



Welcome Home

INFORMATION GUIDE FOR RESIDENTS AND FAMILIES IN LONG TERM CARE

SAINTLUKESPLACECAMBRIDGE
FACEBOOK.COM/SAINTLUKESPLACE/



Enriching lives in our vibrant seniors community through excellent service and care



Visionary leader in seniors health and wellness



Dignity and Respect
Innovation and Quality
Community and Service
Trust and Integrity
Accountability and
Transparency

SAINTLUKESPLACE.CA

WELCOME



When you're here, You're Home

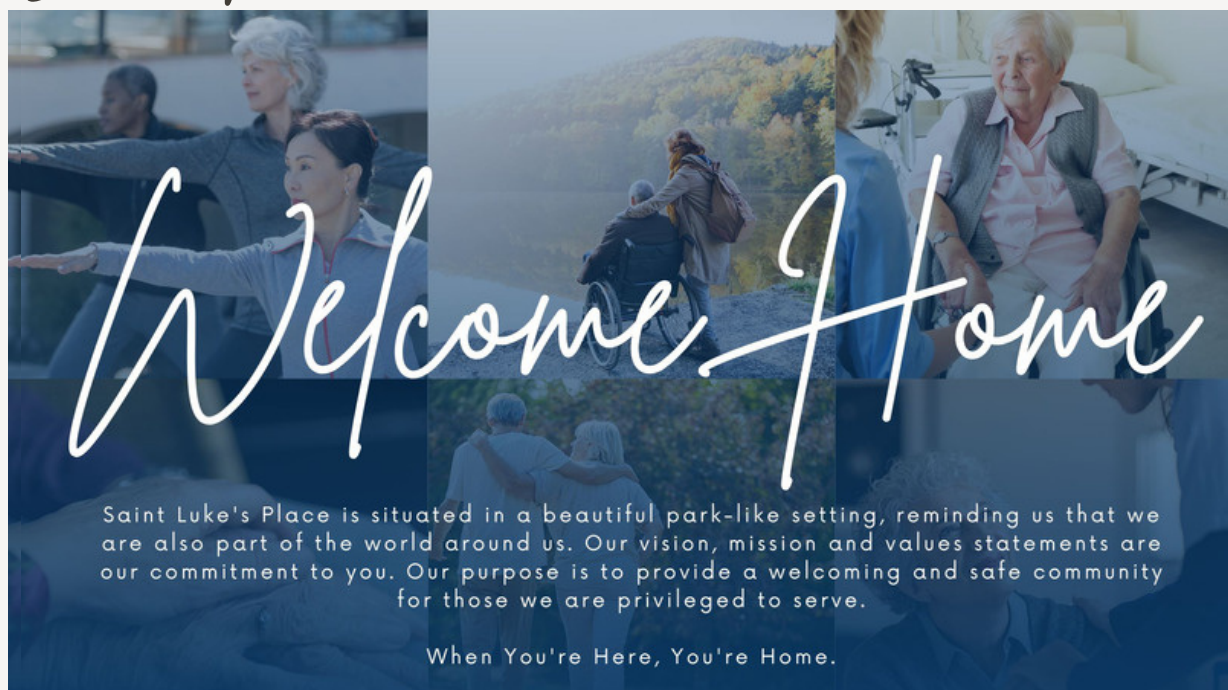
This handbook has been developed to assist current and prospective residents and their family or loved ones to become familiar with the programs and services available at Saint Luke's Place.

Family members or loved ones are encouraged to attend interdisciplinary conferences, activities and programs offered throughout Saint Luke's Place. We are open to your suggestions on how to improve our care and home-like atmosphere.

If you require this booklet in a larger print or in another accessible format, please let us know. We will work with you to make sure you are able to have the information in a format that is accessible to you in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

We are constantly changing to meet your needs. The information presented in this information guide may be subject to change.

WELCOME to *Saint Luke's Place*



On behalf of our dedicated and highly skilled staff, physician and volunteers, we are pleased that you have chosen to make your home with us.

We hope that you will soon find Saint Luke's Place to be your home in the truest sense- a place where you may welcome family and friends; a place where new friendships can be formed; a place where your needs can be met. Saint Luke's Place has a long history of providing outstanding health care, services and support to clients, families and the broader community we serve. Our primary focus is elder care and we offer a broad range of services to meet the needs of older adults.

We feel honoured to serve you and your family and hope you will feel right at home. If you have any questions, please do not hesitate to reach out to your healthcare team.

David Bakker, Chief Executive Officer

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OUR HISTORY

Saint Luke's Place is a charitable, Non-Profit, Accredited Long Term Care Facility and Senior's Community that became a reality as the result of the desire to serve seniors in the Cambridge Community.

Saint Luke's Place is governed by an independent Board of Directors comprised of skilled and dedicated community volunteers which was established back in 1972 .

The organization incorporated under the Charitable Institution Act in 1974 and the first phase of the facility was constructed in 1976. This phase consisted of 74 apartments and 81 Long Term Care beds. Subsequently in the early 80's, 58 more apartments were built and finally 33 more Long Term Care beds were added.

We gratefully acknowledge our roots and visionary outreach project by our community for our community. As a charitable, non-profit, non-denominational organization, we celebrate diversity, and welcome everyone.

Over the years, Saint Luke's Place has broadened the services offered to include a Senior Active Living Centre complete with a Coffee-Tuck Shop, Wellness Centre and a Billiards Lounge. Saint Luke's Place is situated on almost 7 acres with a beautifully landscaped accessible pathway encircling our campus.

Convenient facilities within Saint Luke's Place also include: a chapel, a barber/beauty salon, therapy and exercise room, and a 150-set auditorium.

As in many homes, volunteers are an integral part of our care team. About 20,000 recorded hours are logged annually by our dedicated group of volunteers.

Resident and Family Council are an fundamental part of Saint Luke's Place and quality improvement. These two groups provide leadership and team members with input and feedback which assists in the managing of the home and improving care and services.

Quality care and services is always a priority and evident at Saint Luke's Place. Since 1985 we have, every 3 years, received the highest accreditation award possible from the accreditation body.

Saint Luke's Place has earned an excellent reputation within the community and continually strives to improve and enhance programs and services offered to provide the best possible quality of life for those who live and work here.



MISSION, VISION AND VALUES



At Saint Luke's Place

Our mission is our reason for existence

Our vision is what we want to achieve

Our values are our core principles that guide and direct Saint Luke's Place and its culture.

Our mission, vision and values reflect an environment of inclusiveness and belonging, especially regarding factors such as age, culture, gender- gender identity, sexual orientation, disability, spiritual beliefs, language, Aboriginal status, economic status, and literacy.

We achieve this by:

Responding to the changing needs of our clients; Serving our clients with respect, integrity, competence, and honesty; Embracing diversity and fostering inclusiveness by striving to meet the changing and emerging needs; Providing resident-centred care.

