

AMICA

SENIOR LIFESTYLES



Resident Handbook

Amica on the Avenue
1066 Avenue Rd, Toronto, ON
M5N 0A3

Dear [INSERT RESIDENT'S NAME],

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

This handbook, along with your Resident Agreement and the Community Home Information Package (CHIP), contains all the essential information you need. It outlines our services, as well as important procedures related to your safety and security. If you have any questions, please don't hesitate to speak with me or any member of the management team.

Thank you for choosing Amica on the Avenue to celebrate this new chapter in your life and welcome to your new HOME!

Concierge telephone number: 416-483-9900

Suite telephone number:

WIFI USERNAME: Amica-Residents

WIFI PASSWORD:

Weekly Full-Service Housekeeping Day:

Sincerely,

Disiree Onistchenko
General Manager

Meet the Leadership Team

Disiree Onistchenko – General Manager

Disiree is responsible for the overall operations of Amica on the Avenue. Disiree 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 on the Avenue

Nadine de Luna – Director of Wellness

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

Kaelea Bowman – Community Operations Manager

Kaelea oversees daily operations, including finances and compliance, and oversees the functions of the Concierge and Housekeeping teams. If you have any questions about finances, concierge services, or housekeeping, please speak to Kaelea

Matt Varner - Director of Culinary Services

Matthew is responsible for all aspects of the food service here at Amica on the Avenue. 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 regarding the food service, including any dietary needs, please feel free to contact Matt.

Wondy Ghessesse - Maintenance Coordinator

Wondy 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.

Keri Doucet – Community Relations Director

Keri is responsible for providing information that will assist you in making an informed decision on becoming 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.

Grael Nkosi - Life Enrichment Coordinator

Grael 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 Grael.

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SECTION 1: General Information

Hours of Operation

Amica on the Avenue is staffed 24 hours a day. For your safety, the front doors are locked each evening at 8:00 p.m. 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 or deliveries. There is a Concierge on duty daily from 7:00 am to 11:00 pm.

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 In/Out

For your security and safety, please sign in and out at the Concierge when you are leaving and returning to Amica on The Avenue. Please ensure your visitors sign in and out as well. If you are going to be absent from Amica on the Avenue 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 Amica on the Avenue, 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 in Amica on the Avenue and there is no smoking within 9 meters of any entrance or exit door.

There is a designated outdoor smoking area for Residents and guests.

Housekeeping:

Your full-service housekeeping day is once a week. This includes dusting, vacuuming and mopping. Cleaning the living area, kitchenette, bathroom, making your bed, removing garbage and recycling and laundering your linens. If you require personal laundry done or additional housekeeping services, please do not hesitate to contact the Community Operations Manager for rates or further details.

Mail

Mail is delivered to your own personal mailbox on the ground floor Monday to Friday. You will be given a mailbox key on your arrival. Please check your mailbox on a regular basis. The mail usually arrives by 1:00 pm. Parcels too large for your mailbox are 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.

Deliveries and Service Calls

Please ensure you are available to handle delivery or service calls personally. For your safety and security, we cannot 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.

Languages

Amica on the Avenue operates in the following languages:

English only X

French/English

Information Board

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

Resident Vacations

If you are planning to be away overnight or going on vacation, please advise the Wellness Team and the Concierge Desk of the estimated time of your departure and your expected return. If the Care Team is dispensing your medications, please allow ample time to prepare your medication for your time away.

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. The General Manager or the Resident Council leads the meetings, which are monthly. The date will be 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 consists solely of residents and is an avenue for you to discuss issues or concerns. These concerns are 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

Amica On The Avenue provides limited parking space for Residents with cars. The parking spots are reserved for resident purposes only and are on a first come first serve basis, for a monthly fee. Amica On The Avenue accepts no liability for damage or theft of your vehicle. If you have visitors or guests, they may park in the underground garage in visitor spots. They may also park above ground on the street; there is Green P parking available near the corner of Willow bank Blvd and Castle Knock Rd.

Telephone, Television, Internet

Each Resident is responsible for getting their own phone, cable, and internet. This can be done by contacting Bell Canada or Rogers. If you experience issues with your phone, cable or internet please notify your provider to report your problem.

Keys

Upon move in, you will be provided with a suite and mailbox keys. For your safety and security, we ask that you do not duplicate your suite keys. 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 to 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, which is billed directly by the publication. We do supply newspapers in the Library but ask that they remain there for use by everybody.

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 on the Avenue 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 insure 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, we request that Residents keep music and TV on a 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

You will receive a statement at the beginning of each month detailing your occupancy fees and any a la carte charges. Fees are paid by automatic withdrawal on the first of each month. To set this up, we require a VOID cheque or Banking Information upon move-in. For any account-related inquiries, please contact the Community Operations Manager or General Manager during business hours, Monday to Friday, 9:00 AM to 5:00 PM.

