



Welcome to Rideaucrest!



# Rideaucrest Home Admission Booklet

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# Welcome to Rideaucrest!



# Rideaucrest Home

## Mission, Vision & Values

Welcome to Rideaucrest Home, a municipally owned non-profit long-term care home on the shores of the great Cataraqui River in historic downtown Kingston. This handbook offers general information on your new home.

### Mission

Rideaucrest Home supports meaningful living through the delivery of respectful, quality care to the residents and families of our community.

### Vision

Rideaucrest provides a welcoming and supportive environment that respects and cares for the residents, family and staff that live, work and visit our home.

### Values

Professional, Devoted,  
Collaborative,  
Dignified care for  
each individual.





# Your first day

## Welcome to Rideaucrest!

Your admission as a new resident to Rideaucrest Home will be made as comfortable as possible. Upon admission, you or the person who holds your power of attorney will sign an Admission Agreement and discuss a trust account. To ensure your safety, a team member will take a photo of you for your file. Then you and your family will be oriented to the Home's layout, team members and programs.

Shortly after your arrival, a team member will work with you to develop a Personal Care Plan to identify your individual needs and to involve you in your treatment decisions. These plans are reassessed quarterly and as needed.

You should bring adequate and seasonally appropriate clothing as well as a bath robe and slippers. Also bring personal items such as glasses, hearing aids, dentures, comb, hairbrush, toothpaste, toothbrush, etc.

Upon your arrival, clothing and personal items will be labeled by the Home. We would also request that you place your name on your personal toiletries prior to admission or ask a team member for assistance.

Rideaucrest has an in-house laundry area where your personal items are washed, dried and folded. Laundry services are provided seven days a week. The clothing you bring with you should be easy-care and washable (no dry cleaning items). Bed linens, towels, washcloths and shirt savers are provided by the Home. A small laundry room is also available for you if you prefer to do your own laundry. Please use your own laundry soap if you plan to use this washer.

**More information** is provided in this booklet or by contacting reception at 613-530-2818, ext. 4221.

# Moving into your new room

We suggest bringing personal items, such as pictures, wall hangings, television, radio, a blanket, a comfortable reclining chair and a small dresser to help you feel at home in your room. You should not bring small appliances, humidifiers, refrigerators or cleaning supplies with you. The Home is not responsible for lost, broken or stolen personal items. Televisions can/will not be mounted to the walls of bedrooms.

