

WELCOME

Victoria Manor is pleased to provide you with this information. As well, our Mission Statement and Philosophy of Care is as follows:

MISSION STATEMENT

Victoria Manor is a Non-Profit Home for the Aged, owned and operated by the City of Kawartha Lakes under the new Long Term Care Home Act, 2007.

Victoria Manor is a caring community that provides multidisciplinary programs and services aimed at assisting the Residents to maximize their potential, to maintain personal dignity, to encourage independence and promote well-being.

Victoria Manor is committed to utilizing available resources to recognize and attempt to meet physical, emotional, spiritual and social needs of the Residents we serve.

PHILOSOPHY OF CARE

Our philosophy of care is to provide comprehensive programs and services in such a way as to ensure that the lives of those we serve are fulfilled and have meaning. Our philosophy is based on providing a comfortable home-like environment where Residents' physical, emotional, spiritual and social needs can be met. It is based on respect for the individual as a person in order to build on his/her strengths, and to be sensitive to the things that have personal meaning.

OUR HISTORY

Victoria Manor Home for the Aged, situated on Angeline Street South, Lindsay, was Victoria County's first home for senior citizens. The original structure was built in 1906 and called 'House of Refuge'.

In 1933 the name of the facility was changed to 'Home for the Aged and Infirm'. A second addition was added in 1946. A third addition was added in 1957, and fourth and final addition was added in 1967. In 1968, the County passed a bylaw to change the name to 'Victoria Manor'.

A new facility was opened in 1990. This existing building was designed by the architectural firm of Shore Tilbe Henschel Irwin Peters from Toronto, Ontario. It accommodates 166 Residents. Victoria Manor continues its tradition of quality care in a facility that will serve seniors for years to come.

Victoria Manor is a municipally owned and operated facility, funded by the Long-Term Care Division of the Ministry of Health and the City of Kawartha Lakes, as well as by Residents' fees and donations from private individuals and organizations.

The Manor is comprised of four wings (houses).

MacMillan House

MacMillan House is on the ground floor west wing of Victoria Manor. You will find a variety of Residents on this unit. All the Residents on this unit require long-term care as required by the Ministry of Health and Long-Term Care. Many of the rooms overlook garden areas, large trees and wandering pathways.

Victoria House

Victoria House is a secure unit for the cognitively impaired, located in the east wing of the ground floor. All 41 Residents in this unit receive specialized programming for various types of dementia. The unit is divided by a moving wall, which staff open and close depending on the Residents' needs at the time. Two dining rooms are found on Victoria House. A secure garden with a wandering pathway, gazebo, perennial gardens and trees is accessible for the Residents living in Victoria House. There are a couple of additional sitting areas that are available for Residents and their families looking for privacy.

Vaga House

Vaga House is located on the second floor east wing of the Manor. This unit has a Resident population of 42, very similar to MacMillan House. In close proximity to this unit is the beauty salon where residents can get their hair cut, styled and also have a perm if they wish.

Elford House

Elford House is in the west wing on the second floor. Elford House is home to 42 Residents, the majority who require assistance with many activities of daily living. Just down the hall from this unit is the Resident activity lounge, complete with a fully equipped kitchen, where Residents assist with everything from canning to pie making. In close proximity to this unit is a library for the Residents, complete with daily newspapers and computers connected to the internet and a sewing room which enables residents to do crafts, quilts, hand bags and other sewing projects at their leisure. The unit has a nicely furnished lounge with a television set where Residents gather to participate in group activities.

As a Resident of Victoria Manor, you can feel secure in the knowledge that a wide range of care is available under the same roof. You will not normally need to seek a different place of residence if your level of care needs change. If a Resident requires acute medical care in a hospital, we transfer the Resident to the hospital. Whenever his or her condition again

stabilizes and he or she is able to return safely to Victoria Manor, we will accept the Resident back.

Victoria Manor is set in an attractive setting which is accessible by wheelchair or walker.

There are lovely verandahs and gardens where Residents and visitors can enjoy the outdoors.

ADMINISTRATIVE SERVICES

The Administrator's office is located on the first floor, in the Administration Office. You are welcome to visit or book an appointment anytime.

The Senior Accounts Clerk will assist you with the admission process. The office staff will answer any questions you might have. The office is open Monday to Friday from 10:00 a.m. to 3:00 p.m. and is closed on weekends. Should any concerns arise outside of office hours, please speak to the Charge Nurse on your unit.

