and allows for more meaningful interactions between you and the team members.

Falls Prevention

Falls are one of the most common ways that people of all ages injure themselves. As we age, however, the risk for falls increases. We care about your safety and for this reason; have a comprehensive fall prevention program. This program fully assesses your risk for falls and if necessary, interventions will be added to your personalized wellness plan. These interventions will assist in reducing your risk of fall, while maintaining your independence. Please speak to your director of wellness for further information regarding this fall prevention.

Restraint-Free Community

Amica Bayview Village is committed to maintaining and respecting the dignity of each Resident. For this reason, Amica Bayview Village is a restraint-free residence.

TB Screening

All residents moving into Amica Bayview Village are required to have a TB screening. TB screening can be completed by having a questionnaire or having a chest x-ray taken and the results shared with our wellness department.

Infections and Illness

We ask that you report any illness, infection or diseases to a wellness team member immediately upon symptoms being present. Public Health requires that we track and report infectious diseases. In case of numerous Residents being sick at one time, precautionary measures may be taken depending on the severity and the risk associated with the illness.

Influenza Vaccination

Influenza is a serious respiratory disease caused by a virus. People who get influenza may have one or more of the following symptoms - cough, fever, chills, sore throat, headache, muscle aches and fatigue. It usually lasts from 5-10 days, although the cough and fatigue can persist for several weeks. Influenza can lower a person's ability to fight off other infections that can lead to bronchitis or pneumonias. Persons with chronic medical conditions, such as diabetes, cancer, kidney, heart or lung problems can also find their conditions worsened due to the stress of an influenza infection. Although it is still possible to get influenza after getting a flu shot, the risk of contracting it is much lower, the severity is lessened, and the length of time is shortened. We strongly recommend that every resident receive an annual flu shot. The flu shot will not only, help to protect you from contracting Influenza, but it will also minimize the risk of you possibly spreading the illness to others living and working at Amica Bayview Village.

Pneumococcal Vaccination

The Pneumococcal vaccination called "Pneumovax" is given to aid in the prevention of getting pneumonia. This shot is strongly recommended, especially for those who have heart disease, lung disease, diabetes and liver disease. A common complication of influenza is pneumonia. This vaccine can be given any time of the year. It is still possible to get pneumonia after you have been vaccinated, however the risk is much lower than if you have not been vaccinated. Please ask your family physician about this vaccine and let the wellness team know when you have had it so we can add it to your vaccination history.

Creatinine Level–Blood Work

As part of our outbreak management and infection control program, we ask all residents on an annual basis, in early fall, to have a creatinine blood test. You may choose to have this blood work done here or at a local lab. The result of the creatinine level determines the proper dosage of an anti-viral medication dispensed by the pharmacy in the event of a flu outbreak. This blood work can be done before or after receiving the flu shot.

Health Card

Whenever you receive a new health card, please inform the wellness team so that your records stay up to date. We need this information for lab work, hospital visits, etc.

Cardiopulmonary Resuscitation (CPR)

One area that is of vital importance to you and to us, is your wish to have cardiopulmonary resuscitation (CPR) performed on you in the event we should find you with no vital signs indicating your heart has stopped. CPR may include measures such as chest compression, applying shocks to your chest over the heart, insertion of a breathing tube down your throat and/or, administration of emergency drugs to stimulate the heart and clamp down on blood vessels.

If a team member discovers you without a heartbeat and you have chosen to have CPR performed on you, CPR will be initiated. Once we begin CPR, emergency medical personnel will be called, and they will continue CPR.

If you elect not to have CPR initiated, a special form titled, “Do Not Resuscitate Confirmation Form” will be completed and included in your resident health file. Should you become gravely ill and require transport to hospital, we will ensure this Form is given to the emergency personnel so they will know your wishes.

No matter what choice you make, you always have the right to change your mind at any time. Talk it over with your family because it is important that they also understand your wishes. **If you cannot come to a decision on move in, we will consider this as your wish to have CPR initiated**, until you decide otherwise.

Your choice to have or not have CPR initiated is a very separate issue from any other critical illness or episode. If you were choking, we will always act immediately regardless of your CPR status. If you became ill with things such as pneumonia, other infections, were experiencing pain or flare ups of other medical issues, we will work with your physician to provide the best course of treatment decided on between you and your physician. Should you have any further questions, please do not hesitate to discuss this with the director of wellness.

LAB Services

For your convenience, a Lab Technician from *Dynacare* comes into the residence every week to do blood work on residents where it has been requested from you or your family physician. This blood work is processed through *Dynacare* and the results are sent to your doctor’s office. There is a fee per visit or per test and you will be billed directly from the lab service provider. Having blood work or tests performed at a local lab is of no cost to you.

Pharmacy

Amica Bayview Village orders and receives all medication through *CareRx*. Amica residents can use their pharmacy of choice. If you are using our pharmacy, and plan to be away on holidays or overnight, we ask that you notify the wellness department in advance to enable them to make sure you have enough medication to take with you while you are away. *CareRx* will bill you directly as Amica Bayview Village does not take responsibility for any charges or balances owed.

Doctor

If you require a new doctor, please contact the wellness department.

Government Services

Our wellness team is happy to provide you with support with any care needs you may require. You may also qualify for government sponsored programs (e.g. Assistive Device Program, Physiotherapy, etc.). Please direct any inquiries to the director of wellness or you may contact the government sponsored program(s) directly.

SECTION 13: Retirement Homes Regulatory Authority

Residential Tenancies Act

Amica Bayview Village falls within the meaning of a “care home” under the *Residential Tenancies Act, 2006*. Nothing in the *RHA* overrides or affects the provisions of the *Residential Tenancies Act, 2006* that would otherwise apply with respect to the home as a care home.

