



FREQUENTLY ASKED QUESTIONS BY FAMILIES OF OSGOODE CARE CENTRE

❖ **Who will be taking care of my loved one?**

Physicians – at intake, you will be assigned to one of our physicians who will become your primary care physician.

The Osgoode Care Centre provides 24-hour nursing care. Our Nursing team is comprised of a Nurse Practitioner, Registered Nurses, Registered Practical Nurses and Personal Support Workers.

Registered nurses, registered practical nurses and nurse practitioners, promote health and assess, provide care for and treat health conditions by supportive, preventive, therapeutic, palliative and rehabilitative means to gain or maintain optimal function. We have registered staff that have a special delegated focus on skin & wound care, falls, pain, continence, behavioural supports and palliative care.

Personal Support Workers provide care to any person who requires personal assistance with activities of daily living (ADL). Personal care is a service that is provided to any person living in Long-Term Care that meets the supportive, physical, and psycho-social needs of that person. Personal care is provided by an appropriately trained, certified Personal Support Worker

Other members of our interdisciplinary team include our Registered Dietician, Physiotherapist, Physiotherapy Assistants, Recreation Therapist and Recreation Programmers. An occupational therapist is available to assess and prescribe wheelchairs and mobility aids. Xray services are also available to the home. We could also not do what we do without the support of our food service workers, housekeepers, laundry staff and maintenance staff.

- ### ❖ **Bus Trips** –The Recreation Programs team will organize outings throughout the year, based on suggestions and input from those who live here. The buses we charter will accommodate 4 people in wheelchairs and 8 people who are able to sit in a seat. As outings are being planned and participants are being invited to attend, our goal is to provide a meaningful experience to all those who participate.



- ❖ **Can I Visit With my Pet ? – yes.** We always welcome animals to visit in our home, including goats! If you would like to bring in a family pet to visit your resident, a copy of their vaccination status is required. This can be dropped to the Recreation office. All pets are required to be on leash and under control. Not everyone likes a dog or cat so please only visit with your resident.

- ❖ **Dementia Education Training – Positive Approach to Care (PAC) training** is provided by our Behaviours Support RPN Taylor Bray and Behaviours Support PSW Holly Villeneuve. Notification of upcoming workshops are sent by email, or an individual consultation can be arranged. By having a better understanding of why and how your resident is now responding to the world around them can help you to better understand the changes they are experiencing.

- ❖ **Essential Care Partner Program (ECP) –** Learn how to become involved, as well as hearing about available resources for our caregivers. **Please contact Lindsay at extension 247 for additional information.**

- ❖ **Family Council -** Meetings take place the first Wednesday of the month and start at 6PM. Meetings are held at OCC or via zoom and are approximately one hour in length. All family members, or a person of importance to the resident are welcome to join. For further details please refer to the brochure given at intake.

- ❖ **Meal Selection –** Meals are cooked fresh each day in our on-site kitchen and served in our dining rooms. Each resident is provided with choices at each meal and are provided with three well-balanced meals per day, as well as snacks and refreshments between meals. You are welcome to bring in a special or favorite meal for your loved one to enjoy later or to share together. Also, special treats can be kept in their room, in a sealed container.

- ❖ **Mealtimes:**
Breakfast: 8:00-9:00 Lunch: 12:00-1:00 Dinner: 5:00-6:00
**** Late risers will be served a continental breakfast until 10:00a.m.**

- ❖ **Meal Tickets –** Meal tickets can be purchased from the Business office Monday to Friday between 9:00a.m. and 5:00 p.m. at a cost of \$16.00

- ❖ **Pastoral Care –** Regular church and mass services are provided to meet a resident’s spiritual and religious needs. If you would like a minister or priest to visit



your loved one when they are at end of life, please speak to nursing or recreation. Please allow at least 48 hours to make such arrangements.

❖ **Resident Leave** - Residents can have 48 hours a week of leave plus 21 days vacation per year. If hospitalization is ever required, their bed will be secure for 45 days for medical reasons and 60 days for mental health reasons.

❖ **Trust Account** – A trust account can be set up on the day of move-in. If you wish to put money into the trust account, you can:

1. Drop a cheque in the back mailbox at the main door, ensuring your loved one's name is on the envelope and/or cheque
2. Send an e-transfer to trust@osgoodecare.com

Any questions related to finance can be directed to our CFO, Kim Sheldrick at ksheldrick@osgoodecare.com or ext 210.