Furthermore, our commitment to health equity means providing people who are part of more vulnerable populations with access to additional resources to ensure they can experience the same health outcomes as the general population. Equity means giving everyone what they need to be successful.

RESIDENT'S BILL OF RIGHTS

As Long Term Care homes are essentially homes for the residents who live there, these facilities are expected to operate in a way that values and encourages efforts to meet the physical, emotional, social, cultural and spiritual needs of each resident. It is also assumed that each resident will be given opportunity to contribute to the physical, emotional, social, cultural and spiritual needs of others- to the extent of his or her ability to do so.

The following rights of residents are to be fully respected and promoted:

RIGHT TO BE TREATED WITH RESPECT

1. **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. **Every resident has the right** to have their lifestyle and choices respected.
3. **Every resident has the right** to have their participation in decision making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

4. **Every resident has the right** to freedom from abuse.
5. **Every resident has the right** to freedom from neglect by the licensee and staff.

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. **Every resident has the right** to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. **Every resident has the right** to share a room with another resident according to their mutual wishes if appropriate accommodation is available.
9. **Every resident has the right** to meet privately with their spouse or another person in a room that assures privacy.
10. **Every resident has the right** to pursue social, cultural, religious, spiritual, and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.

RESIDENT'S BILL OF RIGHTS

RIGHT TO AN OPTIMAL QUALITY OF LIFE (continued)

11. **Every resident has the right** to live in a safe and clean environment.
12. **Every resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. **Every resident has the right** to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. **Every resident has the right** to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. **Every resident has the right** to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF- DETERMINATION

16. **Every resident has the right** to proper accommodation, nutrition, care, and services consistent with their needs.
17. **Every resident has the right** to be told both who is responsible for and who is providing the resident's direct care.
18. **Every resident has the right** to be afforded privacy in treatment and in caring for their personal needs.
19. **Every resident has the right to,**
 - i. participate fully in the development, implementation, review, and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care, or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge, or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
 - iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. **Every resident has a right to** ongoing and safe support from their caregivers to support their physical, mental, social, and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

RESIDENT'S BILL OF RIGHTS

RIGHT TO QUALITY CARE AND SELF- DETERMINATION

21. **Every resident has the right** to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

22. **Every resident has the right** to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

23. **Every resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

24. **Every resident has the right** not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out "restrained" and substituting "restrained or confined". (See: 2021, c. 39, Sched. 1, s. 203 (3))

25. **Every resident has the right** to be provided with care and services based on a palliative care philosophy.

26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. **Every resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

28. **Every resident has the right** to participate in the Residents' Council.

29. **Every resident has the right** to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination, or reprisal, whether directed at the resident or anyone else:

i. the Residents' Council.

ii. the Family Council.

iii. the licensee, and, if the licensee is a corporation, the directors, and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

RESIDENT'S BILL OF RIGHTS

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

- iv. staff members.
- v. government officials.
- vi. any other person inside or outside the long-term care home.



RESIDENTS' COUNCIL



WE WANT TO HEAR FROM YOU

Saint Luke's Place is committed to continuous improvement in the quality of our services and programs. We believe it is vital to hear your opinions and to involve you in the planning and evaluation of changes and improvement to our home. You and your family has several avenues for participation.

RESIDENTS' COUNCIL

- Residents' Council is an integral part of Saint Luke's Place's governance.
- Residents are elected annually by their peers, and meet regularly along with a Staff Liaison and a Recording Secretary to discuss current issues within Saint Luke's Place.
- Family members or other individuals from the community may attend Residents' Council meetings by invitation of the Residents' Council only.
- Residents will be informed of the results of all Residents' Council meetings, along with feedback. Meeting minutes are posted for all residents to access.
- Suggestions from the Residents' Council shall be documented and responded to in writing within ten (10) days of meeting date.

Saint Luke's Place values the role of Residents' Council and appreciates their dedication to making Saint Luke's Place a better place for our residents.

FAMILY COUNCIL



FAMILY COUNCIL

Family Council is an organized, self-led, self-determining group that meets regularly and is comprised of family and friends of Saint Luke's Place residents. The main purpose of Family Council is to improve the quality of life of Saint Luke's Place residents and to give families and friends a forum for sharing their experiences, exchanging information and learning from one another.

Saint Luke's Place Family Council works with a Family Council Staff Assistant, a person appointed by Saint Luke's Place (typically the Social Worker) to facilitate communication between the Council and Saint Luke's Place and attends Family Council meetings as requested.

The Function of the Family Council is unique to each long term care home. Most Family Councils have a general focus on improving the quality of the life of the residents, assuring high quality care for all residents, and supporting family members.

STATEMENT OF RIGHTS AND RESPONSIBILITIES FOR STAFF AND CLIENTS



As a Staff member at Saint Luke's Place I will....	Everyone has the right to....	As a Client or Care Partner I will
<ul style="list-style-type: none"> • Be courteous, respectful and considerate of clients, visitors and care partners • Listen to and respond to clients' concerns and opinions, positive or negative, in a caring and timely manner • Show respect for clients' values, preferences, and needs 	Be Treated with Dignity, Respect, Kindness and Consideration	<ul style="list-style-type: none"> • Be courteous, respectful and considerate of other clients, visitors, care partners, volunteers and staff • Freely speak about concerns and opinions in a respectful way • Consider that other clients may need more help urgently than I do
<ul style="list-style-type: none"> • Use a calm tone and manner at all times • Respect the right of everyone to be in an abuse-free environment • Report instances of abuse immediately • Give special consideration when a client is cognitively impaired 	Be Free From Abuse and Discrimination	<ul style="list-style-type: none"> • Use a calm tone and manner at all times • Respect the right of everyone to be in an abuse-free environment • Report instances of abuse immediately • Show compassion for other clients, especially when cognitively impaired
<ul style="list-style-type: none"> • Respect the property of clients and others, and of the Home • Report unsafe or potentially unsafe conditions • Teach clients about their role in safety 	A Safe Environment	<ul style="list-style-type: none"> • Protect my valuables • Respect the property of the Home and of others • Respect the smoking, drug and alcohol policies of the home • Report unsafe or potentially unsafe conditions
<ul style="list-style-type: none"> • Provide high quality care and service • Involve clients in decision making about care and treatment • Answer clients questions and request in a timely manner • Respect clients right to choose • Provide information and educate clients about their healthcare, treatment and options 	Be Part of the Care Team	<ul style="list-style-type: none"> • Choose to have family, friend or other person to represent you in care/ services • Give complete and correct information to the team • Ask questions about health condition, treatment and care • Make choices for care/ treatment • Let staff know if you do not understand information given
<ul style="list-style-type: none"> • Protect the privacy and confidentiality of clients • Report breaches of privacy 	Privacy and Confidentiality	<ul style="list-style-type: none"> • Respect the privacy and confidentiality of other • Report breaches of privacy