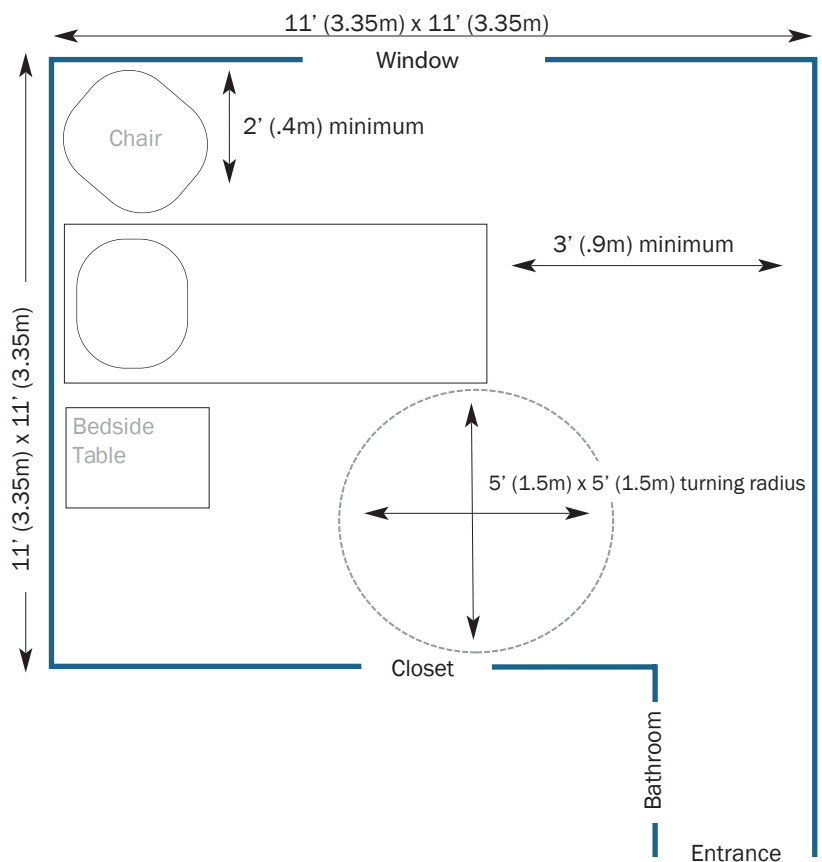
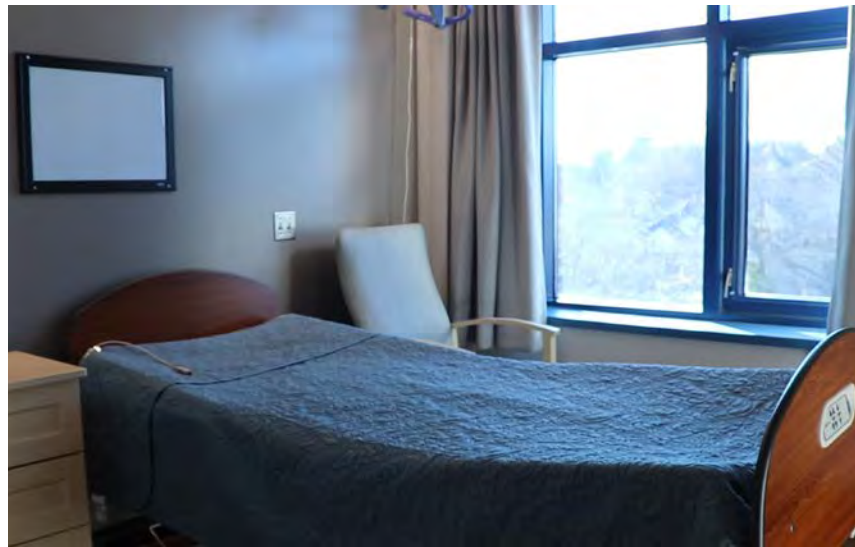
The number and size of items in your room should allow for safe movement. As your care needs change, we may ask you to remove items from your room to accommodate specialty equipment, such as a wheelchair or lift.

## What's included

**Residents are encouraged to decorate their rooms and make them comfortable.**

Included in each room:

- Electrical bed and mattress
- Bedside table
- Chair
- Pillow and bed linens
- Towels and wash cloths
- Closet
- Bulletin board



# Welcome to Rideaucrest Home

## What's included (no extra cost)

- Nurse practitioner
- Medical care on site
- Primary care, palliative and restorative care
- Occupational therapy and physiotherapy
- Individual rooms divided by a shared bathroom (private rooms available)
- Water views from various locations throughout the property
- Laundry services, linen services and laundry room
- Maintenance and daily housekeeping
- Supplies for daily hygiene
- Registered dietitian
- Nutritious home-style meals (choice of three meals and three snacks daily)
- Theme meals for special occasions
- Medical devices and equipment
- Pharmacy services (medication at cost to the resident)
- Religious services
- Social and recreational activities
- Internet cafe
- Residents' Council
- Maintenance of trust account on the resident's behalf

## What's extra (resident charge)

- Courtyard Cafe & Boutique purchases
- In-room cable, Internet and telephone services
- Hairdresser and barber services
- Dental clinics
- Non-prescriptions drug, medication and treatment products not available through the Ontario Government pharmaceutical and medical supplies
- Eyeglasses
- Hearing aids and hearing-aid batteries
- Advanced level foot care
- Transportation for personal appointments or outings including public transit, taxis etc.
- Assisted Devices (wheelchair, walker, etc.)

