

QUEENSWAY PLACE ASSISTED LIVING



Assisted living with down home comfort, a caring staff
and friendly community.

ADMISSION PACKAGE



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Welcome to Queensway Place where assisted living is designed to support your quality of life and independence



Queensway Place Vision, Mission and Values

Vision:

Promoting retirement that respects the value, dignity, privacy, and autonomy of individuals.

Mission:

To provide services that respect individual's rights and support their independence.

Values:

Our values apply to every human being with whom we interact.

Residents First

We strive to put residents' needs first in all our interactions, day to day work and decision making at all levels. We are here to serve.

Integrity

We see 'Integrity' as "Being Honest" and "Doing the Right Thing".

Caring and Compassion

We strive to make every resident interaction as positive as possible.
We strive to treat every resident as we would like to be treated.

Continuous Quality Improvement

We strive for excellence in all we do.

Equality and Diversity

We strive for the equal treatment of all while celebrating the diversity of each person.

The Contribution of All

We strive to recognize everyone's contribution and to provide equal opportunities for services, activities, interaction and learning.

A Culture of Effective Communication

We strive to keep all avenues of communication open and effective. We encourage dialogue and we value the exchange of ideas, opinions and concerns.

Decency and Courtesy

In all of these values, we will strive to exemplify proper conduct and courtesy to all those we interact with.

Overview of Queensway Place

Queensway Place is a non-smoking assisted living residence that is comprised of eighteen rooms.

It also has:

- A dining room
- A TV/games room
- A library
- An exercise room.

Outside, there is a large gazebo, paved walkways with seating and surrounding forest.

Queensway Place is unique in its setting in the fact that there is the feeling of being in a rural countryside, but the town of Espanola and its many shops and services are only several blocks away.

Another unique feature is the fact that it is interconnected to the Seniors Apartments, the Nursing Home, the Family Health Clinic, and the Espanola Regional Hospital and Health Centre. This enables access to numerous on-site services:

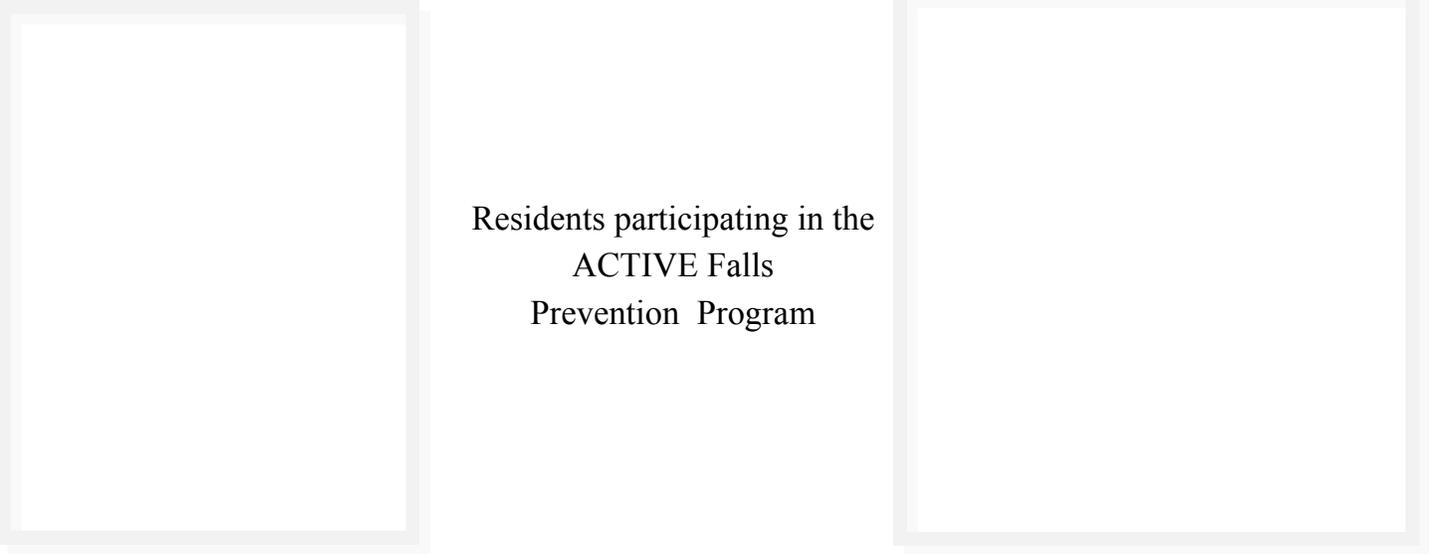
- Medical specialists
- Telemedicine
- The Trends Café
- A Beauty Salon
- Educational clinics
- Access to an ATM (automated teller machine)
- Regular chapel services offered onsite