❖ **Tuck Shop** – A tuck shop is available for “occasional” treats. The tuck shop is located in the front lounge and carries an assortment of chocolate bars and chips. Cold pop is located in the Recreation fridge. Residents can have up to two items a day without charge. Recreation or Nursing can access the tuck shop.

❖ **Visiting hours:** Families and friends are welcome to visit between the hours of 8:00am-8:00pm, 7 days a week. If your resident is approaching end of life, you can be here 24 hours a day to be by their side.

❖ **Volunteering** – Volunteers are an important resource to the Osgoode Care Centre. Volunteers bring a wealth of skills, experiences, as well as friendship and compassion to our residents. To learn more about volunteering, refer to link: [Volunteer Here | Osgoode Care Centre](#) or contact Lindsay at ext 247 or lwebber@osgoodecare.com



Move in Day –Suggestion of Things to Bring

Clothing – enough for five days. Suggested list of clothing:

| | | | |
|---------------------------------|-----------------|-------------------------|--------------------|
| 1 housecoat | 1 pair slippers | 1 pair of shoes | 10 pairs of socks |
| 5 pairs pajamas | 6 outfits | 7 changes undergarments | 1 hairbrush & comb |
| 2 sweaters/zip up fleece jacket | | | |

****Please do not bring in clothing that requires special care or handwashing.

It is also recommended to ensure your loved has appropriate clothing for the season.

As a person’s abilities change, you may be asked to bring in other types of clothing to better meet the person’s abilities and needs e.g. pull up pants versus those with buttons and zippers, or open-back clothing.

Laundry – is done on premises 7 days a week and returned within twenty-four hours.

Labelling – is provided by our staff. When completed, items will be placed/hung in dresser by staff. There is a laundry basket at the front door where items for labelling can be dropped off. Labelling helps us to return items to the rightful owner.

Bedding – If your loved one has a special comforter or blankets, please bring. Our staff will label them and place on their bed. Sheets, pillows and towels are provided by the Osgoode Care Centre and are laundered offsite. If you choose to bring in your own sheets, you will be responsible to launder them.

Toiletries – If your loved one has any preferences, please bring those- consistency can be comforting. The Osgoode Care Centre does supply all toiletries and incontinent products.

Room Decorations & Furnishings – Pictures of family and themselves throughout their life, favorite paintings/artwork are all ways to make your loved one’s space seem familiar and can also foster conversations. A radio/CD player is beneficial if one enjoys music or news/talk shows. TV’s that mount on the wall work best at our home. A 32” TV is recommended.

Residents are welcome to bring their own furniture such as dresser or armchair provided that they do not overcrowd the room and hinder access to the room or your loved one in any way. Nursing staff can advise on furniture placement and accessibility guidelines. **The Osgoode Care Centre retains the right to refuse items which may present a fire hazard and/or unsafe condition.**



A Post-Admission Care Conference will be held with our team, your loved one and a person designated by your loved one. This is an opportunity to discover what is working well and what needs to be adjusted in your loved one's plan of care in order to better meet their needs and wishes. It is also an opportunity to learn more about the person's story. An appointment for this meeting will be given to you on the move-in day.

When it's time to say goodbye- When you're loved one has passed away, we ask that all items are removed from the room. We are unfortunately unable to accept or store any donation of items or clothing.

Services Available and Paid for by Residents or a Family Member.

Dentist/Denturist Services – appointments may be made through your nursing station, with signed consent. These services are paid directly to the provider of the service.

Foot Care Nurse – services are provided every 6 to 8 weeks upon signed consent. Consent for these services are often arranged on the move-in day but can be arranged at any time through Nursing. This service paid through the resident trust account. Please ensure monies are deposited in the trust account prior to service being provided.

Haircuts – Our hairdresser is Jennifer Crawford 613-978-1740. Please call Jennifer directly to make appointments. This service is paid through the resident trust account. Please ensure monies are deposited prior to the service being provided.

Medication – any medication not covered by the Ontario Drug Plan will be billed directly to you through our pharmacy. This includes items such as vitamins, creams, cough drops, etc.

MediSystem Pharmacy will send emails directly to you with instructions on how to set up an account for direct payment.

TV/Phone/Internet/Radio, Computers – families are directly responsible for providing the device and set up and payment of these services for their loved one. You may select your provider of choice. If the resident is already subscribed to any services, you will need to have the provider transfer the existing service to the new room.



