

AMICA

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SENIOR LIFESTYLES

**Amica Erin Mills**

# Resident Handbook

Updated: OCT 2025 V1

Welcome!

I would like to take this opportunity to welcome you to Amica Erin Mills. We look forward to serving you and planning our days around your needs and interests.

This Handbook, along with the Resident Agreement and the Community Home Information Package (CHIP) contain all of the necessary information regarding your new home. This information includes all of our services and special procedures pertaining to your safety and security. If you have any questions, please do not hesitate to speak with myself or any of the other Managers at the Community.

Thank you for choosing Amica Erin Mills to celebrate this new chapter in your life and welcome to your new home!

Sincerely,

A handwritten signature in dark ink, appearing to read "Kimberley Bertrand". The signature is fluid and cursive, with the first name "Kimberley" written in a larger, more prominent script than the last name "Bertrand".

Kimberley Bertrand  
*General Manager*  
*Amica Erin Mills*

## Meet the Leadership Team

### Kimberley Bertrand – General Manager

Kimberley is responsible for the overall operations of the Amica Erin Mills. Kimberley 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 Erin Mills.

### Victoria Ferreira – Director of Wellness

Victoria is responsible for all aspects of Resident assessments, implementation and coordination of personal care, medications and/or other assistance provided by our Wellness Team Members. Wellness Team Members are available 24 hours a day. If you have any health concerns or questions regarding your care, please speak to a Victoria or Semone.

### Semone Linton – Resident Services Coordinator

Semone is responsible for the overall operation and interdepartmental team functioning of our care services. Semone manages the Resident Care Partners in our residence.

### Ahmed Nayfeh – Community Operations Manager

Ahmed is responsible for the day-to-day accounting duties as well as overseeing the functions of the Concierge desk and housekeeping. If you should have any questions in regard to finances, Concierge or housekeeping please speak to Ahmed.

### Chef Bradley Taylor – Director of Culinary Services

Chef Bradely is responsible for all aspects of the food service here at Amica Erin Mills. We pride ourselves in offering quality menus with 7:30am-7:00pm dining, as well as special menus for private family functions. If you have any questions or concerns with regard to the food service, including any dietary needs, please feel free to contact Chef Darwin.

Rachid Anayssi – Maintenance Coordinator

Rachid is responsible for the repairs and maintenance of the building. If you require any services that pertain to these areas, please ask the Concierge to fill out a maintenance request form.

Samantha Harrison – Life Enrichment Coordinator

Samantha is responsible for the planning and implementation of our social activities program. The Life Enrichment Assistant are Melanie and Dhonna. The life enrichment 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 Samantha.

Sonia Ojha & Matt Foxall – Community Relations Directors

Sonia and Matt 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.

*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 near the main floor elevator lobby or email a member of the above leadership team with your comments.*

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## **SECTION 1: General Information**

### ***Hours of Operation***

Amica Erin Mills is staffed 24 hours a day. For your security, the front doors of the residence will be locked each evening at 9:00 p.m (8pm in the winter months). To gain entrance after this time, please use the speakerphone adjacent to the front door. An on site 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 24 hours a day, 7 days a week. 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. Please note that concierge is not able to accept, store, or handle any prescriptions or cash at any time.

### ***Sign In/Out Book***

For your security and safety, there is a sign in/out system located at the Concierge Desk. Please use this system to sign in and out when you are leaving and returning to Amica Erin Mills. There is a separate sign in/out system for visitors, please ensure your visitors have signed in and out. If you are going to be absent from Amica Erin Mills 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 Amica Erin Mills, 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 within Amica Erin Mills, and there is no smoking within 9 meters of any entrance or exit door.

## ***Mail***

Mail is delivered to your own individual mailbox in the mail room on the ground floor Monday to Friday by Canada Post. You will be given a mail key on your arrival. Please check your mailbox on a regular basis. The mail usually arrives by 12:30 pm. 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 9:30 am Monday to Friday. To assist in the prompt delivery of your mail, please be sure that your correspondence has our correct return address.

Concierge is unable to accept any medications or pharmacy deliveries – which must be directed to a residents at their suite.

Example:

Mr. and /or Mrs. \_\_\_\_\_

Suite \_\_\_\_\_ (**Suite # must be shown on address**)

Amica Erin Mills

4620 Kimbermount Ave. Mississauga, ON L5M 5W5

## ***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 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.

This includes medication, which if handled by a pharmacy outside of Amica Erin Mills medication management program, needs to be delivered personally to residents and is not able to be left in the hall, or with a member of our team at any area.