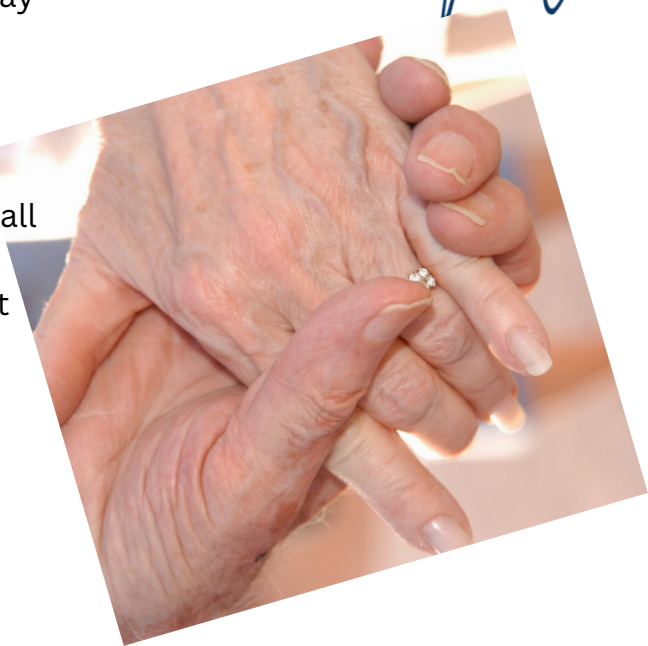
VISITORS

Visiting Saint Luke's Place

Saint Luke's Place welcomes and encourages visits from the family and friends of our residents. Children are welcome, as are well-behaved, vaccinated and supervised pets. Community visitors are welcome at any time and we have provided private or "quiet" space to make such visits more enjoyable.

We have taken steps to make sure our visitors feel welcome at Saint Luke's Place:

- Most resident rooms have been designed to allow for privacy
- Each resident area has a lounge that residents may use to relax and visit with others
- There are small sitting areas at the end of each resident area where residents can stop and chat
- Each resident area has a communal dining room; however residents can be seated in Stenhouse Hall at an individual table to enjoy a meal with family and friends (arrangements must be made prior at the business office)
- There is an enclosed courtyard that can be accessed off the main level near the kitchen
- The private dining room (located on E-Lower) is available for special events such as birthdays or holiday celebrations
- When a resident is seriously ill or palliative- a private room with a sleeping chair and comfort cart is available for use
- Other areas in which the resident and their visitor may wish to enjoy a visit are: The Coffee Shop, The Billiards Lounge, The Outdoor Coffee Shop Deck, and the Sitting Areas along the pathways of the campus.
- There are no set visiting hours, but we discourage visiting in the late evening hours, unless due to palliative reasons.



Visit:
www.saintlukeplace.ca
for visiting guidelines
during an outbreak
and/or pandemic



Ways Family and Friends Can Make their Visit Meaningful


Many people ask us how they can continue to support and provide care for a family member or friend who has moved into Saint Luke's Place. Participating in activities together can be very meaningful and support a continued deeply personal connection with your loved on.

Family members may want to:

- Assist your loved one or friend at mealtime, or with care you previously supported them with. Your company and assistance makes your loved one's experience at Saint Luke's Place more personal and home-like
- Attend organized events such as church service, live entertainment or other special events listed on the Resident Recreation Calendar. These calendars are updated every month and posted on Saint Luke's Place website at www.saintlukesplace.ca
- Visit with a family pet. Please ensure pets are vaccinated and leashed and that you follow Saint Luke's Place Pet Visiting Policy for the safety and comfort for all residents.
- Support Family Council. Your voice and experience will help Saint Luke's Place. Your voice and experience will help Saint Luke's Place make improvements, which will help all residents.
- Volunteer and assist, whenever your schedule permits.

Resident Sign-Out Books

It is important that residents and their loved ones inform staff and fill out the resident sign-out book whenever a resident is leaving their area, even if it is just for a short walk. This will ensure that staff are aware of the whereabouts of the residents while at or away from the facility. Resident sign-out books are located on each resident unit at the nursing station. It is a requirement of the home that all individuals attend the unit and use the sign-out book and communicate to the team prior to taking resident off of the premises.



SECURITY

Maintaining Resident security is a priority at Saint Luke's Place. Entrance/ Exit doors to the facility and nursing units are monitored by security cameras and alarm systems. Please ensure when you are entering or leaving a resident area that the door closes behind you so a resident cannot go through an open door. If you do notice a resident leaving, please notify the nursing staff immediately.

COMING INTO THE BUILDING

There are no set visiting hours at Saint Luke's Place. Families and friends are encouraged to visit their loved ones whenever they can and their schedule allows. The only access point for Saint Luke's Place is through the main entrance at the front of the building. For security reasons, access cannot be granted through any other entry point.

As a safety precaution, our inside sliding doors at the main entrance do not open automatically. To exit the building, enter the code on the lower key pad to the left of the sliding door. The code is posted right above the number key pad. Once you key in the code, the sliding door will open.

If you arrive at Saint Luke's Place after hours, you will need to use the phone inside the double doors on the left side of the inside sliding door. Contact the RN at extension 284, who will grant you access to the building.

PARKING AND TRANSPORTATION

Saint Luke's Place offers free parking for visitors in all of our parking lots. Visitor parking is indicated with a "V" in the available space. Please do not park in any numbered spot as all numbered spots are assigned parking spaces for apartment tenants, physicians or specific leadership team members.

Transportation to and from appointments is the responsibility of the resident and family. Grand River Transmobility provides a wheelchair taxi for a fee. These services can be booked directly by the user or family. Speak to the nursing staff for more details. Saint Luke's Place is located on a bus route, with a bus shelter located in front of Saint Luke's United Church.

INCIDENT REPORTING

If you notice a potential hazard, you injure yourself, or see an incident involving a resident or staff member, please report it immediately to the Team Leader on any resident unit.

Substitute Decision Maker and Power of Attorney Communication

Saint Luke's Place will document changes in a resident's health or medication, as well as any injury.

Whenever changes arise, Saint Luke's Place will notify the resident's Substitute Decision Maker (SDM) and/or Power of Attorney (POA) of the changes.

If consent from the SDM or POA is needed, all risk, benefits and alternatives will be discussed with the SDM or POA so they can make an informed decision about care and/or treatment.

Substitute Decision Maker and Power of Attorney Communication

As part of the admission process and throughout a resident's stay at Saint Luke's Place, Saint Luke's Place collects residents personal health information. This personal health information, is collected, used and released in accordance with the Personal Health Information Act, 2004 (PHIPA)-s.1(a)(excerpt) information (phi)... that protects the confidentiality of that information and the privacy of individuals with respect to that information, while facilitating the effective provision of care. Saint Luke's Place collects necessary personal health information for the proper administration of programs, and for the implementation and review of the resident's Plan of Care, which includes nutrition requirements, medical, spiritual, physical, and psychosocial needs of the resident. The information's principal use is to ensure that the resident's care providers know the residents particular medical and health care needs and meet these needs.