Rates for optional services are set by an outside service provider. The resident or the person holding the resident's Power of Attorney must authorize purchase of any above-listed optional services.



## Who pays for what?

A person's application for admission to a long-term care home is based on medical need, not ability to pay. The government provides a subsidy for those residents who are unable to afford the full resident co-payment in a basic room.

### **Provincially regulated**

Long-term care is a provincially regulated program, publicly funded on a cost-shared basis with residents as part of the province's health care program.

Homes are designed for people who need 24-hour nursing care and supervision.

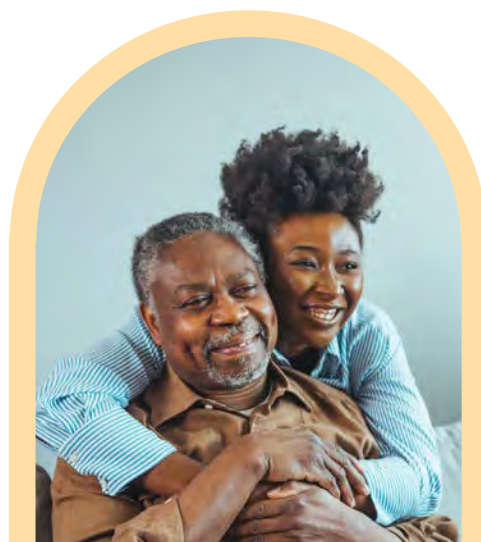
### **Government financial assistance programs**

Government financial assistance programs are available to residents who do not have enough income to pay the maximum accommodation rate. A resident's sources of income may include, but are not limited to:

- Ontario Disability Support Program
- Canada Pension Disability
- Reduced Canada Pension
- Spousal Allowance
- Involuntary Separation Applications
- Exceptional Circumstances Rate Reduction
- Guaranteed Income Supplement
- Veterans Affairs

### **Ministry of Health and Long-Term Care regulations mean residents will not be charged for the following:**

- Prescription pharmaceutical preparations listed in the Drug Benefit Formulary
- Special preparations or medical devices that may be obtained from the Ontario Drug Benefit Program as interim non-formulary benefits
- Insured devices, equipment, supplies and services available to residents through other programs such as Home Care Program & Assistive Devices Program
- Non-prescription drugs, medication and treatment products, and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon requisition.



# Financial arrangements

## Power of attorney

Rideaucrest Home strongly recommends that all residents arrange to have legal power of attorney for personal care and power of attorney for property at admission. The Home requires a copy for the resident's file.

## Our rates

Rates are determined annually by the Ministry of Health and Long-Term Care, which typically take effect on July 1. The Home is required to provide 30 days advance notice of a rate change.

## Rate reduction

A resident of a basic long-stay or basic interim bed who cannot afford to pay for the long-term care (LTC) home co-payment, may be eligible to have their LTC co-payment amount reduced. This is known as a rate reduction. Generally, a resident's rate reduction is calculated based on their net income as determined by Canada Revenue Agency.

## Who is eligible for a rate reduction?

A resident may be eligible for a rate reduction if they meet the following criteria:

- Occupies a long-stay or interim bed in basic accommodation
- All available sources of income have been accessed before applying for a rate reduction
- All supporting documents have been provided by the resident i.e: Notice of Assessment and other tax-related documents from the previous calendar year.

## Payment of accommodation fees

Rideaucrest Home has mandatory pre-authorized payment for accommodation fees. A void cheque must be submitted upon admission.

## Trust fund

The Ministry requires the home to establish and maintain a trust fund on behalf of its residents. Resident banking hours are Monday to Friday 8:30 to 10 a.m. and 2 to 3:30 p.m. Deposits are accepted by cheque or cash. This is an optional service and can be set up through the administrative office.

## Bill payments

Goods and services not covered by your accommodation fee are billed separately and can be charged to the resident's trust or accommodation account or paid by cheque.

For further information please refer to your trust and/or accommodation agreement or contact administrative services at 613-530-2818, ext. 4221.