## ***Languages***

Amica Erin Mills is operated in the following languages:

|                     |          |
|---------------------|----------|
| <b>English only</b> | <b>X</b> |
| French/English      |          |

## ***Information Board***

A Resident Information Board is located beside the mail wall. On this board you will find information such as upcoming events and outings and other important notices.

### ***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 ample time to prepare your medication for your time away. We are not able to dispense narcotics or controlled items for future use, this needs to be facilitated by family directly through a pharmacist.

### ***Resident and Community Meetings***

This is your opportunity to be informed of any changes, events or voice any questions or comments that you may have. Meetings are organized by Amica Erin Mills and held periodically. The dates will be noted in your monthly newsletter.

### ***Resident Council***

Residents have a right 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.

### ***Parking***

#### **Security**

The underground garage is well lit for your convenience and security. You can access the elevator through the corridor centrally located in the garage. The Parking Garage is for Visitors as well as the Residents and Staff. We ask that you park in your assigned parking space in the green pillar area only.

#### **Garage Communication Stations**

Communication stations are located throughout the underground garage area for use by residents and visitors in case of emergency. Communication stations are identifiable by the yellow pillars they are mounted on. If you have an emergency, simply pull the lever at any stations and a message will immediately be sent to the concierge, indicating the exact location of the emergency. The concierge will then notify a staff member to respond.



### **Access to Building**

Once you have gained access to the garage and parked in your designated spot, you can access the elevator through the corridor centrally located in the garage via the speakerphone located beside the door.

### **Visitors Parking**

Visitor parking is located underground in the green section. Overnight parking is NOT permitted unless the person occupying the guest suite owns the car. The concierge will open the garage door once they reach the entrance and buzz in. Visitors can park in any available green spot that is not marked as reserved for residents. Parking is prohibited at all times in any area designated a fire and emergency route or assigned parking spots. Outside parking is for Condo parking only.

### ***Telephone***

We will be switching to Bell Canada on September 22nd. In the interim, you will be provided with a Rogers box for Basic services.

### ***Television***

Over 100 channels of television are included in your suite. Please ask the concierge if you would like a detailed list of the channels.

### ***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 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 might carry out their job duties, such as housekeeping or maintenance, or if there is a concern for your safety, such as illness.

### ***Newspapers***

Residents are responsible for arranging delivery of any newspapers and will be billed directly by the publication.

### ***Insurance***

Residents are responsible for maintaining at all times 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 Erin Mills 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 10:00 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.

Also please refrain from laundry after 10:00pm to reduce the ambient noise on each floor.

### **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 the Community Operations Manager during normal business hours, 8:30am-4:30pm Monday to Friday.

Monthly occupancy fees are 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, guest meals, personal laundry, extra housekeeping and any care services through the Wellness Department will be billed to your monthly suite account. If you choose to transfer from one suite to another, a new residency agreement must be signed.

### ***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.

### ***Power Attorney and Will***

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 Erin Mills with a copy. We also request a copy of your Will.

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

### ***Students***

Amica Erin Mills is happy to support local educational institutions and learning for those nearing graduation with practical hours. Some of these are within the wellness team, and others in other areas in the residence. Should you wish to enquire further about students and their learning, support, and role please don't hesitate to speak with a member of the leadership team.

## **SECTION 2: Amenities**

### ***Patios, Balconies and Gardens***

Our outdoor spaces are for your enjoyment. Patio furniture will be available for use when weather permits. A pathway around the perimeter of Amica Erin Mills allows for easy and safe exercise – and fresh air. 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, and join the Gardening club.

### ***Lounge Areas***

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

### ***Hair Salon***

The Beauty Spa is located on the ground floor adjacent to the Wellness Clinic. The Spa is under direction of a private operator. It is strongly recommended that you book an appointment in advance to avoid disappointment. The hours of operation and rates are clearly marked in the Spa area. All bookings and cancellations MUST be made through the salon, NOT the concierge desk. The operating days for the Beauty Spa will be Tuesday and Thursday from 9:30 a.m. – 4:30 p.m. Saturday by appointment. Payment for any service from the Beauty Spa must be made directly to the operator.

### ***Foot Care Nurse***

A private business, owned and operated by a Registered Nurse provides foot care to our Residents on a monthly basis. Appointments are booked through the Nursing Team. Please check your monthly calendar for dates.

### ***Aesthetician***

Manicures and pedicures are available to the Residents on a monthly basis. Please check your calendar for dates and book your appointments through the Concierge.