Suite Accounts

In-house charges for in-suite dining, guest meals, personal laundry, extra housekeeping, and any care services through the Wellness Department are billed monthly to your suite

account. If you choose to transfer from one suite to another, a new residency agreement must be signed. Any existing security deposits automatically transfer to your new account.

Resident Files and Information Changes

Please notify the General 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 of Attorney

We recommend that Residents arrange to have legal power of attorney for personal care, finances and property at the time of move-in. When completed please provide Amica on the Avenue with a copy.

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

SECTION 2: Amenities

Patios and Gardens

Our outdoor spaces are for your enjoyment. A pathway around the perimeter of Amica on the Avenue allows for easy and safe exercise and fresh air.

For everyone's enjoyment and safety please place any litter in appropriate containers. If you are interested in gardening, please let the Life Enrichment Coordinator know.

Lounge Areas

Many comfortable 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 and Aesthetician

The privately owned salon is located on the lower level by the main elevators. The salon is open on Thursday and Fridays; please call Antonino Avola, The Seniors' Haircare Specialist at (416) 797-5071 and Amber Langille for Esthetics at (416) 569-8599 to book your appointment directly with them. We then add the charge to your suite account.

Foot Care Nurse

A private business, *Spectrum Health Care*, provides foot care to our Residents once every month. Please sign up at the Concierge desk.

Library

The Library is in the Penthouse. 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.

Emergency Response System

We have provided you with an emergency pendant to be worn conveniently as a necklace. 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/Fitness Room

The Activity Room is located on the lower level. There is an exercise class every morning.

Home Theatre

The Home Theatre is located in the Penthouse. Every night at 7:30pm, a movie is on for Resident enjoyment.

Wellness Station

The Wellness Station is located on the second floor. Care 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 Wellness Department, please call the Concierge if your need is urgent. If you require immediate assistance, please press your emergency 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. We 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 do 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 services 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

This policy is posted at the Concierge Desk.

PURPOSE

Amica on the Avenue 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 on visiting hours. Visitors are expected to conduct themselves safely and in a manner which is considered by 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.
- An adult must supervise children accompanying visitors 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.

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 visitors being asked to leave and visiting privileges revoked.

B) Abuse/Neglect Policy

PURPOSE

Amica on the Avenue 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.

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

POLICY

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

CONTACTING POLICE:

The General Manager/Designate must immediately notify the police 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 on the Avenue 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 on the Avenue 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.

We acknowledge all concerns/complaints within 48 hours and investigate and resolve 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.**

Amica on the Avenue 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 on the Avenue leadership team. Alternatively, you may contact *the Regional Director of Operations, Joan Wilson, at 416-573-5716*
- 2) In Writing: There is feedback forms titled, “Tell Us How We Are Doing” throughout Amica on the Avenue (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: <http://feedback.baybridgeseniorliving.com>
- 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
 - Confidential post office box: 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 on the Avenue 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 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 on the Avenue 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 on The Avenue

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 on the Avenue 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 Suites include the following appliances: Fridge and Microwave

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 on the Avenue 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, heating blankets, hot plates, deep fryers, halogen lamps and lights, and space heaters of any kind (unless provided by Amica on The Avenue. 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 an emergency pendant. This pendant is waterproof, and we recommend it worn at all times. 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 for emergencies only. For non-emergencies, please call the Concierge Desk.

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 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 on the Avenue has and maintains a Fire Safety Plan. The Fire Safety Plan and additional emergency plans are tested on a regular basis. Fire exits are clearly indicated within Amica on The Avenue. Please cooperate with the requests of Team Members during emergencies. The external Fire Access route is a NO PARKING zone. Routes must be free to allow access by emergency vehicles.

Emergency Response

Please see Fire Safety Plan at rear of the handbook.

Fire Drills

Fire drills are done monthly to keep our residents and Team Members safe. These drills reinforce the correct procedures required to evacuate effectively.

All Team Members at Amica on the Avenue 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 on the Avenue 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 on the Avenue 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 return; and
- Using a paper towel to turn off the faucet.

Alcohol-based hand rub is located throughout our community 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 short periods. 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 uses enhanced cleaning measures during flu season (traditionally, October to April) as well as ongoing education throughout the year.

SECTION 8: Social Activities and Volunteering

Amica on the Avenue 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 free of charge. Occasionally, we plan theatre outings, trips and other major events, some fees may apply. To avoid disappointment, please sign up early for outings at the Concierge desk.

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 Exercise Room every morning. These programs concentrate on a wide range of exercises meant to keep you limber and feeling good. This includes a seated range of motion band exercises. 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 Exercise Room and description of the program and its benefits to your health.

Swim Spa

Amica on the Avenue has an invigorating swim spa program. Please contact our Life Enrichment Coordinator for a tour of the Swim Spa, description of the program and its benefits to your health.