LEAVING PREMISES

At the Manor, you are free to come and go as you please as long as you have a physician's order allowing you to leave the building. When leaving please:

- Inform the nurse at your nursing station
- Date and sign your name in the sign out book at your nursing station
- Please remember to sign the book when you return

PERSONAL LEAVE

When you are leaving the premises, please remember to sign out at the nursing station. If you are planning an outing, please provide advance notice to the Nurse in charge of the unit. This is necessary because we are required to get a doctor's order for a leave of absence and to keep a record. If you are going out for a meal, overnight, or longer, the Nurse will also be able to prepare sufficient medications for you. For overnight or longer visits, we will require an address and phone number where you can be contacted while you're away.

If you wish to leave the facility to visit friends and family overnight or for a vacation, you are allowed up to 2 days absence in a seven day period or 21 days in a 12 month period. We require a physician's written order for this and as much notice as possible.

MEDICAL LEAVE

If you become ill and require the services of an acute care facility, you will be allowed up to 21 days medical leave of absence or 45 days psychiatric leave of absence per occurrence. If you require more time than that, we will make arrangements with local Placement Co-ordination Services so that you can be discharged. You could then return to our facility to the first available bed when your medical condition stabilizes.

You may hold a bed longer than the above provincial guidelines by paying the full per diem fee, or Resident per diem and provincial subsidy. We can provide you with this figure at the Administration Office.

A Resident may be discharged with his/her own consent or with the consent of the power of attorney for personal care when the Manor can no longer meet his or her needs in accordance with our policies and capabilities. All discharges are first discussed with the Resident and their family.

ADMISSION PROCEDURES

In order to assist you, we ask that you time your arrival for no later than 12:00 noon. You will be greeted by the Senior Accounts Clerk, who will record your information to keep on file. A staff member will accompany you to your room and the seamstress will carefully mark your clothes for identification purposes. Residents and staff will be pleased to help you find your way around for meals and social activities.

MONEY

We suggest that you do not carry large sums of money with you at the Manor. Money may be deposited in a bank account, called the Resident's Comfort Trust Account, at the Administration Office, and can be withdrawn during office hours.

VALUABLES

Please exercise caution when bringing valuable jewelry and personal items into the Manor. If you must bring valuables with you, these may be held for safekeeping in the vault at the Administration Office. It is also advisable to leave money and valuables at the Administration Office during hospital stays.

HAIRDRESSER/BARBER

The Hair Salon is located on the second floor. If you wish to have your hair done, book an appointment.

PHONE AND CABLE

Private telephones are permitted in all rooms throughout the Manor. Residents with their own phones are responsible for all monthly charges. Telephone installation can be arranged through Bell Canada. If you do not wish to have your own phone, there is a pay phone available in the front lobby. Cable TV, through Cogeco Cable, is available in many of the rooms for those Residents who wish to bring their own televisions. Residents who have their own cable service are responsible for all monthly charges and may book this directly through Cogeco Cable. Cable TV is also available in the lounges, where all Residents are welcome to watch television or use the VCR. The Manor owns a number of videos that are available to all Residents.

MAIL

Mail will be delivered to your mail box daily, Monday to Friday. Outgoing mail is posted at the Administration Office. Stamps are available in the Tuck Shop.

NEWSPAPERS AND BOOKS

Delivery of the Toronto Star, Toronto Sun or the Lindsay Post can be arranged by calling their circulation departments. We also receive Kawartha Lakes This Week twice per week.

The Library, located on the second floor, has an excellent supply of every kind of reading material. Most of the books have been donated by people in the community. Talking books are available from the CNIB.

PETS

We encourage pet visits through family and/or friends if the pet has had up to date vaccinations. If you have a request for a family dog or cat to visit, please contact the Director of Care and complete the authorization form required. It is the families' responsibility to comply with the standards set for pet visitation and carry the authorization form any time the family pet is on Victoria Manor property.

RETIRING HOURS

There is no set hour for bedtime, but we ask you to be considerate of your roommates in this regard.

VISITING

Visitors are welcome at any time and are invited to take part in any of our activities. Residents may arrange to have a meal with friends or relatives in our Atrium Cafeteria at a nominal cost to the visitor. Please make arrangements in advance with either the Charge Nurse or with the cafeteria staff.

Our staff tries very hard to promote family involvement and support. We encourage visits from children and would enjoy meeting any and all grandchildren!

Families and friends can help by keeping in touch with us. Let us know of your concerns. If there is a change in information (you move, change your name or phone number) please let the staff know.