### ***Library***

The library is located on the 6<sup>th</sup> floor. The library consists of hard cover 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 Erin Mills on a regular basis. 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.

### ***Emergency Response System***

You have been provided with a pendant that can be worn conveniently as a necklace or on your wrist. If you have an emergency, the signal will be carried to a Team Member 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.

### ***Activity Room***

The activity and life enrichment room is located on the lower level with a puzzle and game space on the 5<sup>th</sup> floor with an assortment of games and puzzles for residents enjoyment.

### ***Games Room***

The games area is located on the lower level.

### ***Home Theatre***

The Home Theatre is located on the lower level.

### ***Nurses Station***

The Nurses Station is located on the second floor. Wellness Team Members may not be present in the Station at all times due to the demand of their duties. If you would like to speak to someone in the Department, please call the Concierge if your need is more urgent. If you require emergency assistance, please press your call 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, or from other persons acting on your behalf, to enable us to provide you with the care, programs and services you require. We also collect and share personal health information with other care providers outside of the Community where required to further support your health care needs.

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 service you have received, as well as payment and eligibility for your health care service; and
- the identity of your health care providers and substitute decision-makers.

### ***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 Care or General Manager.

## **SECTION 5: Resident Policies**

### **A) Visitor Policy**

#### **PURPOSE**

Amica Erin Mills encourages visitors and wants 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 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 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 Community. 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.

- 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 should not have experienced symptoms such as fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea within the 48 hours prior to a visit.
- 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 supervised by an adult at all times.
- 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.

## **EMERGENCY RESPONSE AWARENESS**

All visitors should acquaint themselves with the Community's Floor Plan and emergency exits. This information is available at the Concierge and is posted by the elevator and in each Resident's suite. In the event of activation of emergency procedures, direction will be provided by Team Members. Failure to follow this policy may result in the visitor being asked to leave and visiting privileges revoked.

## **B) Abuse/Neglect Policy**

### **PURPOSE**

Amica Erin Mills 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 Senior Lifestyles recognizes its responsibility to ensure that all Residents are protected from abuse and neglect by anyone.

This Policy is intended to identify the Community Program requirements for preventing abuse and neglect, and investigation protocols, including Resident support.

## **POLICY**

Amica Erin Mills 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, Resident-paid companions). All Team Members are required to report any suspicion of incidents or allegations of the occurrences below to their manager, or other Management member immediately.

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.

**All incidents and allegations will be investigated internally and reported to the appropriate Regulatory Body.**

**“Abuse”** in relation to a Resident, means physical abuse, sexual abuse, emotional abuse, verbal abuse or financial abuse, as defined below.

**“Emotional abuse” means,**

- a) any threatening, insulting, intimidating or humiliating gestures, actions, behavior or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a Resident; or
- b) any threatening or intimidating gestures, actions, behavior or remarks by a Resident that causes alarm or fear to another Resident where the Resident performing the gestures, actions, behavior or remarks understands and appreciates their consequences.

**“Financial abuse” means,**

any misappropriation or misuse of a Resident's money or property.

**“Physical abuse” means,**

- a) the use of physical force by anyone other than a Resident that causes physical injury or pain.
- b) administering or withholding a drug for an inappropriate purpose; and/or
- c) the use of physical force by a Resident that causes physical injury to another Resident.

**“Sexual abuse” means,**

- a) any consensual or non-consensual touching, behavior or remarks of a sexual nature or sexual exploitation that is directed towards a Resident by a licensee or staff member; or
- b) any non-consensual touching, behavior or remarks of a sexual nature or sexual exploitation directed towards a Resident by a person other than a licensee or Team Member.

**“Verbal abuse” means,**

- a) any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a Resident’s sense of well-being, dignity or self-worth, that is made by anyone other than a Resident; or
- b) any form of verbal communication of a threatening or intimidating nature made by a Resident that leads another Resident to fear for his or her safety where the Resident making the communication understands and appreciates its consequences.

**“Neglect” means,**

The failure to provide the care and assistance required for the health, safety or well-being of a Resident. “Neglect” includes inaction or a pattern of inaction that jeopardizes the health or safety of one or more Residents. Such behaviours or remarks include, but are not limited to any form of:

- a) not answering the emergency call or requests for assistance.
- b) intentional and repeated failure or refusal to provide care as set out in the Resident Personalized Support Plan or care for the existing condition of the Resident;
- c) withholding food, medication, fluids and/or health services; and

- d) failure to provide access to physician services as indicated in the Resident Personalized Support Plan or required for an existing condition.