# Visiting Rideaucrest Home

The Home welcomes families and friends to visit as often as possible. Caregivers and General Visitors are a very important part of a resident's life, and we encourage regular visits. We practice an open-hours visitation policy with consideration for the safety, comfort, and schedules of all residents. Caregivers are designated persons of importance to our residents and are permitted to enter the Home when we are in outbreak or limited visitation situations. General Visitors are welcome to visit their loved one barring there are no posted restrictions in the Home (ie. outbreak). The complete Visitor Policy is available at the Main Entrance to the Home, or can be emailed to you upon request.

## **Parking**

Visitor parking is available beside the Home. There is a pay/display Municipal parking lot beside the Home. Find and pay for this lot on the HONK Mobile Parking App.

## **Code of Conduct**

Rideaucrest's Code of Conduct applies to all who enter the Home:

- Show respect, sensitivity and consideration for all (residents, team members, visitors and volunteers).
- Respect privacy and confidentiality (see Resident Bill of Rights).
- Respect the sensitivity and confidentiality of information discussed at meetings.
- Avoid judging any situation in the absence of all facts and pertinent information.
- Recognize that all persons are unique individuals and be sensitive to this.
- Respect that residents and family members may advocate on your/their own behalf.
- Follow the chain of command when addressing concerns.
- Speak to registered staff if you have concerns
- Recognize that idle, sensational or groundless talk about any person is harmful and hurtful.
- Have a clear understanding of abuse (verbal, financial, sexual, physical and emotional) and report any abuse immediately to the supervisor on duty.
- Know and follow all rules of the Home.
- Lead by example.

# The Resident Bill of Rights

Every licensee of a long-term care home shall ensure that the following rights of residents are 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.
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.

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.

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.

iv. staff members.

v. government officials.

vi. any other person inside or outside the long-term care home.

**Further guide to interpretation**

(2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a resident's rights set out in subsection (1) are respected:

- 1. This Act and the regulations.
- 2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
- 3. Any agreement entered into between a licensee and a resident or the resident's substitute decision-maker.

**Enforcement by the resident**

(3) A resident may enforce the Residents' Bill of Rights against the licensee as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents' Bill of Rights.



# How to raise a concern or make a complaint

You have the right to make a complaint about any violation of the Bill of Rights. Your complaint might be about a behaviour that violates your rights, or it might be about a specific decision. You may also want to make a complaint to fix home-care problems that are not covered by the Bill of Rights.

## **Letter or email**

Residents or their families can bring a complaint forward through a letter or an email: Rideaucrest Home, City of Kingston  
175 Rideau St., Kingston ON, K7K 3H6  
email: rideaucresthome@cityofkingston.ca

## **Directly to a Team Member**

Discuss the issue directly with a team member. If you do not receive the results expected, contact one of the following team members by dialing 613-530-2818 and then the appropriate extension:

## **RN/Charge Nurse**

- 613-328-6661

## **Assistant Directors of Care**

- Gardenwalk (GWT) ext. 4360
- Crestview (CVT) ext. 4259
- Wellington (WT) ext. 4235
- Riverview (RVT) ext. 4285

**Director of Care**, ext. 4227

**Supervisor**, resident programs and services, ext. 4225

**Supervisor**, finance and administrative services, ext. 4229

**Administrator**, ext. 4283

## **Provincial Government**

The Ministry of Health and Long-Term Care ACTION line:

1-866-876-7658 (7 days/week,  
8:30 a.m. - 7 p.m.)

Regional Office – 613-569-5602

Ministry of Health and Long-Term Care  
Ottawa Service Area Office  
347 Preston St., 4th Floor,  
Ottawa ON K1S 3J4





# Minimizing the use of restraints

Rideaucrest Home is committed to a restraint-free living environment for residents and has a minimal restraint philosophy. Our goal is to minimize the restraining of residents and to ensure that any restraining that is necessary is done in accordance with the Fixing Long Term Homes Act, 2021

Please be advised that the Home has a zero bed rail policy.