The senior's drop-in centre offers weekly activities such as exercise groups, bingo, cards, line dancing, computer instruction, and more. A monthly calendar of activities is always posted on the Queensway Place bulletin board. There are also musical events that feature local and out-of-town musicians.

Services

Queensway Place offers the following services:

- meal preparation (including breakfast, lunch, snacks and dinner daily.)
- weekly housekeeping
- laundry service
- staff on duty, sixteen hours per day
- private mail box
- parking with plug-in
- Building security (SALTO security system, fire alarm system, and security door system that locks down at 8pm and open again at 7am)
- Individually controlled heating in rooms
- Air conditioned common areas (library and dining room)
- Exercise programs
 - I.e. ACTIVE Falls Prevention Program: A physiotherapist provides an assessment and a Kinesiologist runs the exercise program. (This particular program is covered by OHIP)
- Cable television is available in rooms, the cost is included in resident's rent.
- Wi-Fi hook up is available in rooms at resident's own cost. (Resident must contact their own service provider.)
- Phone jack is available in all rooms. (Residents must provide their own phone and contact own service provider.)
- Care Link Advantage is available to be purchased by residents through the Queensway Place.



Residents participating in the
ACTIVE Falls
Prevention Program

The dining room offers a buffet meal service with helpful staff to serve delicious meals. The menu for each day's meals is posted daily outside the dining room and the menu for the entire week can be found on the bulletin board. The meals, which have a seasonal influence, follow Canada's food guide to healthy living.



While meals are served at scheduled times, the dining room is always open for tea, coffee, juice, or an evening snack.

Private dining is available upon request.

Tray service is available.

The dining room is spacious and has many windows that enable residents to look out at landscaped grounds while dining.



Activities

There are a number of events and activities that occur specifically within Queensway Place.

Special events such as musical performances and tea parties occur regularly. During the summer months there are barbecue parties by the gazebo.

The residents organize and participate in events that give back to the community. For example, in 2009 and 2010 they organized an "Adopt a Grandparent Step-A-Thon" event to raise food items for the local food bank. This has now become an annual event.

There are regular movie nights and matinees with popcorn. We also have a Wii system that is used to play sports and other games, and we recently installed a large screen projector now known by the residents as the "Queensway Theater". Wii games are played Fridays, Sundays, and on rainy days.

The Rooms

The studio rooms come in three sizes: small, medium and large.