In general Saint Luke's Place will not collect, use or disclose personal health information about a resident unless the resident/SDM has been made aware, "without deception or coercion" of the reason for collection, the use of disclosure, and implied and/or expressed consent has been received.



BUSINESS OFFICE

All billings will be completed through the Business office. The business office is located onsite at Saint Luke's Place and hours are posted on Business Office door.

Residents have the option of using a trust account and/or pre-authorized payment. You and your SDM/POA are responsible for making all payments in full. In the event a pre-authorized payment is returned as Non-Sufficient Funds (NSF), a charge will be applied to your account.

The Business office will issue invoices and trust account statements. If a resident is discharged from the facility, fees paid in advance will be returned. Saint Luke's Place highly recommends opening a trust account for access to funds. Alternatively, we recommend keeping a minimum amount of money in your account to ensure there are sufficient funds at all times.

HEALTH CARDS

Health cards are managed through the Business Office and kept at the nursing station where the resident resides for use when attending appointments outside of Saint Luke's Place.

It is imperative that we have the most current Health Card information available. Incorrect health card information can delay processing of a claim, and could result in you being billed directly for healthcare.

If the original Health Card has been lost or requires renewal, please let us know. We can notify OHIP and have the expired or lost card replaced.

In the event of discharge due to death, Saint Luke's Place will return the Health Card to Service Ontario with the appropriate documentation signed by the Administrator.

APPOINTMENTS

Saint Luke's Place staff are not responsible for accompanying residents to their off-site appointments or for covering transportation costs. Saint Luke's Place does not arrange transportation to external appointments, speak with the Team Leader on your unit for information on options for transportation. If an off-site appointment is required, a family member must attend the appointment or arrange for a private attendant and transport at their own expense. Speak to your Team Leader regarding off-site appointments.

ACCOMMODATION

Saint Luke's Place offers single (private), semi (shared) occupancy rooms. Rooms are furnished with a bed, a bedside table, a chest of drawers or wardrobe, an over the bed light, window coverings and one chair. Each room also has an individual closet or wardrobe.

The Saint Luke's Place furniture and window coverings that is in the room cannot be removed.

Each bed and every washroom has a call bell for you to contact staff for assistance.

Under some circumstances, such a change in the resident's status or occupancy requirements, Saint Luke's Place may transfer a resident to another room and/or unit. Saint Luke's Place will notify the resident and/or their family if such a change were to happen and provide assistance with the transfer. We understand that this can be challenging for both resident and their loved one, a transition plan will be put in place to provide support.

The Ministry of Health determines accommodation rates for long-term care and these rates are subject to change. Your current Notice of Assessment will assist in determining the resident's accommodation rate and must be submitted to the Business Office.

Home
[hom] • noun

The one place you will always be surrounded by those who love you.
A place or feeling of belonging.

LEAVE OF ABSENCE



Under the Fixing Long Term Care Act (FLTCA), any resident of a Long Term Care Home may take the following leaves of absence without losing their bed:

- 30 day medical leave, when hospital care is required
- 60 day psychiatric care leave, as often as required
- Casual leave between midnight on a Saturday and midnight on the following Saturday totaling 48 hours per week
- 21 days of vacation per calendar year

Discharge of a resident is based on Ministry of Health and Long Term Care requirements.

WHEN YOU'RE HERE, YOU'RE HOME



PERSONAL BELONGINGS

Saint Luke's Place takes every effort to make your stay with us as comfortable and safe as possible. We encourage you to personalize your own living space with things like personal photos, wall decorations and a favorite bedspread or comforter. We discourage you from bringing in any furniture due to safety and infection prevention and control measures and please do not bring in any electronics until they have been approved to meet Saint Luke's Place policy or your care needs. It is also recommended that you do not bring in valuable or sentimental items as they could be lost or damaged and Saint Luke's Place is not responsible for monitoring and/or replacing these items.

Saint Luke's Place may need to move furniture for safety reasons or to accommodate the resident's care needs, furniture placement and/or removal will be done at Saint Luke's Place discretion. Maintenance staff is available to hang pictures brought in, so please refrain from using nails or thumbtacks on the walls. All personal items brought in must be labelled with the residents name.

We recommend you bring two week's worth of suitable clothing. Your care team can assist you with determining what type and style of clothing will suit your needs and preferences. Your health condition may require you to use adaptive clothing. Families must supply these items to assist residents with the Activities of Daily Living (ADLs), safety and quality of life. It is the responsibility of the SDM to remove clothing that is no longer being used and to purchase new clothing that needs to be replaced, mended or altered. Resident are able to use their own personal lotions and soaps. Saint Luke's Place is a "scent reduced" facility and, for the comfort and safety of all resident and staff, we ask that residents bring only scent reduced (i.e. unscented) products.

Our Maintenance team must assess any electronic or electrical equipment or device before it can be used in our facility.

The following items pose a safety and/or fire hazard and are not allowed:

- electric kettles/ Keurigs or other hot beverage equipment
- heating pads (neither electrical pads nor microwave bean bags)
- room or space heaters
- extensions cords

PERSONAL BELONGINGS

- humidifiers
- drapes/ curtains/ blinds
- refrigerators of any size
- area rugs (of any size)
- irons and ironing boards
- household cleaning supplies
- liquor/alcohol (without a doctors order)
- glass vases/ornaments

When a resident is discharged or passes away, the family/SDM is responsible for packing and removing the residents personal possessions within 24 hours. Saint Luke's Place can assist with packing personal belongings if you choose. If the items are not packed within 24 hours, Saint Luke's Place staff will pack pack items.

Resident belongings must be removed from Saint Luke's Place premises with 7 days of a resident discharge or passing away. Any belonging that are not removed within 7 days will be discarded and the family/ SDM may incur a fee for disposal.

Unfortunately, we cannot store personal belongings on-site for a longer period of time due to limited storage space.

REMOVING FURNITURE AND EQUIPMENT

As a resident's care needs change, there may be circumstances that make it necessary to remove some furniture or equipment in order for staff to meet the resident's care needs. If items are not safe to use and/or make the environment unsafe for the resident or care providers, you will be asked to have them removed. All furniture or equipment that is brought in or required to be removed is at the discretion of the organization.

PERSONAL EFFECTS DONATIONS

Unfortunately, Saint Luke's Place does not accept any residents personal belongings such as clothing, décor, furniture or equipment as donations.

This is due to:

- limited space available
- Infection prevention and control

RESIDENT CENTERED CARE

Your personal care needs are very important to us. We recognize that there are important aspects of your life that make you unique and we want to learn more about your personal history, life-long interests, significant relationships and preferences.

The Plan of Care will have all of the information related to your individualized care with the details of how your care will be provided. The care plan is shared with the team working the resident unit where you will be living so that all staff who provide care in the unit can learn your needs and preferences.

We recognize your care needs are not the same each day; we will make every effort to meet your needs.