## Restraint definitions:

**Physical/mechanical:** any manual method or any physical or mechanical device, material or equipment that is attached or adjacent to the resident's body, that the resident cannot remove easily and that restricts the resident's freedom of movement or normal access to his or her body.

**Environmental:** use of physical barriers or other means of confining the resident within a limited space, e.g. locked doors, door alarms, Wanderguards. Environmental restraints are often used in place of physical restraints.

**Chemical:** any medication that is given for the sole purpose of altering a person's behaviours, movements or physical actions.

### **Zero Tolerance Policy on abuse and neglect**

The Home has a Zero Tolerance Policy when it comes to the abuse and neglect of residents. Abuse and neglect can be physical, sexual, emotional, verbal or financial in nature. Neglect means the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents.



# Duty to report

Abuse and neglect can be physical, sexual, emotional, verbal or financial in nature. The abuse or neglect may not have occurred and may only appear likely to occur.

Anyone working in Rideaucrest Home who has reasonable grounds to suspect abuse or neglect of a resident must immediately report it to the director at the Ministry of Health and Long-Term Care.

This includes personal support workers, nurses, social workers, and physicians, for example. This also includes hospital workers who are caring for long-term care residents in the hospital.

Family members and other caregivers are also advised to follow the same procedure that a long-term care worker would follow.

## **Whistle-blowing protection**

The Fixing Long Term Homes Act, 2021 protects all long-term care team members from being hassled or fired for making a report of abuse or neglect. If there is retaliation, those making the report can complain to the Ontario Labour Relations Board.

## **What to report**

- Improper or incompetent treatment or care of a resident that resulted in harm, or a risk of harm to the resident,
- Abuse of a resident by anyone, or neglect of a resident by the licensee or team member, that resulted in harm, or a risk of harm, to the resident,
- Unlawful conduct that resulted in harm, or a risk of harm, to the resident,
- Misuse or misappropriation of a resident's money, and,
- Misuse or misappropriation of funding provided to a licensee.

## **How to report**

The report must be made either by phone or by mail, as follows:

Phone the confidential number:

1-866-434-0144 (open seven days a week from 8:30 a.m. to 7 p.m.)

## **Write to:**

Director, Ontario Ministry of Health and Long-Term Care, Performance Improvement and Compliance  
Branch, 1075 Bay St.,  
11th Floor, Toronto, ON M5S 2B1

## **What happens next**

Once the ministry receives the report, it will send an inspector to conduct an investigation if serious harm has occurred, or if there is a risk of serious harm.

Upon becoming aware of the incident, the licensee of the long-term care home (the City of Kingston) must notify police if an alleged, suspected or witnessed incident of abuse or neglect has occurred that may constitute a criminal offence.

The licensee must notify the resident's substitute decision-maker, or other appointed person, of an incident within 12 hours of becoming aware of it. Immediately following the ministry investigation, the licensee shall ensure that the resident and resident's substitute decision-maker (if any) are notified of the results.

# Leaves of Absence

Leave of absence policies are governed by provincial legislation.

The resident, or the person who holds the residents power of attorney (POA), must notify the registered staff prior to the resident's departure and on the resident's return. Prior to leaving for a casual or vacation absence, the registered staff member will discuss with the resident or POA the following:

- The resident or POA assumes full responsibility for the resident's care, safety and well-being during the absence.
- All reasonable steps will be taken to ensure that the resident receives the required care.
- Rideaucrest must be notified if the resident is admitted to a hospital or if the anticipated date of the return changes.

## Casual leave

A casual leave of absence of up to 48 hours per week is available to all residents of Rideaucrest.

Casual leaves are permitted throughout the year regardless of vacation or other medical leaves taken. To calculate the period for casual leaves, the first day of the week is considered to be Sunday. When residents want to leave for a "long weekend," they can take two casual absences back-to-back (i.e., Friday/Saturday from one week and Sunday/Monday from the next week). For each casual leave, a release of responsibility form must be signed by the person accompanying the resident prior to leaving and upon return.