**A. PREVENTION OF ELDER ABUSE/NEGLECT**

*The Community Program requirements for preventing abuse and neglect include:*

- 1) Proper Team Member and Volunteer Selection.*
- 2) Team Member/Volunteer Education.*
- 3) Resident Education; and,*
- 4) Appropriate Staffing for Level of Resident Care.*

**B. INVESTIGATING AND RESPONDING TO ALLEGED/SUSPECTED ABUSE OR NEGLECT**

The first 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.

**CONTACTING POLICE:**

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 Community 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 Community 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.

### **C. REGULATORY REPORTING OBLIGATIONS**

A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the regulatory authority identified below:

1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.
2. Abuse of a resident by anyone or neglect of a resident by the licensee or the staff of the retirement home of the resident if it results in harm or a risk of harm to the resident.
3. Unlawful conduct that resulted in harm or a risk of harm to a resident.
4. Misuse or misappropriation of a resident's money.

Retirement Homes Regulatory Authority (RHRA): **1-855-275-7472**

**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 Erin Mills 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 Amica Erin Mills high standards.

## **POLICY**

All concerns/complaints and compliments, whether written or verbal, regarding the care of a resident and/or operations of a community are recorded, and the protocol within this policy is followed.

All concerns/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. Concerns and/or complaints can be shared with the regulatory authority identified in the Abuse/Neglect Policy above. **Where there is an allegation of harm or risk of harm to one or more Residents, the investigation must be started *immediately* and reported to the regulatory authority identified in the Abuse/Neglect Policy above.**

## **PROCEDURE**

Amica Erin Mills 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 any of the following member of Amica Erin Mills's Leadership Team. Alternatively, you may contact the Regional Director of Operations at Amica Erin Mills.
- 2) In Writing: There are feedback forms titled, "Tell Us How We Are Doing" throughout Amica Erin Mills (e.g. Dining Room, 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: <https://amicafeedback.freshdesk.com/support/tickets/new>

- 4) 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, 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’) and 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 Erin Mills 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 intimation 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 as long as 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**

In an effort to balance the Resident's need for a motorized scooter or wheelchair with the safety of everyone else at Amica Erin Mills, this Policy has been established.

#### **POLICY**

Residents must exercise caution when using motorized scooters and 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 Erin Mills.

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

### **F) Electrical Appliances/Equipment**



## **PURPOSE**

Amica Erin Mills takes very seriously the safety of everyone in the Community. 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**

All independent living suites include the following appliances:

Microwave

Fridge

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 Erin Mills reserves the right to inspect any appliances for safety reasons and may ask for them to be removed based on their age and/or condition. Items that are not permitted include, toasters, toaster ovens, air fryers, heating blankets, hot plates, deep fryers, Halogen lamps and lights, and space heaters of any kind (unless provided by Amica Erin Mills). 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.

## **SECTION 6: Emergency Preparedness**

You have been provided with a pendant that is worn as a necklace. This pendant is not waterproof and we recommend it be worn at all times except shower. 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. For non-emergency requests, please call the Concierge Desk.

A charge will be incurred for loss or damage of the pendant. This charge will be invoiced to your Suite on your next statement.

Occasional power outages may occur due to circumstances beyond our control. We recommend each Resident has 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 on the back of your Suite door. 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 Erin Mills 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 Erin Mills. Please cooperate with the requests of Team Members during emergencies.

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

## ***Emergency Response – Residents and Visitors***

### **IF YOU DISCOVER FIRE:**

1. Leave the fire area, take your key.
2. Close all doors behind you.
3. Activate the Fire Alarm by using pull station.
4. Use exit stairwells to go down, if you cannot negotiate stairs, wait on the landing in the stairwell for assistance. The stairwells have a separate air supply.
5. Telephone the Fire Department from a safe place by dialing 911 (never assume that this has been done.) Know the current address and location of the fire in the building.
6. DO NOT use elevator. DO NOT return until it is declared safe to do so by a Fire Official.

If you cannot leave your suite or have returned to it because of fire or heavy smoke, remain in your suite, and

1. Close all doors and windows.
2. Unlock the door for possible entry by fire fighters.
3. Dial 911 and tell Mississauga Fire Department where you are.
4. Seal all the cracks where smoke may get in by using wet towels or sheets.
5. Crouch low to the floor if smoke comes into the room.
6. Move to the balcony or most protected room and partially open window for air (close window if smoke comes in).
7. Wait to be rescued. Remain calm.
8. Listen for instruction or information, which may be given by authorized personnel over voice communication system.