The Manor may be closed to visitors on occasion, in the event of contagious diseases i.e. influenza outbreak. This will be publicized via newspapers and radio broadcasts.

TRANSPORTATION

The town bus stops at the front entrance of Victoria Manor at approximately twenty minutes to the hour daily. The first bus of the day at the Manor is at 6:40 a.m. The last bus of the day stops at the Manor at 5:40 p.m.

Taxis are also available upon request but are more expensive than the bus. The Limo (wheelchair accessible) is also available. A Limo card is needed to use this service. The Manager of Life Enrichment will be glad to fill out an application if you wish.

GRATUITIES

Staff are not allowed to accept gifts from Residents or their families.

NURSING SERVICES

The Medical Director, Dr. Paul Dickson, provides care to the majority of our Residents. He is here 2 to 3 days a week for several hours. His office is to the right of the elevator on the second floor. To book appointments with him please contact the Registered Nurse on your unit.

You may retain the services of your own personal physician if you choose to do so, and your physician can make him/herself or a designate available to you on a 24 hour basis, 7 days per week.

The Director of Care's office is located in the Administration office on the first floor and the door is always open to you if you have any questions or concerns. When the Director of Care is unavailable, there is always a Registered Nurse on duty who will be pleased to talk to you about any concerns.

The Assistant Director of Care's office is located off the front family lounge area and is always open if you have any questions or concerns.

Our unit for the cognitively impaired, Victoria House, provides a structured routine for Residents who are confused, disoriented, and ambulatory and who require direction with activities of daily living in a controlled environment.

PHYSIOTHERAPY

Physiotherapy services are available at Victoria Manor at no cost to you. Our Physiotherapist is contracted to the Manor and visits are billed through the OHIP system. You will access the

Physiotherapist through a medical referral or through the Supervisor of Life Enrichment. The Physiotherapist is responsible for the assessment of all new admissions, exercise program development, hands-on treatment, and on-going reassessment of Residents as they progress through their individual treatment program. After an assessment, two Physio Therapist Assistants assume responsibility for maintaining the exercise program under the direction of the Physiotherapist.

The Physiotherapist also acts as a consultant. Should a Resident require a wheelchair or mobility aid, this service is available for a nominal fee, and accessed through the Supervisor of Life Enrichment.

OCCUPATIONAL THERAPY

The Occupational Therapist is contracted to Victoria Manor and is involved with the assessment and treatment of Residents with positioning concerns, difficulties with functional daily activities, upper extremity and hand function. The Occupational Therapist can be accessed through the Supervisor of Life Enrichment.

Assessment of swallowing or chewing disorders is accomplished through our contracted Registered Dietitian. The Dietitian will assess the Resident and, in conjunction with the physician, provide a diet designed to meet the Resident's needs or determine the need for an in-depth swallowing assessment.

BATHING TIME

The nursing staff will arrange your bath times with you.

BUILDING SERVICES

The Manager of Building Services office is located on the first floor, down the corridor from the Administration Office. The Manager of Building Services door is always open to you and to your family if you have any questions or concerns. Building Services looks after Housekeeping, Laundry and Maintenance of our Home.

HOUSEKEEPING, LAUNDRY AND MAINTENANCE

Welcome to Victoria Manor. It is our goal to make you as comfortable as possible in your new Home.

Your room is equipped with only one electrical outlet. This can be very frustrating, and a little difficult to manage, so we are only permitting CSA approved power bars, with a reset switch, to be used. These are available at any Hardware Store.

All electrical appliances including lamps, clocks, TV's and CD players must be checked by our Maintenance staff to ensure there is not safety risk associated with using these items. Staff will check for frayed cords, shorts as well as sharp or broken edges that may be a hazard to the occupants of the room. If there is a concern, the family will be asked to remove items.

Your room has a single bed with a pressure point mattress. Provided for you is a 3 drawer nightstand, 3 drawer chest with TV stand (28W x 24L) and a 2 door wardrobe. Towels and linens are provided. All rooms are wheelchair accessible and all are ready for cable TV and telephone hook up. In order to maintain the fire and safety standards of our Home, we must be particular about the size, style and quantity of additional items brought into Victoria Manor. Please ensure the items chosen are sturdy and practical and allow for the ease of movement

and cleaning in the room. In particular, Residents with wheelchairs will need to pay special attention to the quantity of items in their room, as it will make maneuvering about in their room difficult.

We encourage decorating and personalizing of your room through drapery and personal items. No borders or painting allowed in Resident rooms. Decorating assistance can be coordinated through the Manager of Building Services.