Each new resident is required to enter into a written agreement with the home. The agreement describes the services, fees, term, deposit, termination rights and other provisions found in a typical residential lease agreement, along with certain other provisions required by the RHA that are specific to retirement homes.

The Retirement Homes Regulatory Authority (RHRA), created under the Retirement Homes Act, 2010 (Act), is responsible for:

- Licensing and regulating retirement homes in Ontario
- Maintaining a public register of retirement homes in Ontario
- Handling complaints about retirement homes
- Educating retirement homes, consumers and the public about the Act

Contact Information

Retirement Homes Regulatory Authority

55 York Street, Suite 700

Toronto, Ontario

M5J 1R7

Phone: 1-855-ASK-RHRA (275-7472)

Email:

info@rhra.ca

Meet the Leadership Team

GRAHAM PARKER – General Manager

Graham is responsible for the overall operations of the Amica Bayview Village. Graham is here to assist with any of your questions or concerns and welcomes any suggestions you may have to improve the services provided at Amica Bayview Village.

DHRUV MEHTA – Director of Wellness

Our professional wellness teams deliver considerate, respectful and personalized care tailored to your wishes and schedule. We learn your needs and routines to provide exceptional support based on your preferences change, so will our care.

Dhruv is responsible for all aspects of Resident assessments, implementation and coordination of daily living, personal care, medications and/or other assistance provided by our Wellness team members. Our Wellness Team Members are available 24 hours a day. If you have any health concerns, please speak with Dhruv Metha.

KARLIYAH VALENTINE LILLY - Wellness Coordinator (WC) & CORY AGUNOD – Resident Services Coordinators (RSC)

Karliyah & Cory work with Wellness, Life Enrichment, and other team members to create and oversee the PWP for each IL and AL resident.

They schedule Team Members to ensure full staffing of IL and AL neighbourhoods in line with resident needs/staffing calculations.

They also hire, manage, lead and develop RCPs assigned to the IL and AL neighbourhoods. This is a “people intensive” role where a substantial part of the job is maintaining strong relationships with IL and AL residents/ family, SDMs, team members, volunteers, and other departments in the community.

They lead our team to ensure that Amica Bayview Village will provide personal care or other assistance for our residents. Care is available 24 hours a day. If you have any questions regarding your care, please speak to Karliyah or Cory.

SANDI WHITE – Community Operations Manager

Sandi oversees the concierge team and housekeeping team, as well as billing. Sandi is responsible for the day-to-day accounting duties as well as overseeing the functions of the Concierge desk if the concierge becomes unavailable. If you have any questions with regards to finances, concierge, housekeeping or operation in general, please speak to Sandi White.

CHIEH HUANG – Director of Culinary Services

Our Red Seal chefs prepare a delicious daily selection of fresh, seasonal, dietitian-approved dishes to suit your appetite.

Chieh is responsible for all aspects of the food service here at Amica Bayview Village. We pride ourselves in offering quality menus, as well as special menus for private family functions. Our meal service times are from 7:00 am-7:00 pm. If you have any questions or concerns with regards to the food service, including any dietary needs, please feel free to contact Chieh Huang.

KHALED ABDALLATIF – Maintenance Coordinator

Khaled is responsible for all repairs and maintenance of the building. His knowledge of emergency protocols, and preventative maintenance help keep our residence running smoothly. If you require any services that pertain to these areas, please ask the Concierge to log a request for service.

BRYCE DENFORD – Life Enrichment Coordinator

Bryce is responsible for the planning and implementation of our social activities program. This program provides a variety of activities satisfying the spiritual, social, physical, emotional, and intellectual needs of all Residents. For more information on programs and committee opportunities, please speak to Emilie Cook, as she looks forward to partnering with you, your passions and discover new ones.

SUSAN CLARKE & SUSAN HOWARD-VISANI - Community Relations Directors

Susan & Susan are responsible for providing information that will assist you in making an informed decision to become part of our active, caring community. A friendly tour will show you “All the Comforts of Home” and introduce you to our helpful Team Members along the way.

Minimum Staffing Levels

- At Amica, professionally trained team members are on- site 24 hours per day.
- We are on call for emergencies 24 hours per day.
- A minimum of two team members are always in the building. This includes a wellness team member and concierge team member.

Amica Bayview Village team members include Licensed Practical Nurses (LPN), personal support workers, and team members from dining life enrichment, community relations, concierge, maintenance and housekeeping.

Please note: Although we can appreciate your wish to say a special thank you to someone who you may feel has provided you with exceptional service, we have a policy that does not allow anyone in our employ to accept money or gifts from you or your family. If you wish to recognize exceptional service, we encourage you to fill out a Feedback Form found at the Front entrance.

15 Barberry Place • North York • ON • M2K 1G9

Concierge: 416-977-3177

CONTACTS

Concierge	Day/ Evening / Night	Extension 221 or 0
Nurses' Station	2 nd Floor	Extension 234
Beauty Salon	Main Floor (L)	Extension 223
Graham Parker	General Manager	Extension 227
Sandi White	Community Operations Manager	Extension 226
Dhruv Mehta	Director of Wellness	Extension 238
Karliyah Valentine-Lilly	Wellness Coordinator	Extension 211
Cory Agunod	Resident Services Coordinator	Extension 214
Khaled Abdallatif	Maintenance Coordinator	Extension 241
• Jim	Maintenance Assistant	
Chieh Huang	Director of Culinary Services	Extension 232
	Dining Room	Extension 230
• Toyin Joda	Sous Chef	
Bryce Denford	Life Enrichment Coordinator	Extension 246
• David	Life Enrichment Assistant	
• Minx	Life Enrichment Assistant	
Susan Clarke	Community Relations Director	Extension 225
Susan Howard-Visani	Community Relations Director	Extension 228