### ***Fire Safety – General Precautions***

All suites at Amica at Erin Mills are equipped with smoke detectors and sprinklers. The smoke detectors are wired into the buildings electrical system and do not require batteries. The smoke detectors are monitored by the concierge at the front desk. If the concierge receives an indication that a smoke detector has gone off in a suite, they will contact you to determine if there is an emergency. In the event that you are not contacted, a staff member will be sent up to investigate. Please be aware that these smoke detectors are quite sensitive by design.

## ***Fire Drills***

Fire drills will be run on a monthly basis on more than one occasion 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 Erin Mills 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 Erin Mills 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.

## **SECTION 7: Infection Prevention**

Infection Control is the practice by which Amica Erin Mills 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. In order 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 community and may also be used to maintain good hand hygiene.

There are times when a number of 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 of time. Please remind them to use the hand sanitizer on entering the Community and again on leaving. Family members and visitors should not visit when they have colds, fever or vomiting and diarrhea.

As an added precaution, our Team using enhanced cleaning measures during flu season (traditionally, Oct to April) as well as ongoing education throughout the year.

## **SECTION 8: Social Activities and Volunteering**

Amica Erin Mills offers extensive Life Enrichment programs. You can stay informed about activities and events by reviewing the calendar of activities posted throughout the Community. Newsletters will be distributed, special event notices posted, or you can contact the Concierge for more specifics.

Our regular “in-house” programs are included. Occasionally, theatre outings, trips and other major events are planned, and some fees may apply. To avoid disappointment, please sign up early for outings.

Where common interests among Residents are identified and a desire to participate exists, a program can readily be developed by the Life Enrichment Coordinator. Please let us know your interests and preferences so they may be included in our programming.

### ***Exercise Classes***

Exercise programs are held in the Fitness Room. These programs concentrate on a wide range of exercises meant to keep you limber and feeling good. This includes seated range of motion band exercises, Yoga for Seniors etc. You can choose the programs that interest you and participate to the level you feel comfortable with to keep you healthy and fit. Please contact our Life Enrichment Coordinator for a tour of the Fitness Room and description of the program and its benefits to your health.

### ***Swimming Pool***

Family members are welcome to use the swimming pool from 7:00 am. – 7:00 p.m. daily. All children under 16 years of age must be supervised by an adult when using the swimming pool. Public Health Regulations require residents and their guests to use the showers before entering the swimming pool, and to ensure that creams and lotions are not used prior to your swim.

### ***Spiritual Needs/Church Services***

Church services will be held regularly at Amica Erin Mills. Service times will be announced on our monthly calendar.

## **SECTION 9: Transportation**

Amica Erin Mills has a community vehicle that supports a wide range of activities. In addition, the Community vehicle does provide some transport to local areas. 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 Erin Mills. Contact 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 Erin Mills, please give the dispatcher your name and address, including the actual name of the Community. The taxi will arrive within 10-15 minutes of your call. 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 25 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 tenants, we request that you only use the laundry machines from 9am to 9pm. The Laundry equipment is located beside a comfortable lounge equipped with a TV and lounge furnishings.

### ***Dry Cleaning and Mending Services***

We do not provide an in-house dry-cleaning service at Amica at Erin Mills. We have found that Sunlite Drycleaners provides a good service. Their telephone number is **905-301-4427** or the Concierge will be happy to call them for you. Please leave your clothes at the Concierge Desk for pick up and they will deliver them back to the Concierge Desk. This service cannot be charged to your suite. This independent outside service is provided as a convenience and Amica at Erin Mills cannot accept any responsibility.

### ***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 by the lounge on each floor.



***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 are able to 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 main dining room will open at 7:00am daily and close at 7:00pm. While open our main dining room will serve our resident-focused a la carte menu in addition to the daily breakfast, lunch and dinner culinary creations that can be enjoyed between 7:00am ~ 11:00am for breakfast, 11:30am ~ 2:00pm for lunch and 4:30pm ~ 7:00pm for dinner.

### ***Dining Dress Code***

The dining areas are considered as your home and there is no dress code.

### ***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 make arrangements 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 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. Please note that there may be limitations to some dietary items being provided. Special diets should be recommended by your Physician.