The staff will continue to meet with you and/or your family at least once a year, or more often if needed, to review and update your Plan of Care. If you have any requests or questions regarding your care, speak with your Team Leader.

CARE CONFERENCES

After a resident is admitted to Saint Luke's Place, our team schedules an admission care conference to review care needs and preferences once a resident had an opportunity to be at Saint Luke's Place for a few weeks. Going forward, care conferences are scheduled annually.

The Care Conferences will be completed with collaboration from the multi-disciplinary team. The resident and their family/SDM have the opportunity to participate in all Care Conferences.

The purpose of the Care Conference is to share information about the progress the resident is making and any changes or suggestions the team may have to meet the residents' care goals.

We recommend that residents, family and/or SDM's bring any concerns immediately to the Team Leader on their unit as they occur, rather than waiting for a care conference. Bringing concerns forward in a way that is more timely helps Saint Luke's Place staff resolve issues sooner.

ADVANCE CARE PLANNING

On admission to long-term care, Saint Luke's Place asks all residents and families their wishes in the event of an emergency. These expressed wishes are reviewed annually and wherever there is an acute change in the resident's condition. In the event of an emergency or sudden change in a resident's condition, the Power of Attorney/ Substitute Decision Maker will be notified by the Registered Staff in consultation with the Medical Director and/or Physician to discuss treatment options and goals, as well as plans of care.

PALLIATIVE CARE PROGRAM

Saint Luke's Place palliative care program strives to dignify and enhance the final stages of life. We care for both the resident and their families with respect and compassion, encouraging them to participate in making decisions regarding both their physical and emotional well-being.

Our palliative care program permits Saint Luke's Place to continue providing care in our home for residents who are nearing the end of their life. Residents can receive care in a familiar environment and staff familiar with them and their care. The palliative care team is composed of clinical/ nursing staff, physicians, spiritual care professionals, social worker, recreation coordinators, and nutrition and foodservice team members. Our goal is to initiate conversations regarding goals of care and end of life with any significant change or decline in a resident's function, promoting comfort measures for the resident in their home.

Our philosophy is to honor the end of life. When a resident passes away, staff escort the resident through our front entrance to the funeral home car. Our spiritual care department organizes a room blessing with each family to remember and celebrate the life of their family member. A Celebration of Life service for residents who passed away is held throughout the year, family members are invited to attend the service and remember their loved one, one more time.

WHEN YOU'RE HERE, YOU'RE HOME



DEPARTMENT SERVICES AND PROGRAMS

The following is a list of Programs and Services offered at Saint Luke's Place. These Programs and Services are tailored to meet the individual needs of each resident.

PHYSIOTHERAPY/ RESTORATIVE CARE

Our Physiotherapy Team will provide appropriate mobility, and group or individual therapy programs to promote and maintain each resident's level of independence based on the resident's functional goals. Individual assessments will help our team determine whether safety, mobility or independence could be improved with the use of assistive devices.

NUTRITION AND FOOD SERVICES

Saint Luke's Place Nutrition and Food Services Team is responsible for providing meals and nutrition services to our residents. A Registered Dietitian assess nutritional needs on a regular basis and develops a care plan that ensures every resident's dietary needs are met and we make every effort to provide a menu that offers variety and choices. Menus are posted and accessible.

Resident Council regularly provides input, reviews and approves changes to the menu and determines appropriate meal and snack times. Twice a year, our team completes a thorough review of the menu to make sure menu options keep up with changing tastes and the latest research about nutrition.

CLINICAL/ NURSING SUPPORT

Nursing staff are dedicated to providing a high standard of care and attention to all residents. We promote quality of life for our residents throughout maintaining their dignity, independence and Activities of Daily Living (ADLs). The nursing team consists of Registered Nurse (RN), Registered Practical Nurse (RPN) and Personal Support Workers (PSWs) who work with the rest of the multidisciplinary team to provide personal care in programs such as Falls, Restraints, Continence, Responsive Behaviours, Palliative Care and Skin and Wound Care, etc..

PHYSICIANS

When you are admitted to Saint Luke's Place, a physician will assume your care.

Saint Luke's Place physicians visits residents regularly to complete non-urgent care and assessments, regular review of medications and/or lab results, and to complete required follow-up, as set by the Ministry of Health and Long Term Care regulations.

Physicians are available to Saint Luke's Place nursing staff as needed. For emergency situations, a physician is available 24 hours a day, 7 days a week on a on-call basis.

If you wish to speak to your physician, your Team Leader can make arrangements for your to speak with your physician.

SOCIAL SERVICES

A Social Worker is available in Long-term care. A social worker may be of assistance to you if you:

- are experiencing difficulties adjusting to your new home
- would benefit from counselling or psychosocial support
- have family members who would benefit from support for long term care related concerns
- are considering appointing Power of Attorney for personal care or property, and/or;
- require support or information about pensions, income support programs

ADAPTIVE CLOTHING

Depending on you current or future care needs, you may require adaptive clothing to assist our staff with providing care. There are several retailers who offer adaptive clothing. Please contact your Team Leader or the Social Worker for further information on where to obtain adaptive clothing.



SPIRITUAL AND RELIGIOUS CARE

The Spiritual Care staff are professionally, pastorally and clinically educated and certified to offer support to everyone (religious or not); they respect the diverse religious, spiritual and cultural orientation of each person.

While they encourage and support everyone's connections with their own religious/spiritual or cultural communities and the resources within these communities that might be helpful to them, the Spiritual Care staff also offer supportive, compassionate care to all who do not identify with any particular religious or spiritual beliefs- i.e. meeting every client where they are on their life's journey; care of the whole person- body, mind and spirit, is our commitment to all clients and staff.

While supportive, compassionate care is available to all clients and staff, particular consideration for those receiving end-of-life palliative care, and their loved ones, is provided through one-to-one bedside support, some of these services include:

- End-of-life preparation support and anticipatory grief support
- Consultation for funeral pre-planning (pre-arrangement) as needed
- Grief support for families immediately following the death of a loved one
- Emotional and spiritual support for resident and family who are struggling with change of condition/status or prognosis/diagnosis; death and dying process or significant losses
- Offering prayer or facilitating specific religious/spiritual rituals as needed or requested (e.g. sacrament of the sick for R.C clients, smudging for Native spirituality)
- Being a liaison between clients and community ministers/ priests and/or spiritual leaders, as needed
- Compassionate and responsive crisis intervention e.g. sudden death of a staff or family member of a staff

Saint Luke's Place has a small beautiful chapel located in the E Lower, that is open for everyone to use for solitude, prayer or reflection.





RECREATION THERAPY SERVICES

Saint Luke's Place offers residents formal and informal recreation, leisure, and social activities. Staff will provide support to continue past and current leisure interests, any may even introduce you to new pursuits. Recreation Staff will work with you to develop a plan that will be meaningful and enjoyable. Calendars of scheduled activities and programs are available throughout the organization and a daily board of what is happening today is posted in every resident unit.