## Discharge

Personal belongings (such as eyeglasses, denture cases, hearing aids, books, furniture, photographs, and jewelry) remaining at the Home longer than 24 hours following the

Resident's discharge will be logged and stored at the Home. The Home will contact the Resident or their family/substitute decision maker requesting that all personal belongings be collected from the Home within 30 days. Items that remain uncollected 180 days after the Resident's discharge will be disposed of, donated, or delivered to the Office of the Public Guardian and Trustee in accordance with the Home's standard procedures. This provision does not apply to money held in trust accounts at the Home pursuant to the Resident Trust Account Policy.

## Vacation leave

A vacation leave of 21 days a year is available to all residents of Rideaucrest. Vacation leave can only be used in the calendar year in which it is granted and it is not cumulative. Casual leave-of-absence days may be combined with vacation leave to extend the period of time available away from the home. Rideaucrest requires that vacation leaves must first be authorized by the resident's attending physician. For each casual leave, a release of responsibility form must be signed by the person accompanying the resident prior to leaving and upon return.

## Medical leave

A medical leave of absence is, for the purpose of assessment and care, for a 30-day period, or less. If the resident will be staying beyond the allowed days, they will be discharged from the Home. Both Rideaucrest and the Home and Community Care Support Services (HCCSS) should be contacted by the resident or responsible party.

## Psychiatric Leave

A psychiatric leave of absence is for the purpose of assessment and care for a 60-day period or less. This leave is for the purpose of psychiatric care, not medical care, and requires the attending physician's authorization, reason and anticipated length of absence from Rideaucrest. If the resident will be staying beyond the allowed days, he/she will be discharged from the Home. Both Rideaucrest and the HCCSS should be contacted by the resident or responsible party. Residents who are discharged from Rideaucrest because they exceed the permitted length of medical or psychiatric absence will have a high priority on the waiting list (in the "readmission" category) if they apply to be readmitted to Rideaucrest.





# Your voice

## Residents' Council

Resident's Council meets monthly to discuss pertinent opportunities, ideas, and concerns related to services in the Home. They share their ideas and opinions on changes they would like to see in their home.

## Family Council

Our Family Council is an organized group of family members and friends of our residents. Members are encouraged to share ideas, concerns and information with one another to experience the mutual support and strength drawn from shared experiences.

## Food Council

Food Council is a group of residents that meet monthly to review menu suggestions and changes, select the Meal of the Month, review and approving seasonal menu changes, and selecting special occasion means such as Mother's/Father's Day, Valentine's Day, New Years Eve.

## Social programs

### Life enrichment services

Life Enrichment Coordinators plan and implement a variety of programming opportunities on each floor and also offer specially designed programs to meet the needs of residents regardless of ability.

Information on current activities is provided on terrace bulletin boards and at the main entrance.

### Activities are focused on:

- Physical programs/exercise
- Intellectual programs
- Emotional/spiritual programs
- Social programs
- Sensory programs
- Intergenerational programs with Allen-Detweiler Nursery School

### Snnozelen Room and portable carts

Snnozelen employs a variety of materials and equipment to stimulate the primary senses of sight, hearing, touch, taste and smell to promote responsiveness.

Our Snnozelen Room and portable cart provide residents with an environment that is relaxing and stimulating.







# Policies & Programs

## **Quality Program**

Commitment to Quality is our first priority, ensuring the best possible results for our residents, families, and team members. Our focus is on Quality of Care, Quality of Life, Safety, and Resident and Family Satisfaction. To ensure our continuous improvement in these areas we are routinely reviewing and assessing our programs monthly at Continuous Quality Improvement meetings and quarterly at Best Practice Meetings and Professional Advisory Committee meetings. At these meetings we review admissions, discharges, nursing and personal care, food quality and service, housekeeping and laundry services, and Resident and Family satisfaction survey results. We do these reviews by completing program evaluations, audits, and reviewing Quality Indicator scores and developing action plans to improve these services.