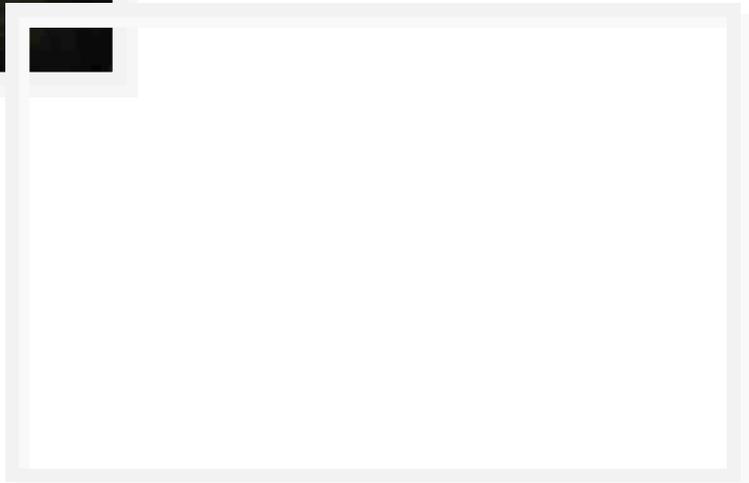
| Room type | Number of rooms | Room size (in square feet) | Room cost (Based on single occupancy) |
|------------------------------------|------------------------|---------------------------------------|--|
| Small | 4 | 256 sq. ft. | \$1720.00 |
| Medium | 12 | 350 sq. ft. | \$1779.00 |
| Large | 2 | 400 sq. ft. | \$1960.00 |
| Add \$554.00 for a second occupant | | | |

Each room has a private bath with safety handrails and individually controlled heating. All of the rooms are wheelchair accessible.



The rooms are spacious with large windows providing a good view of landscaped grounds.

The library has a number of interesting books and offers a cozy atmosphere for reading.



The Community

Queensway Place is location in the town of Espanola with Sudbury and Manitoulin Island nearby.



Shopping and Service

The town of Espanola has four banks and a Caisse Populaire, two grocery stores, several restaurants and fast-food outlets, as well as a variety of retail businesses. For the most part, the business and services line highway 6 for about a 3 km stretch, from the downtown core to the south end of town. This put them within easy reach of the Queensway place, which is less than 2 km off highway 6 on Queensway Avenue.

There is a transportation service operated by VON and the Town of Espanola named the Care Van. It provides transportation within town for the cost of \$2.50 one way. On Tuesday, there is a no-charge service to Winkel's Independent Grocery store and back. Residents must book their use of the Care Van 24 hours in advance. Please call Sheila for booking at 705-862-0244.

The local library has an Outreach Services where they will drop off books to the Queensway Place. Residents must call the Espanola Public Library to register at 705-869-2940. This is a free service for our residents.

Personal Health Information Package

Your personal information is protected by law and, as a part of the Espanola Regional Hospital and Health Center, Queensway Place will abide by the Personal Health Information Protection Act known as PHIPA. The following information is taken directly from the PHIPA pamphlet.

Each time you visit a healthcare provider, have a test done or receive care in your home, the hospital or any other healthcare setting, information about your health is recorded in a personal health record. On November 1, 2004, the Personal Health Information Protection Act, 2004 (PHIPA) came into force. This new law sets out the rules that healthcare providers (or, "health information custodians") must follow when collecting, using and sharing your personal health information and gives you the right to see your health records and correct any mistakes.

To whom does *PHIPA* apply?

PHIPA applies to individuals and organizations involved in the delivery of healthcare services. Under the act, they are referred to as "health information custodians". They include:

- healthcare providers such as doctors, nurses, dentists, psychologists, optometrists, physiotherapists, chiropractors, massage therapists, dieticians, naturopaths and acupuncturists
- hospitals
- long-term care homes and homes for special care
- Community Care Access Centres
- pharmacies
- medical laboratories
- local medical officers of health
- ambulance services
- community mental health programs
- the Ministry of Health and Long-Term Care.

What Are Health Information Custodians Required to Do?

Under PHIPA, health information custodians are required to:

- collect only the information they need to do their job
- take steps to safeguard your personal health information
- take reasonable steps to ensure your health records are accurate and complete for the work they do
- provide a written description of the practices they use to protect your information, and the name of the person to contact if you have any questions or concerns about your personal health records.

What Are Your Rights Under PHIPA? PHIPA gives you the right to:

- give permission (consent) to how your personal health information is collected, used and shared
- request access to your health records
- make corrections to your records.