Note: there may be additional costs for some programs and your involvement in the activities is at your discretion.

LAUNDRY SERVICES

Upon admission, Saint Luke's Place Laundry Services will take your clothing and label all items. Do not place new clothing in closets- it must be labeled- place clothing in the mesh bag that the staff will provide and include your name on the bag. Personal laundry can be done on-site by the laundry services staff or family may prefer to take your laundry home to wash.

Saint Luke's Place is not responsible for loss or damage of personal belongings or clothing. Please note, Saint Luke's Place does not provide mending/repairs or dry cleaning services. Wool, suede and leather clothing items are not recommended as Saint Luke's Place uses high temperatures industrial washing machines.

Due to limited storage space, "out-of-season" clothing must be stored offsite.

We also rely on family to take away clothing that is no longer being used by the resident and to purchase new clothing as necessary. The Team Leader will inform you of any clothing needs and if clothing needs to be replaced, mended, or altered.

HOUSEKEEPING SERVICES

Our housekeeping staff are responsible for maintaining a clean, safe and pleasant environment. Resident rooms, hallways and common areas are cleaned regularly, however we need help from the resident and family to maintain a tidy and uncluttered room.

INFECTION PREVENTION AND CONTROL

Saint Luke's Place screens each resident upon admission to ensure that their immunizations are up to date per Public Health, Ministry of Health and Long Term Care and Organizational policies. The team will work with you to arrange administration of required immunizations. Each fall, resident will be offered "flu shots" (influenza vaccine) based on Public Health recommendations and orders by the physician.

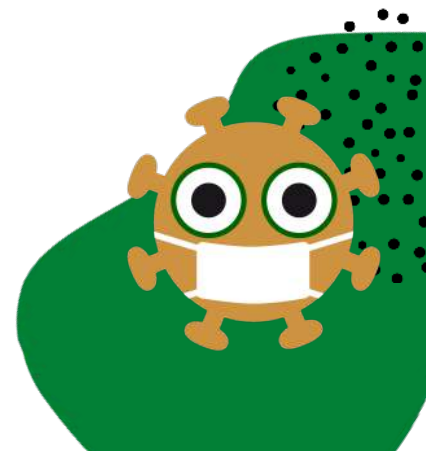
Evidence shows that hand hygiene is the single most important method of preventing infections. We ask that all visitors clean their hands when entering our building. This simple step prevents germs and viruses from entering our building. There are alcohol hand rub stations conveniently located by the front doors of the building.

We also recommend cleaning your hands with alcohol hand rub when you are entering or exiting a resident unit, before and after mealtime, and before and after you help a resident with personal care. Alcohol hand rub stations are located throughout the building; they are clearly labelled and available for everyone's use. If your hands are visibly soiled (they look dirty), wash them with soap and water.

All visitors must follow Saint Luke's Place infection control practices. Sometimes residents need visitors to use Personal Protection Equipment (PPE). When PPE is needed, Saint Luke's Place will provide visitors any information and supplies (glove, mask, and/or gown). The Team Leader can assist with putting on and taking off the personal protection equipment at the end of your visit.

As a precaution, we ask that visitors who are feeling ill postpone their visit until they feel well. During outbreak situations, visitors will be asked to minimize their visits to the affected area. Please speak to your Team Leader about visiting, and do not hesitate to call the resident unit or visit Saint Luke's Place website for regular updates, if needed.

www.saintlukesplace.ca



PREFERRED EXTERNAL CARE PROVIDERS

Saint Luke's Place has an external care provider (ECP) policy and process, and has identified Preferred External Providers (PEP) that have gone through a fair and just selection process. PEPs are credentialed to fulfil the services offered.

Services offered include, but are not limited to:

- Respiratory Services
- Optometry
- Advanced Foot Care
- Dentistry
- Massage Therapy
- Audiology Specialists

Residents interested in receiving services from one of Saint Luke's Place PEPs should speak to the Team Leader on their unit. The Team Leader will provide the referral and contact information of the PEP. Alternatively, if the Resident or Substitute Decision Maker wishes to receive or continue services from a service provider that is not on Saint Luke's Place Preferred External Provider list, the Team Leader will provide a copy of the Saint Luke's Place waiver form that must be completed, signed, and returned before the service provider can be allowed into the premises.

PHARMACY AND MEDICATION

Medication including over-the-counter or non-prescription drugs should not be given to resident or kept in their rooms. For Long-Term Care residents, all prescription medications and over-the-counter, non-prescription drugs must be dispensed by the Saint Luke's Place contracted pharmacy. All medication/creams must be ordered and managed by the Physician/ Registered Staff. A medication review will be completed with you and your loved one at admission and re-admission to the facility.

Saint Luke's Place contracted pharmacy prepares each resident's medication in separate packages and delivers all medication to the facility.



PHARMACY AND MEDICATION

Saint Luke's Place keeps a small stock of emergency medication on-site and the pharmacy can make special deliveries when necessary.

All medications, including vitamins, minerals and other supplements, to be administered to a resident must be dispensed through Saint Luke's Place pharmacy service provider. Residents and their loved ones are not to bring these items from home to ensure the safe administration and storage of these items.

Our pharmacy regularly reviews medications to ensure safe medication management. By maintaining a complete record of all of your medication, the pharmacist will be able to help prevent any harmful effects that can be caused by interactions between over the counter products and other medications or medical conditions.

Please feel free to ask your Team Leaders questions about your medication and treatments.

LABORATORY AND RADIOLOGICAL SERVICES

Saint Luke's Place has a contract with a third party company to provide Laboratory and Radiology Services on-site. Laboratory and Radiology Services are provided on a regular or as need basis and all tests must be ordered by a physician.

Residents who require immediate/ emergency lab or radiology services are transferred off site to Cambridge Memorial Hospital. Note: applicable transfer fees may apply.



TELEPHONE

Residents may have a personal telephone line installed in their bedroom. To activate the telephone services, residents should contact the telephone provider directly. Once the telephone is in service, the provider will bill the resident directly for the cost of the installation and any subsequent monthly fees.

TELEVISION

Residents can arrange to have cable television services in their bedroom by contacting the Business Office and completing the service enrollment process. Please note that television services cannot be provided by an external company as Saint Luke's Place has a contract with a provider that services the entire facility. Basic cable is available in all residents rooms. Additional stations can be arranged by the resident/ family at your own cost and the resident is responsible for the cost of installation and any subsequent monthly fees. Residents are responsible for purchasing their own television

IT SERVICES

Saint Luke's Place Information Technology (IT) staff are not available to assist residents with their personal computers, tablets or other forms of technology. Should resident require assistance with these items, it is the responsibility of the POA/ SDM to arrange for assistance. Saint Luke's Place does not offer "free" WIFI services.