Items that are *not* approved for your room are, refrigerator, humidifier/dehumidifier, no cleaning products of any kind, area rugs or mats, toaster, kettle, microwave, coffee pot, heating pad and electric blankets. Any items that are brought into Victoria Manor must have the approval of the Manager of Building Services.

We ask that you pay particular attention to the baseboard heater in your room. Please ensure that furniture, clothes and any other items are not stored against the heater, as this is a significant fire hazard.

Laundry staff will list and label all personal belongings upon admission. Dentures can be marked with clients name at the dentist and should be marked prior to admission. Glasses can be engraved at the optician as well.

After admission, ongoing monitoring of the environment is done by the Manager of Building Services. If there are concerns about your room, a meeting will be held with you and your family to discuss what items will be removed in order to promote safety and ease of cleaning your room.

EMERGENCY PLAN AND DRILLS

There are two fire drills and one silent drill per month. When the alarm sounds, remain calm, stay in your room, close your windows and doors, and wait for instructions. Please take the time to locate the two fire exits nearest to your room. Victoria Manor has an up-to-date disaster plan for both intake and evacuation. In the event of an emergency, such as a hydro blackout, we are fully powered by a diesel generator for complete services. Consequently, we are designated as an emergency disaster intake location for Ross Memorial Hospital, Caressant Care and Frost Manor.

Each Resident room has an emergency call system with a nursing station located in the middle of each house, so help is right around the corner, if you need it.

If any sort of disaster should occur, families would be notified as soon as possible. If evacuation was required, we have a plan of action which will maximize the safety and comfort of our Residents.

Understanding and importance of a safe and secure environment, Building Services tries to give you and your family complete piece of mind.

SAFETY AND SECURITY

For security reasons, Victoria Manor doors are locked from 9:00 p.m. to 6:00 a.m. If you are visiting the Manor at this time, you will find a telephone at the front door. You can call to MacMillan House at extension 1430, and they will let you in.

SMOKING

Smoking is allowed only in the designated smoking room located on the second floor in Vaga House, or outside at the back of the building. Smoking is not allowed in Resident rooms. Safety matches are available free of charge at the nursing station in each house. We ask that you use these and not book-matches or lighters.

DIETARY SERVICES

The Manager of Dietary Services is located in the basement adjacent to the kitchen. The door is always open if you have any dietary problems or suggestions regarding meals and snacks. Dietary Services appreciates family input as well.

Resident's and their families are also welcome to participate on the Resident Menu Task Force to provide valuable input into our menu planning process, participate in food tasting, and advocate for the home wide preferences of all our residents. See Dietary Manager if interested in joining this menu advocacy group.

A Registered Dietitian is contracted to work at Victoria Manor a minimum of 83 hours per month or 996 hours annually, which translates to 30 minutes per resident per month.

The Dietary Services Department strives to provide Residents with a variety of dishes, meals, and between-meal treats.

MEAL TIMES

Breakfast	8:30 a.m.
Dinner	12:30 p.m.
Supper	5:30 p.m.

Hot and cold refreshments and snacks are offered in all Houses at 10:30 a.m., 2:30 p.m. and 7:30 p.m. A refrigerator is available in each house for Residents' personal food items. Please mark the container with your name and date.

If you bring in food or candy to keep in your room, please place it in a labeled, dated container and inform the Charge Nurse.

If you are interested in dining with family and friends, our Atrium Cafeteria is open at lunch time from 11:15 a.m. to 1:30 p.m., 7 days per week. Please notify the Charge Nurse by 10:30 a.m. if you plan to dine in the Atrium cafeteria at lunch time. This will allow the RN to prepare any required medications in advance, and to notify the Dietary Department.

The cafeteria is equipped with beverage machines and a snack vending machine which you may access at any time.

TUCK SHOP

The Victoria Manor Auxiliary operates a coffee shop and gift shop, "Granny's Treasures" on the first floor. The tuck shop sells candy, tissues, toiletries, gifts, cards, etc. Granny's also has a tea room situated between the coffee and gift shop where Residents can enjoy refreshments with friends and family. The hours of operation are Monday to Friday 1:30 p.m. to 3:00 p.m.

Family members/friends are asked to provide cigarettes for Residents who smoke. If this is not possible, special arrangements can be made with the Administration Office. Please remember that smoking is allowed only in designated areas.

Crafts that our Residents have made to sell are available in the display case located on the second floor opposite the elevator.

LIFE ENRICHMENT SERVICES

The Supervisor of Life Enrichment's office is located on the second floor and the door is always open if you have any questions or concerns.