A sample consent form follows:

Consent to Disclose Personal Health Information

Pursuant to the Personal Health Information Protection Act, 2004 (PHIPA)

I, _____, authorize _____
(Print your name) (Print name of health information custodian)

to disclose

my personal health information consisting of:

(Describe the personal health information to be disclosed)

OR

the personal health information of _____
(Name of person for whom you are the substitute decision-maker)*

consisting of: _____

(Describe the personal health information to be disclosed)

to _____
(Print name and address of person requiring the information)

I understand the purpose for disclosing this personal health information to the person noted above. I understand that I can refuse to sign this consent form.

My Name: _____ **Address:** _____

Home Tel.: _____ Work Tel.: _____

Signature: _____ **Date:** _____

Witness Name: _____ **Address:** _____

Home Tel.: _____ Work Tel.: _____

Signature: _____ **Date:** _____

***Please note: A substitute decision-maker is a person authorized under PHIPA to consent, on behalf of an individual, to disclose personal health information about the individual.**



Consent for the Use of Personal Photographs

Dear Resident,

During events and activities hosted by Queensway Place such as holiday parties, ceremonies, special events, newsletters, newspapers, etc., we take photos that you may be present in. These photos may be incorporated in our newsletter, website, reports, and sometimes in information sheets and brochures.

Consent:

I hereby give the Espanola Regional Hospital and Health Center and Queensway Place, its employees and those acting with its authorization the right and permission to use and / or publish photographs of me in promotional materials, which may include newsletters, newspaper article, brochures, information sheets and the Espanola Regional Hospital and Health Center website (www.esphosp.on.ca).

I hereby waive any right to inspect or approve the finished or publicized photographs.

Signing this form will be deemed as consent with the above.

Name _____

Address: 799 Queensway Place, Espanola, Ontario P5E 1R3

Phone Number _____

Birth date (day/month/year) _____

Signature



**Acknowledgement of Personal Responsibility
pertaining to the use of exercise room and exercise
equipment.**

I HEREBY UNDERSTAND, ACKNOWLEDGE, AND AGREE AS FOLLOWS:

THAT use of the exercise equipment can result in harm, loss, damage, and / or personal injuries.

THAT my use of the facility, equipment, or apparatus is entirely voluntary and with a complete and full understanding that any and all such usage is entirely voluntary and with a complete and full understanding that any and all such usage involves hazards and dangers that can result in harm, loss, damage, and personal injuries. I assume all risks and responsibility for any harm, loss, damage, personal injury, or death resulting from, arising out of, or in conjunction with any and all such usage.

THAT I have an obligation and responsibility to myself, as well as to other users of the gym, its facilities, equipment, or apparatus, to conduct myself in a safe and reasonable manner, and that I will not use the gym, its facilities **equipment, or apparatus while under the influence of drugs or alcohol or while suffering from or experiencing** any condition that might impair me.

THAT I am responsible for reporting equipment needing repair and when equipment is not in working order or is out of service for any reason I will refrain for using it.

THAT in consideration of being permitted to use the gym, its facilities, equipment and/or apparatus, for myself and on behalf of my heirs, personal representatives and assigns, I hereby waive, release, and discharge forever, Espanola Regional Hospital and Health Center, its respective officers, directors, employees, and agents from any and all liabilities, claims, demands, or causes of action whatsoever, for any harm, loss, damage, personal injuries, or death, due to negligence or any other cause resulting from, arising out of, or in connection with my use of the facility or equipment.

I REPRESENT AND ACKNOWLEDGE THAT I HAVE FULLY READ THIS ACKNOWLEDGEMENT OF RISK, WAIVER OF LIABILITY, AND RELEASE OF LIABILITY AND FULLY UNDERSTAND EACH AND EVERY PROVISION AND THAT I AM VOLUNTARILY EXECUTING THIS AGREEMENT.

I also acknowledge that I have been given the opportunity to ask and have answered any questions about the use of the facility.