HAIR CARE CENTRE

Saint Luke's Place has a hair salon right on site that is open regularly to provide residents with full-service salon experience without leaving the building. A list detailing the cost of these services is posted inside the salon. Hours of operation are Monday-Friday 8:00am-4:00pm





Saint Luke's Place
WELCOME HOME

POLICIES

We will provide you with a number of policies on admission.

These policies will cover topics such as:

- Abuse/ Neglect
- Code of Conduct
- Feedback Process
- Whistle Blower
- Least Restraint
- Pet Visiting
- Smoking

This is not a comprehensive list and does not include all of Saint Luke's Place policies.

If you have questions about policies in general or would like additional information regarding any policy, please speak to the Team Leader or the Administrator for Long Term Care.

www.saintlukesplace.ca

EMERGENCY CODES

we take our obligation to ensuring the safety of our residents very seriously. Saint Luke's Place has a number of emergency codes that notify staff in the event that immediate response is required. Usually codes are categorized by colour and each type of emergency has a specific colour associated with it.

In the event an emergency code is called, an announcement will be made through the over-head speakers. Staff are trained to respond quickly and appropriately to each type of code.

During a code, staff may need to direct residents and/or visitors to take a particular action. In the event of a code, please report to the closest nursing station and take direction from the Registered Nurse (who will be the person in charge during an emergency situation).

CODE WHITE

A **CODE WHITE** is indicated in any situation where an individual (client, staff, volunteer, or visitor) is behaving in a way that creates a potential or actual threat or safety risk to:

- His or her own safety
- The safety of others; and/or
- Saint Luke's Place property

The primary goal in a **CODE WHITE** procedure is to achieve a safe resolution to an "out of control" situation that is- or may escalate to become violent or harmful.



CODE YELLOW

CODE YELLOW is the term used when it has been determined that a resident that cannot be accounted for and is deemed missing from Saint Luke's Place. It is the policy of Saint Luke's Place to provide a comprehensive search procedure for missing residents to alert all relevant staff of a missing resident and implement a planned procedure promptly, searching thoroughly for the resident.

CODE BLACK

CODE BLACK is the term used to alert staff that an external threat of any type has been made in the vicinity of Saint Luke's Place. This procedure will be carried out discreetly with a minimum of publicity.

Examples of these threats could be:

- **Weapons threat** – a weapons threat is any threat that there is a person carrying a weapon or device to be used as a weapon within the vicinity of Saint Luke's Place. The item does not have to be solely classified as a weapon to be perceived as threatening, for example, a baseball bat is not a weapon when used for its intended purpose, however, when someone is swinging a baseball bat towards an individual, it becomes a weapon by its use.
- **Threat of Violence** – any violent behavior or physical action that is exhibited from a person other than a resident of Saint Luke's Place, that may be considered threatening due to expression, tone, or other non-verbal cues including erratic movements or gestures.
- **Hostage Situation** – any instance where a person is seized or held as security for the fulfillment of a condition, the person being held is considered a hostage. All external threats could become hostage situations depending on the intent of the person making the threat.



CODE ORANGE

CODE ORANGE is a term used for external disasters in the community could cause disruption to the normal routines and operations at Saint Luke's Place. Even though it is not possible to list all potential situations, we have a proactive approach in the event the following occur.

Examples of external disasters:

- Tornado
- Earthquake
- Flooding

The purpose of a **CODE ORANGE** procedure is to establish a plan for the effective and efficient reception, assessment and treatment of sudden influx of people needing care or accommodation that overwhelms our standard operations. In the case of a major external disaster such as an airplane crash, train derailment, chemical spill, gas line explosion or fire evacuation, Saint Luke's Place could be asked to assist in such a planned response.

CODE BROWN

CODE BROWN is a plan that outlines the steps taken in the event of a major environmental disaster or handle a hazardous spill that could pose a health risk to occupants of Saint Luke's Place.

Saint Luke's will have the necessary equipment, procedures, and training in place to properly control and manage a spill of hazardous or non-hazardous material in the workplace in order to prevent both personal injury and environmental damage.



CODE RED

Saint Luke's Place has Fire and Disaster plans in place. Monthly fire drills are held randomly to ensure that staff are well prepared for the unlikely even of a fire. Saint Luke's Place is inspected regularly by the Cambridge Fire Department and our fire panel is directly connected to a Fire Monitoring Company and the Fire Station.

It is important for residents and their families to be aware of the fire procedure. Each resident area will have clearly marked fire exits and we encourage both residents and family/visitors to participate in all code drills.

Please note the following facts concerning our Fire Alarm System:

- Magnetic fire doors when the alarm sounds. Please assist any residents in close proximity of one of these doors during this time
- Magnetic doors locks are deactivated if the alarm is pulled. Therefore all codes doors will be released and and require monitoring
- "All Clear" is announced once the fire alarm has been responded to by the Fire Department and the fire panel has been reset.

CODE GREEN

A **CODE GREEN** is called as stage 2 of the fire alarm system and indicates the need to evacuate and is indicated by a series of "fast tones"

Types of Evacuations:

- Horizontal Evacuation
- Vertical Evacuation
- Total Evacuation



YOUR ROLE AS A VISITOR DURING A FIRE ALARM

If you are with a resident when an alarm starts, please do not abandon the resident. Provide support and reassurance to the resident and take direction from the staff member(s) in charge.

If you are in the building but not visiting with a resident when the alarm starts report to the closest Muster Station (Administration Lounge- by the Business Office) for further direction.

Do not use elevators during a fire alarm

EMERGENCY RESPONSE PLAN

The requirement for long-term care homes (LTCHs) to have written emergency plans for specified emergencies began in 2010, under the Long-Term Care Homes Act, 2007 (LTCHA).

In response to the COVID-19 pandemic, third party reviews such as Ontario's Long-Term Care COVID-19 Commission and Auditor General's reports, sector feedback, and an increasing frequency of extreme weather, the emergency planning requirements were expanded in the FLTCA and O. Reg. 246/22.

Saint Luke's Place is ultimately accountable for the health and safety of those who live and work in the home; including developing, evaluating, and updating emergency plans for any type of potential hazard which could jeopardize their safety. In the event of an emergency, Saint Luke's Place is responsible for leading the response as well as coordinating the support from community agencies, system partners, and resources.

You can see Saint Luke's Place Emergency Response Plan by visiting our website at:
www.saintlukesplace.ca





Saint Luke's Place is fortunate to have a community of over 200 active volunteers who play a crucial role in enhancing the quality of life of our residents. The Life Enrichment and Program Manager manages the schedules and duties of all our volunteers and works to match the experience and interests of the volunteers to the needs of our residents.

Some of the many ways in which volunteers contribute to our community include operating the Coffee Shop, visiting residents and helping porter residents to activities and programs, providing support in the resident units, delivering meals and keeping residents company during mealtimes, and assisting with recreation programs. Families and friends who are interested in volunteering may contact the Life Enrichment and Program Manager for more information.