Administration Team 613-821-1034

| | | Ext | Email Address |
|-------------------------------|--|------------|---|
| Lori Norris-Dudley | President & CEO | 212 | <u>lnorris@osgoodecare.com</u> |
| Kim Sheldrick | VP of Finance | 210 | <u>ksheldrick@osgoodecare.com</u> |
| Yvonne Dykstra | Director of Care | 221 | <u>ydykstra@osgoodecare.com</u> |
| Shelley Bruton | IPAC – infection & Prevention Control | 232 | <u>sbruton@osgoodecare.com</u> |
| Wendy Hill | Dir of Resident & Family Services | 248 | <u>whill@osgoodecare.com</u> |
| Lindsay Passfield- Leu | VP Clinical Programs & Quality | 247 | <u>lwebber@osgoodecare.com</u> |
| Steve Wright | Dietary Manager | 211 | <u>swright@osgoodecare.com</u> |
| Pam Clement | Human Resources Manager | 250 | <u>pclement@osgoodecare.com</u> |
| Melinda Szydlowski | PSW Coordinator | 253 | <u>mszydlowski@osgoodecare.com</u> |
| Courtney Rock | Manager, Fund Development & Communication | 252 | <u>crock@osgoodecare.com</u> |

Team Contacts 613-821-1034 **Ext**

| | | |
|---|------------|--|
| Nursing Station – The Village | 213 | Rooms 1 thru 40, 68 residents |
| Nursing Station – The Rideau | 214 | Rooms 41 thru 72, 32 residents. |
| Dietary Manager & Clinical Dietician | 216 | |
| Housekeeper and Laundry | 250 | |
| Physiotherapist | 249 | |
| PSW Coordinator | 253 | |
| Recreation Programmers | 217 | |



Informative Links

| | |
|--------------------------------------|---|
| Osgoode Care Centre | Osgoode Care Centre Osgoode Care Centre |
| Volunteer Osgoode Care Centre | Volunteer Here Osgoode Care Centre |
| Osgoode Care Donations | Give Here Osgoode Care Centre |
| Ontario LTC OCC | Osgoode Care Centre Long-term care ontario.ca |
| Ontario Drug Plan | Seniors' Healthcare: What You Need to Know 211 Ontario |
| Ontario Health at Home | Long-Term Care Ontario Health at Home |
| The Eden Alternative | Home: Well-being is a human right. The Eden Alternative® |
| | Putting the 'home' in long-term care means big changes, community buy-in CBC News |
| Teepa Snow – Dementia Tips | teepa snow positive approach to care - Search Videos |

Other helpful resources:

Ontario Caregiver Organization (OCO)

Ontario Caregiver Organization

Life as a caregiver can bring opportunities to learn new skills and discover personal strengths. The Ontario Caregiver Organization offers a library of **webinars** on a variety of topics including caregiving skills and personal development. Remember, developing your skills can help the person you're caring for, reduce burnout, and improve your well-being as a caregiver.

SPA-LTC

<https://spaltc.ca/care-partners/>

Being a Care Partner is rewarding but you can also feel many other things like stress, confusion, anger, loneliness and more. This is often caused by not having access to enough information and/or people in your life who you can go to for



emotional support, assistance, who you can learn from and receive guidance and support. To help you through the palliative process, the SPA-LTC Care Partners have come up with a list of Things I Wish I Had Known Earlier – key resources to support you and the person you are caring for through the palliative care process.

Champlain Hospice Palliative Care Program

<https://champlainpalliative.ca/caregivers-and-families/>

This website covers topics on advance care planning, financial supports and equipment rentals, self-care for caregivers. Making the most of healthcare appointments, grief & loss, anticipating a death and what to do when someone dies.

Beth Donovan Hospice

[Beth Donovan Hospice - Home](#)

“At the Beth Donovan Hospice, we provide compassionate support and professional care to individuals and their families as they journey through the challenges of life-limiting illnesses and end-of-life transitions. Whether in a home or hospital setting, the experienced staff and trained volunteers of Beth Donovan Hospice give of themselves to ensure that the families receive the assistance, support and guidance they need”.

PoET Project

[PoET Project – Prevention of Error-based Transfers](#)

Monthly webinars “20&10” are held to provide information about treatment decision making in Ontario for residents of long term care and their family members. Click on “20&10” in the ***For family members of long term care residents*** section on the main page to register.