Signature _____

Print Name _____

The Resident as a Tenant

Just like a tenant in any other rental accommodation, you are covered under the tenant protection and rent control legislation of the province of Ontario. In that regard:

Rent at the Queensway Place is not geared to income. Rent increases are in accordance with the Rent Control Act, 1992 or any successor legislation, to the extent such legislation may be applicable by law. According the Residential Tenancies Act, 2006, a landlord of a care home must provide the tenant at least 90 days notice of any rent increase. (2006, c.17 s. 150(1))

Rental fee is payable in advance by the Resident to the Owner and shall be due on the first of each Month.

As a tenant, the residents have the opportunity to participate in meetings.

Your room is your residence and you are guaranteed privacy, but Queensway or Hospital staff will be able to enter your room for the purpose of maintenance, repairs, renovations, cleaning, and in case of emergencies.

As a tenant, you are entitled to terminate the rental agreement in accordance with the provisions of the Residential and Tenancies Act 2006, or any successor legislation.

If the resident wishes to make a complaint, they can issue the complaint to a staff member. The complaint will then be brought forth to the coordinator and to Senior Management.

In our Telephone Directory of the Community provided in the Admission Package, residents have access to important numbers such as our Member of Provincial Parliament, Member of Federal Parliament, as well as the Landlord and Tenant Board.

Your Health

Queensway Place is not a hospital or nursing home and is limited by law in how much care it can provide. If a Resident's health deteriorates to the point where there is a safety risk to oneself or other residents and/or substantially interferes with their reasonable enjoyment of the accommodation and their own well-being, contrary to the purpose of residing at Queensway Place, the Resident has the following options:

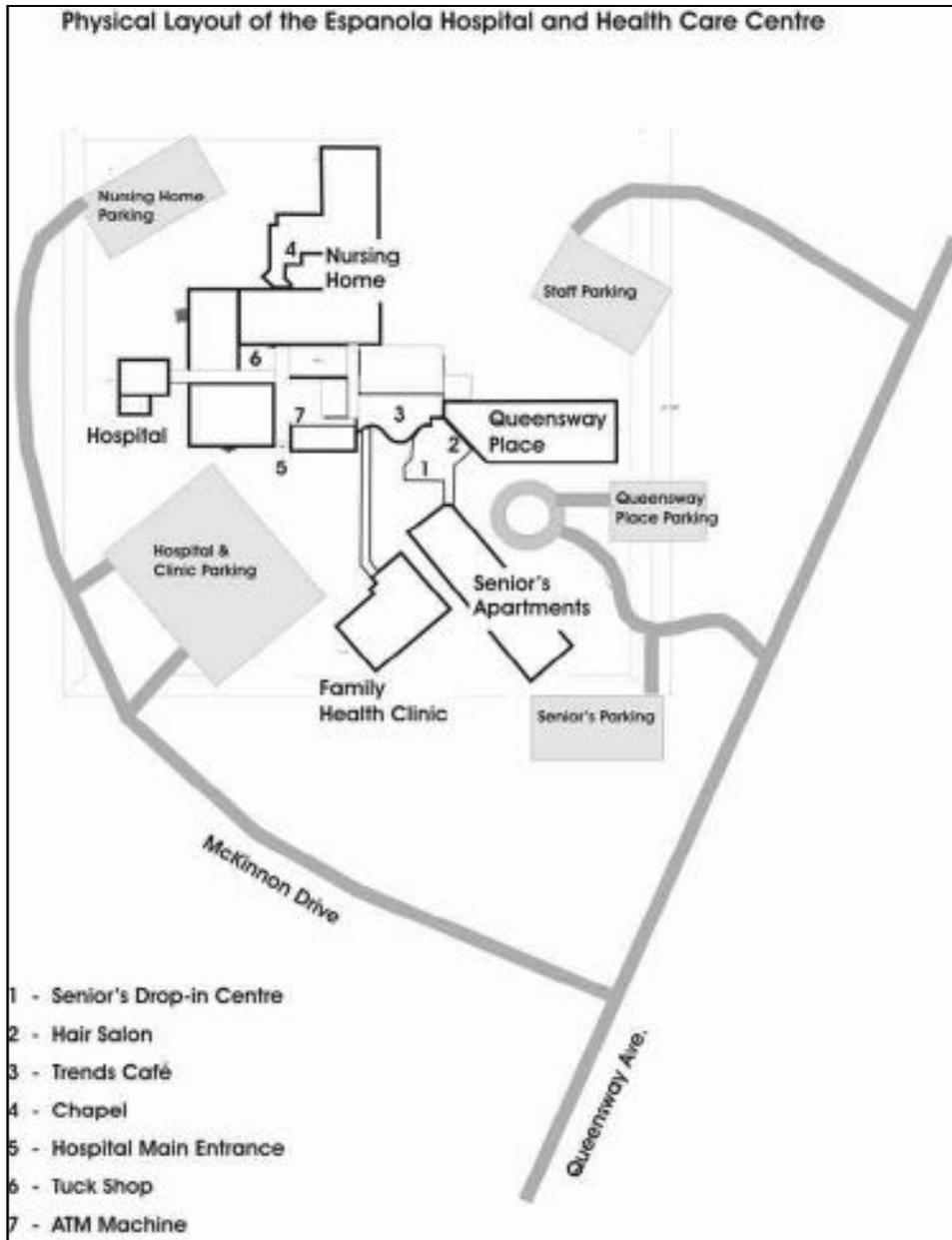
(a) contract or otherwise make arrangements with an external health care provider for the additional care required, assuming that the Hospital cannot or is not willing in its sole discretion to provide the care required; or