A wide range of activities are available to you in Victoria Manor. Generally the more active and involved you are, the happier you will be.

Activities are scheduled seven days a week with evening programs available. A wide range of activities are scheduled monthly and you will find all the information on the monthly calendar. The monthly calendars with scheduled activities are posted on a bulletin board in each house, along with posters of the day's events. At the beginning of each month you will receive an individual calendar included with the Victoria Gazette. The Life Enrichment Department provides enjoyable activities that will fulfill your day.

RESTORATIVE CARE

This department contributes to your well-being by providing services designed to help you become more independent or to maintain independence. The Physiotherapist is available 3 days per week to assist Residents to develop mobility skills and her 2 FT Physio Therapist Assistants are at Victoria Manor daily, Monday to Friday to implement the physio plans for each resident.

Activities include bingo, card games, group and individual exercise programs, entertainment for special events, monthly birthday parties, bus trips, current events, craft group, trivia, baking group, bowling group, Diner's Club, theater, movies, etc. Picnics, barbeques and the Resident vacation are important summer events.

Families are invited to participate in our activities, as their involvement enriches our programs.

CHAPEL

Thanks to donations from the community and the support of the Lindsay Ministerial, Victoria Manor is blessed to have a large chapel complete with padded oak pews and a stained glass window.

PASTORAL CARE

Victoria Manor is very fortunate to have a Chaplain. The Chaplain's office is to the right of the chapel. The Chaplain is available Tuesday, Wednesday and Friday and may be reached during an emergency such as death or critical illness through your Nurse.

The local clergy have set up a schedule for Sunday afternoon services at 2:00 p.m. The services are listed on the monthly calendars. Following Sunday Church services a tea is provided in the Auditorium.

Catholic Mass is on the second Thursday of each month at 11:00 a.m. Catholic Communion is on the fourth Thursday of each month and is given to Residents in their rooms.

There is also a Chapel service held by the Anglican Church every other Tuesday at 11:00 a.m. from September to June.

Transportation can be arranged to local Churches for Sunday morning services.

RESIDENT CARE CONFERENCES

These conferences, which include staff from all departments, are held within the first 6 weeks of admission and then annually. If you wish a conference at any time, please ask the Nurse in charge of your unit to arrange this.

You and your family will be given a questionnaire to complete within the first 48 hours after admission. This will help the multi-disciplinary team of Nursing, Dietary and Life Enrichment staff to develop your plan of care.

If, at any time, you wish a conference to be held with you and/or your family members, just ask the Nurse in charge in your house.

VICTORIA MANOR AUXILIARY

This is a volunteer group of approximately 20 or more members from throughout the city. These volunteers operate the Tuck Shop, sponsor entertainment and outings, and raise money for the purchase of decorative and other items for the pleasure and comfort of Residents. The Home Auxiliary is always looking for volunteers to assist them with their various programs. If you are interested, please contact the Supervisor of Life Enrichment.

RESIDENT COUNCIL

Victoria Manor was one of the first homes in the province to provide a Resident Council. The Resident Council is a forum of Residents who come together to address issues, problems or topics of an educational nature. It is facilitated by an executive of Residents and the Supervisor of Life Enrichment. Staff assists on an advisory basis.

The council meets in the Activities room during the first week of every month.

Residents and their families are welcome to approach the Administrator or any of the Managers to raise concerns or ask questions. An appointment may be made directly or through the Administration Office.

FAMILY COUNCIL

In 1997, the Home Advisory Committee was formed as an advocacy voice to assist staff at Victoria Manor address the needs of Residents and families of our Home. This committee was the forerunner of today's Family Council, and meets current regulations in this area. The Administrator acts in an advisory capacity on the committee. The Family Council takes an active part in providing information to those involved in the decision-making at Victoria Manor. They facilitate problem solving as well. They are committed to providing optimum quality of life for our Residents. Additional information on the Family Council can be found in the back pocket of this Resource Guide.

BOB MARK GARDEN

The Bob Mark Garden is named for one of our former patrons, Bob Mark. This garden is full of perennials, birdhouses, trees, and shady spots to sit and enjoy the outdoors. Features of the garden are a Victorian style gazebo and old-fashioned wrought iron gates. Wonderful activities, like barbeques and gardening take place here. Volunteers from the Lindsay Horticultural Society beautifully maintain the garden.