### ***In-Suite Dining***

If you are ill and require your meal brought to your Suite, please contact Concierge. There is no fee for tray service up to three days if your illness is of a contagious nature. If you require a tray for other reasons other than illness there will be a fee per delivery.

### ***Dining Room Guests***

Your guests are most welcome at regular dining times, provided a prior reservation has been made in person or by phone to the Concierge desk. You are requested whenever possible to make your reservation at least 12 hours in advance.

Should you have an unexpected 'drop in' guest we will try our best to accommodate you, however, we ask that you be flexible in this circumstance with your time of dining. When you are entertaining in the main dining room, you are welcome to dine at either sitting. The cost for your guests' meal will be added to your monthly invoice, and you will be asked to sign a chit at the end of your meal. This will also apply to alcoholic beverages purchased in the pub or dining areas.

Our private dining room is available by reservation for five to approximately 12 people. Some of the lounges can also be reserved for private gatherings, where light refreshments can be prearranged. Advance notice is required. Please make arrangements for these reservations at the concierge desk during normal business hours. You may book the private dining room at the time of your choice within the dining hours posted. If you would like a special menu involving "off – menu" items, forty – eight hours notice is required. Our chef will work closely with you to design a menu, prepare a budget and make arrangements so your party is a success. If you are planning to purchase food and prepare a meal yourself in the craft kitchen as much notice as possible is required, and you will need to be sure that there is not a regularly scheduled activity in this area on the day you would like to use it. Again, our staff will work with you and do our best to help you schedule your function.

### ***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: Care Services**

Amica Erin Mills believes that its Residents should have the ability to age in place. We have made available Care Packages that can be added to your accommodation choice in order to assist you in remaining at Amica Erin Mills for as long as you desire. The suitable Care Package will be recommended by the Director of Wellness upon completion of the Wellness Assessment.

The Wellness Assessment will review your daily living needs and activity levels, and as the Resident's unique needs are identified, a plan with an appropriate level of care, as per the Wellness Plan identified in your CHIP is determined. The Director of Care 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 Care 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.

### ***Wellness Assessment***

A Wellness Assessment is completed to establish the type of care you may require on a daily basis. We also want to understand how you would like this service provided and when you would like the 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 leads 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 Team Members and yourself.

### ***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 Erin Mills is committed to maintaining and respecting the dignity of each Resident. For this reason, Amica Erin Mills is a restraint-free Community.

### ***TB Test (Tuberculosis)***

All Residents moving into Amica Erin Mills are required to have a TB test. If you are experiencing symptoms such as cough accompanied by a fever, poor appetite and loss of weight, it is mandatory that you have the test done prior to moving in. If you are not experiencing any of the symptoms mentioned, you can choose to either have the test done prior to moving in or within 14 days afterwards. TB testing can be completed by having a Chest x-ray taken and the results shared with our Director of Wellness.

### ***Infections and Illness***

We ask that you report any illness, infection or diseases to a Care Team Member immediately upon symptoms being present. Public Health requires that we track and report infectious diseases. Symptoms may include: nausea, vomiting, diarrhea, coughing and fever. 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.

### ***Flu Shot***

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 Erin Mills.

### ***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 would have not been vaccinated. Please ask your family physician about this vaccine and let the Care 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. The Care Team will obtain the necessary information from your family physician. 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 such time as 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 Care.

### ***Pharmacy***

New Prescriptions – You may take the new prescription to a drug store of your choice or bring the new prescription to the Nursing Station on the 2nd floor. If you bring it to the Nursing Station, the nurse will order the medication from CareRx Pharmacy in Mississauga who will be making deliveries daily Monday to Friday. We can also Fax your prescription to the Pharmacy. Your new prescription will be delivered to the 2nd Floor Nursing Station and may be picked up there.

Prescription Renewals – You may phone your regular drug store for renewals, or bring the medication to the 2nd floor Nursing Station where the nurse will phone it in to Pharmasave Pharmacy for delivery on the same or next day. The medication can be picked up at the 2nd Floor Nursing Station.

### ***Medication***

All Residents that are not medicated by a Wellness Team Member are requested to provide the Department with a list of all current medications being taken and updates when there are medication changes. This information will allow us to keep your Resident Health File up to date.

### **Doctor**

If you require a new Doctor please contact the Wellness Department. The Department can set up an initial appointment with the visiting doctor, Dr. Palmer if he is accepting new patients or you can visit

<http://www.health.gov.on.ca/en/ms/healthcareconnect/public/> to register for a Doctor.

### **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 Erin Mills 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; and
- 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](mailto:info@rhra.ca)