(b) give notice of termination under this agreement under accordance with the provisions of the Residential and Tendencies Act 2006 or any successor legislation, and arrange for the transfer to a different facility.

Telephone Directory of Community Programs and Services

| | |
|--|---------------------|
| Assisted Devices Program | 800-268-6021 |
| Accessible Parking Permits | 800-387-3445 |
| Bayshore Home Health | 705-869-1545 |
| Caisse Populaire d'Española | 705-869-2317 |
| Cambrian College, Espanola campus | 705-869-5627 |
| Community Care Access Centre | 705-869-3790 |
| Espanola, Town of | 705-869-1540 |
| Espanola Care Van | 705-862-0244 |
| Espanola Elks Club | 705-869-1931 |
| Espanola General Hospital | 705-869-1420 |
| Espanola Golf and Country Club | 705-869-3510 |
| Espanola Police Service | 705-869-3251 |
| Espanola Public Library | 705-869-2940 |
| Espanola Recreation Complex | 705-869-1961 |

| | |
|---|---------------------|
| IDA Drug Store | 705-869-1860 |
| GAINS (Guaranteed Annual Income System) | 800-263-7965 |
| Government of Canada Information | 800-622-6232 |
| Landlord and Tenant Board | 888-332-3234 |
| Mental Health and Addiction Program | 705-869-1564 |
| Member of Parliament – Provincial | 800-831-1899 |
| Member of Parliament – Federal | 800-463-3335 |
| Ontario Disability Support Program | 800-461-9843 |
| Ontario Drug Benefit Program Senior Citizens | 888-405-0405 |
| Ontario Senior’s Secretariat | 888-910-1999 |
| Robinson’s Pharmasave | 705-869-1561 |
| RBC Royal Bank | 705-869-3241 |
| Service Canada – Canada Pension Plan Benefits & Old Age Security | 800-277-9914 |
| TD Canada Trust | 705-869-3051 |
| VON | 705-869-3388 |



Queensway Place is an Assisted Living service of the **Espanola Regional Hospital and Health Center.** (E.R.H.H.C.)

In 1989 the new Espanola General Hospital was built with a functional plan which included not only acute care facilities but also independent senior apartments, assisted living units, nursing home beds, and chronic care beds. The acute care family includes all programs and services for a primary care facility including ambulance, 24 hour emergency staff, inpatient care beds, and several ambulatory care programs such as visiting specialist, laboratory, x-ray, ultra-sound, physiotherapy and occupational therapy.