SUPPORT GROUPS

An Alzheimer's support group for family members of Residents of Victoria Manor affected by dementia, or those interested from the Community, is held every Thursday afternoon at the Alzheimer's Office, 55 Mary St. W., Lindsay. This is facilitated by support group leaders from the Alzheimer Society.

FAMILY SUPPORT GROUP

This group is comprised of family members of Residents at Victoria Manor. They meet the second Tuesday of every month to support each other through personal experiences.

NORTHVIEW SUITE

The North view Suite is located in the north wing on the second floor. This Palliative Care Suite is a self-contained bachelor apartment available for families to use during final stages of their loved one's life or a time of crisis. The North view Suite is furnished by the Home Auxiliary of Victoria Manor. There is no fee for the use of the North view Suite, but a donation to the Resident's Comfort Fund would be appreciated, if appropriate. If more information is needed, contact MacMillan House at extension 1430 and ask to speak with the charge nurse.

VICTORIA HOUSE GARDEN

A beautiful garden can be accessed from Victoria Manor's secure unit. This garden has trees, perennial beds, a gazebo and birdhouses. The garden provides ready access to the outdoors for those at risk of wandering away. It is beautifully maintained by the Master Gardeners of Lindsay.

ACCOMMODATION

Victoria Manor Admissions are booked through Placement Co-ordination Services at the Central Access Centre (PCS) or CECCAC at rates set by the Province of Ontario. Married couples may make an application together and we will make every effort to accommodate them according to their needs and the availability of beds.

Admissions are provided at the Basic Accommodation rate with subsidy available to those who require it. Preferred Accommodation Admissions are also available in semi-private and private beds with separate rate structures. Your name will have been placed on a wait list for your requested type of accommodation (Basic, Semi-Private or Private) at Placement Co-ordination Services at the Central Access Centre. Under the direction of the Province of Ontario, the Access Centre has formed a partnership with us to facilitate your admission.

At the time of admission you will sign an admission contract for the type of accommodation for which you wish to pay. You will be expected to honour that contract. If you experience a change in your financial situation, and are having difficulty meeting your commitment, please contact the Administration Office and we will work with you through this difficult time.

Accommodation rates are reviewed annually by the Province of Ontario.

RATES

Accommodation rates cover:

- The cost of your room.
- Twenty-four hour nursing service.
- Medical devices such as catheters, colostomy and ileostomy devices.
- Supplies and equipment for personal comfort and hygiene such as linens (blankets, sheets and towels), skin care lotion, shampoo and incontinence products.
- Equipment for general use such as walkers and canes.
- All meals and meal services.
- Most social and physical programs.
- Laundry.
- Cleaning and maintenance of your room.
- The furniture in your room.

Items not covered in the daily rate include:

- Your personal telephone and TV cable.
- Drugs and dressings not covered under Ontario Drug Benefit.
- Transportation to and from medical appointments.
- Dry-cleaning.
- Hairdresser/barber costs.
- Outings/special meals.
- Personal newspapers.
- Repairs to Resident-owned appliances and wheelchairs.

A more complete list of items not covered by accommodation rates is attached to the admission agreement and will be reviewed with you when you move in.

The new Resident co-payment rates effective July 1, 2010 are:

Type of Accommodation	Daily	Monthly
Long Term Basic	\$53.23	\$1,619.08
Long Term Semi-Private	\$61.23	\$1,862.41
Long Term Private	\$71.23	\$2,166.58
Short Stay	\$34.63	\$1,053.33

NOTE: There is no preferred accommodation surcharge for short stay Residents.

An application for rate reduction is available to long stay Residents in basic accommodation. Residents applying for this rate reduction must provide a copy of their most recent Notice of Assessment from Revenue Canada by May 31st of this year in order to receive a reduced rate starting July 1st. As a reminder, you must submit an Income Tax Return to Revenue Canada in order to obtain your Notice of Assessment. Please note that married couples should file their income tax returns separately.

For Residents in basic accommodation, whose rate reduction calculation results in a rate below the basic minimum, the Resident co-payment rate will be set at the basic minimum rate for that year. A new regulation is in place that will, in exceptional circumstances, provide for a rate reduction beyond that normally allowed. Application forms are available in the Administration Office. Forms are available on-line at:

http://www.health.gov.on.ca/english/public/forms/form_menus/ltc_fm.html

Should you have any questions, please contact LTC Action Line, at 1-800-434-0144.

The Comfort Allowance Increase: Effective November 1, 2010, the comfort allowance will increase from the current rate of \$128/month to \$130/month.

If you have any questions with respect to rates, please discuss them with the staff in the Administration Office.