SECTION 9: Transportation

Amica on the Avenue 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 on The Avenue. Contact Concierge to discuss your needs, or for the family that may be coming in by public transportation.

Taxis

To avoid confusion when ordering a taxi to pick you up at Amica on the Avenue please give the dispatcher your name and the address. The taxi will arrive within 10-15 minutes of your call. Please be in the lobby for its arrival.

SECTION 10: Housekeeping/Laundry Services

Housekeeping

Housekeeping Service is on a weekly basis; this includes the changing of your sheets, re-making the bed and laundering your towels and linens. If you require additional Housekeeping Services, do not hesitate to contact the Community Operations Manager for further details.

Laundry

For personal laundry, washing machines and dryers are located on each floor. If you require assistance, please contact 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.

Dry Cleaning and Mending Services

We can provide the number of local dry cleaners who will pick up your cleaning twice a week. Please have all your articles in a bag and labelled with your name and suite number and at the Concierge Desk by 9am 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

Your housekeeper will pick up garbage and recycling every day.

Maintenance and Repairs

If anything in your Suite requires repairs or if you notice something is broken in the building, please call the Concierge and they will put in a work order for the Maintenance Coordinator. We will do our best to assist you in getting the repairs done 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 can provide a reputable outside carpet cleaning service, at your own cost.

If you require any of these services, please leave your request with the Concierge.

Suite Temperature

For your comfort, the temperature in each suite is individually controlled.

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 the 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

Dining Room Hours and Seating

Our Dining Rooms are open from 7:30 a.m. to 7:00 p.m. for your dining convenience. There is no assigned seating, so you are free to choose where you would like to sit for each meal.

Dining Dress Code

The dining areas are part of your home so 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 or Penthouse is the perfect setting for a special celebration with family or friends. Please contact the Concierge to reserve for your 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 selected to accommodate the tastes and dietary needs of our Residents. If you have any concerns or suggestions, even on a short-term basis, please discuss it with the Director of Culinary Services. Please note that there may be limitations to some items provided. Special diet requests should come from 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 delivery fee.

Dining Room Guests

Guests are welcome at all meals. We ask that you make reservations in advance with the Concierge. You can pay for your guest meals by debit, credit or charge 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 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 on the Avenue believes that its Residents should have the ability to age in place. We have Care Packages that can be added to your accommodation choice in order to assist you in remaining at Amica on the Avenue for as long as you desire. Upon completion of the Wellness Assessment, the Director of Care will recommend the suitable Care Package.

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 Care Packages identified in your CHIP is determined.

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 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. Our nurse completes the Wellness Assessment 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 Wellness Assessment leads to the development of a Personalized Wellness Plan. This Plan helps our Team better serve you and allow for interactions that are more meaningful.

Restraint-Free Community

Amica on the Avenue is committed to maintaining and respecting the dignity of each Resident. For this reason, Amica on the Avenue is a restraint-free Community.

TB Test

All Residents moving into Amica on the Avenue 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 by having a Chest x-ray taken and the results shared with our Care Department

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, we take precautionary measures, 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 lessened and the length of time 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 on the Avenue

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.

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, we will call emergency medical personnel as we 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 become ill with pneumonia, other infections, or 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.

Lab Services

For your convenience, if requested from you or your family physician, a Lab Technician from Life Labs comes into the Community every week to do blood work on Residents. This blood work is processed through Amica on the Avenue and the results are sent to your doctor's office as well as to the Care Department. There is a fee per visit or per test and the lab service provider bills you directly. Having blood work or tests performed at a local lab is of no cost to you. Please notify a Care Team Member if you will be having blood work in the Community or at a local lab to ensure appropriate measures are taken in account.

Health Card

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

Pharmacy

Amica on the Avenue orders and receives all medication through Medical Pharmacies. If plan to be away on holidays or overnight and are using our pharmacy, we ask that you notify the Care Department in advance to enable them to make sure you have enough medication to take with you while you are away. Medical Pharmacies will bill you directly as Amica on the Avenue does not take responsibility for any charges or balances owed.

Medication

Residents that are not medicated by the Care Team 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.

Physiotherapy

Community Support Connections (CSC) through CCAC provides in-house physiotherapy classes three times weekly, as well as assessments and individual physiotherapy.

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 Care or you may contact the Government sponsored program(s) directly.

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, we have a comprehensive Fall Prevention Program. This Program fully assesses your risk for

falls and if necessary, interventions are 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 Care for further information regarding this fall prevention.

SECTION 13: Retirement Homes Regulatory Authority

Residential Tenancies Act

Amica on the Avenue 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

160 Eglinton Avenue East, 5th Floor.

Toronto, ON

M4P 3B5

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

Email: info@rhra.ca