## **Palliative Care**

At Rideaucrest Home, the care offered during the final stages of life is comfort-oriented and focuses on both the resident and their family. Family includes anyone who is part of the inner support circle for the palliative person. Our approach for end-of life care is to provide support, guidance, and comfort during this time. Our physicians, nurse practitioner, registered staff, personal support workers, dietitian, life enrichment coordinators, and leadership have received training for palliative care to help assist residents and families during this difficult time.

## **Scent-Sensitive Policy**

In accordance with our Scent-sensitive Policy, we ask that residents and visitors refrain from wearing scented products while in the Home including, but not limited to: perfume, cologne, hairspray, fabric softener and air freshener.

## **Dog and cat visitation**

The Home allows domestic cats and dogs to visit with residents. For further information, contact the Supervisor, Resident Programs ext. 4225.

## **Fire regulations**

Fire drills are conducted in the Home a minimum of three times per month, covering all shifts. Fire exits are clearly identified at the north, south, east and west ends of the building. The Home's emergency plan is tested annually. Rideaucrest's fire and disaster procedures and evacuation plans are available upon request and on the Rideaucrest webpage. In the event that a fire alarm sounds, remain calm and wait for direction from a team member. Residents and visitors are asked to remain on the floor and refrain from using the elevators.

# Room Safety and Security

A call system is located bedside, in the washroom, in the dining rooms, and tub/shower rooms should a resident require the assistance of a team member.

## Medical care

### Personal care plans and care conferences

Care plans are developed in cooperation with each resident to identify individual needs and to involve residents and family members in treatment decisions. A care conference will be scheduled six weeks after admission and then annually for each resident to review and update care plans.

### Medical personnel in the Home

Rideaucrest has a medical director and attending physicians who visit the Home. A nurse practitioner is also in the home. There is a physician on call 24 hours a day, 7 days a week.

### Medical appointments outside the Home

If required, arrangements can be made for paid companions by contacting a team member. Residents will be charged a fee for these services.

### Assistive devices

An assistive device is any piece of equipment which helps you maintain or increase your independence. If you require assistive devices or have any questions, please speak with a team member.

### Infection control

Infection control allows the Home to prevent and manage infections. Infection control principles are observed in all aspects of providing care for residents.

Hand washing is the single best and most effective prevention against the spread of infection. Our team members wash their hands often and encourage residents and visitors to do the same.

### Visiting and illness

For the protection of all, do not visit the Home if you are feeling unwell. Contact the Charge Nurse if you have questions regarding your return to visiting the Home after a personal illness.



# Dinner

# Food and nutrition

## services

Rideaucrest Home promotes healthy eating and nutrition as part of our meal services.

### **Meals**

The food and nutritional service department provides a three-week seasonal menu cycle as well as a nourishment rotation based on Canada's Food Guide. The weekly and daily menus are posted outside of each dining room.

Residents are served three meals daily, a between-meal beverage in the morning and afternoon and a beverage in the evening after dinner, and a snack in the afternoon and evening. Meal times are 8:30 a.m., 12 p.m. and 5 p.m. Special and therapeutic diets are available if ordered by a physician and dietary supplements are supplied if required.

### **Dietitian**

The registered dietitian reviews the nutritional needs of each resident upon admission. Diets are reviewed on a quarterly basis and adjusted to meet the changing needs of residents.

### **Dining rooms**

Each floor has a bright, central dining room with its own food service area. Family members are encouraged to dine with residents for a nominal cost.

### **Visitor meals**

Visitor meal tickets can be purchased in advance through the main office. Tickets for holiday meals and special occasions are priced accordingly to cover additional costs.

Family members/friends are encouraged to dine with their loved ones in a designated area, meal tickets can be purchased in the main office during business hours.

Contact 613-530-2818 ext. 4361.



If you require accessibility information about a City of Kingston service or facility or, if you require information in an alternative format, contact 613-546-0000 or [ContactUs@CityofKingston.ca](mailto:ContactUs@CityofKingston.ca).



## **Admissions package**

### **Rideaucrest Home**

175 Rideau St.  
Kingston ON, K7K 3H6

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