Tours of our Long Term Care Facility are arranged through Life Enrichment and Program Services. If you would like to book a tour, please contact extension 289 or email: info@stlp.ca



COFFEE SHOP

The Coffee Shop is located off of the main administration entrance. You can purchase light refreshments, gifts and small personal items at the shop. The Coffee Shop is staffed by Volunteers and all proceeds are donated back to Saint Luke's Place.

STATE-OF-THE-ART EQUIPMENT

Your donations to Saint Luke's Place helps purchase state-of-the-art equipment so we can continue to provide the highest quality care for your family, friends and community.

Your dollars help fund services that add so much to our residents' quality of life, services not available in many facilities. Programs like Music Therapy not only bring a smile to residents' faces and brightens their days, they also contribute to the health and well-being. Music therapy at Saint Luke's Place is only made possible through generous donations from people like you who take the time to make a gift.



YOU HAVE THE POWER TO HELP

Saint Luke's Place encourages individuals, families, friends and community organizations to financially contribute to Saint Luke's Place. Donations are used to improve the facilities and services of the campus. Gifts may be designated for a specific purpose or general donations are welcome. A donor appreciation wall and book recognizes all those who have contributed over the years. Memorial plaques denote certain donations of equipment and furniture throughout the campus.

Saint Luke's Place appreciates the ongoing support of our many friends who contribute to give generously to enhance life at Saint Luke's Place.



FEEDBACK PROCESS-

We want to hear from you

Saint Luke's Place is committed to continuous improvement in the quality of our service and programs. We believe it is vital to hear your opinions and to involve you in the planning and evaluation of changes and improvement to our home.

Your and your family have several avenues for participation such as:

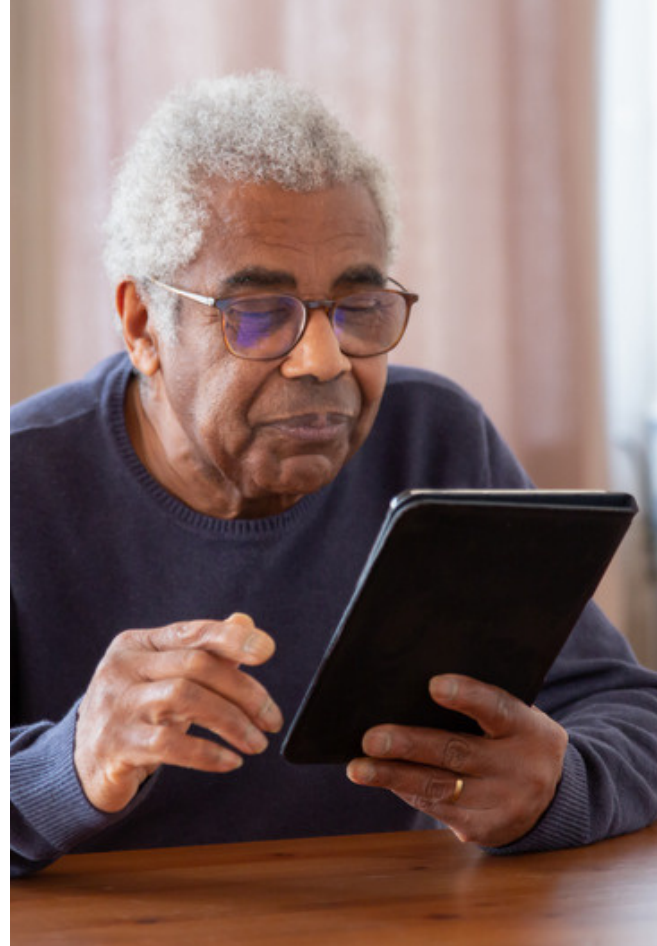
- Resident Council
- Family Council
- Quality Improvement Council
- Resident Care Committee

Steps to provide feedback:

- If you are comfortable doing so, please approach staff members directly at any time with suggestions, questions and concerns about your care or the care of your family member
- If you would like to contact someone by telephone, the directory enclosed in this handbook will provide you with the extension numbers and positions of team members
- If you are not sure who you should speak with, please call 519-658-5183 ext. 239 (during business hours) and you will be assisted with directing your call to the appropriate person
- when a direct approach is not possible or the issue cannot be resolved with the front line staff, team leader, Director of Care or Associate Director of Care, contact the Long Term Care Administrator at info@stlp.ca or 519-658-5183 ext. 293

Should your concern go unresolved, you may contact:

**Ministry of Health and Long Term Care Action Line
at 1-866-434-0144**



Feedback- We want to hear from you!

Compliments or concerns, we want to hear from you!

Contact

-  519-658-5183
-  info@stlp.ca
-  www.saintlukesplace.ca
-  1624 Franklin Blvd
Cambridge, ON
N3C 3P4

When You're Here, You're Home

NOTES

[illegible]

CONTACT INFORMATION



Saint Luke's Place
1624 Franklin Boulevard
Cambridge, ON
N3C 3P4
info@stlp.ca

When you telephone Saint Luke's Place you will be greeted by an auto-attendant phone system. You will have several options available to you. At any time, you may enter the phone extension of the person you wish to reach, you may begin typing their first name, or, if you wish to reach a nursing station, please refer to the list below. Please note: the phone system does not respond to those calling from a rotary phone

Nursing Stations

Name	Extension	Email Address
A Lower	230 or 276	alower@saintlukesplace.ca
A Main	228 or 281	amain@saintlukesplace.ca
A Second	231 or 282	a2nd@saintlukesplace.ca
E Wing	229 or 232	ewing@saintlukesplace.ca
Registered Nurse RN	284	nursemanager@saintlukesplace.ca



Phone: 519-658-5183
Business Fax: 519-658-5186
Adm Fax: 519-658-2991
A Main Fax: 519-658-0068
A 2nd Fax: 519-658-6711
E Wing Fax: 519-658-5788



Contact List

POSITION	EXTENSION
Chief Executive Officer	223
Long Term Care Administrator	293
Director of Nursing & Personal Care	225
Assoc. Dir. of Nursing & Personal Care	288
Director of IPAC	292
Support Services Manager (dietary/ housekeeping/ laundry)	367
Life Enrichment and Program Manager	244
Maintenance and Facility Manager	227
Health & Wellness Manager	222
Social Worker	289
Chaplain	236
Accounts Receivable Coordinator	239
Physiotherapist	261
Recreation A Main	233
Recreation A Second	233
Recreation A Lower	264
Recreation E Wing	264
Hair Salon	250

**To arrange a tour please contact us at
info@stlp.ca**

A cluster of decorative circles in the top left corner, including solid blue, solid grey, and hollow blue circles of various sizes.

Final Message

We hope that we have touched on many issues that may have come to mind as you think about your new home here at Saint Luke's Place. You will find that our staff and volunteers will be happy to fill in the details as the need arises.

Again, we encourage you to take time- give yourself a chance to adjust and find peace and contentment in this new setting. It is our privilege to have you join the Saint Luke's Place family.

