



WELCOME

**MOUNT HOPE CENTRE
FOR LONG TERM CARE**



VISION, MISSION, VALUES

Our Vision

We earn complete confidence in the care we provide, and make a lasting difference in the quest to live fully.

Our Mission

We help all who come to us for care to maintain and improve their health. We work with people to minimize the effects of injury, disease and disability. We do this by pursuing excellence in care, research and education in a wide range of hospital, clinic, long term and community-based settings.

In the spirit of our founders, we care in the example of Jesus Christ and in keeping with our values. We attend to the wholeness of each person – body, mind and spirit. We are a life-affirming community, nurturing a living spirituality through all stages of life, health, suffering and death. We ensure ongoing ethical reflection.

We advocate for those who are vulnerable and without a voice. We actively pursue and build partnerships to create a better health care system.

Our Values

Values are the means by which we work together and serve others. We do our best to demonstrate these values in all actions and decisions, no matter how large or how small. We measure our individual and collective performance in relation to our values.

Respect

- Honour the people we serve
- Appreciate the work of others
- Welcome the contributions of all
- Celebrate diversity
- Be truthful, honest and open
- *Listen*

Excellence

- Give our best each day
- Be creative and resourceful with our gifts, skills and talents
- Build on our proud past
- Work as a team to seek the new, the undiscovered
- *Learn*

Compassion

- Be with others
- Understand their needs, realities and hopes
- Give from the heart
- Sustain the spirit
- Make a difference
- *Care*

ACCOMMODATIONS

Mount Hope Centre for Long Term Care has two connected buildings: Marian Villa and St. Mary's. While St. Mary's is a newer building, the same compassionate care is offered in both buildings. Almost all residents are admitted to Marian Villa first. If desired, residents may be placed on an internal transfer list to move to St. Mary's at a future date.

Mount Hope provides private and basic accommodation. Residents can personalize their space and entertain visitors in both basic and private rooms.

All resident home areas have a dining room, lounge/common areas, and various activities and programs.

What is a basic room? How many people would I share with?

Basic rooms include bathrooms and bed/living spaces shared between two to three people.

What furnishings are provided in the rooms?

We provide a bed, mattress, pillows, bed linen, washcloths and towels, bedside table, chair and wardrobe closet.

Can I personalize my rooms with furniture?

Yes. You are welcome to bring your own furniture, pictures, blanket or whatever special items will help you to personalize the room and feel at home. For safety reasons, the room cannot be overcrowded so please be mindful of this when moving in.

Can I have my own TV and telephone in my room?

All rooms have the capability for cable television and private phone lines which can also be used for computers. You may choose a service provider or our admission team can provide you with the information needed to access this service.



Typical resident room

CARE

Is there nursing care 24/7?

Yes, around-the-clock nursing and personal care is provided for all residents. Rooms and washrooms have a call bell/alert system. When activated it sends a signal to one of our team members for assistance.

Can my family caregivers be involved in planning my care?

Absolutely. You choose which family caregivers you want involved in your care. They can be family or friends. On move in day, our admissions nurse will review your care needs and ask who you want involved in your care. Your family caregivers can attend scheduled care conference meetings with you throughout the year. Six weeks after admission you will meet with the physician and other team members to further develop your care plan; and annually thereafter. Additional care conferences can be held if needed.

How often will I receive a bath or shower?

We provide two baths or two showers per week as per the Ontario Ministry of Health and Long-Term Care regulations.

Can I keep my current doctor?

Once you move to any long-term care facility, your health care is transferred to the family physician team at that home. Mount Hope has a group of family physicians who provide all of our resident's medical care.

Are personal hygiene supplies provided?

Some daily grooming supplies are provided to you, including:

- Briefs
- Combs
- Denture cups
- Deodorant
- Disposable razors
- Facial tissue
- Feminine hygiene Products
- Hairbrushes
- Shampoo
- Shaving cream
- Skin care lotions
- Soap
- Toothbrushes
- Toothpaste

How do you manage medical emergencies?

In cases of emergency the appropriate team member is assigned to provide the best care possible. If you choose, we will notify your family about what is happening with your care, including if you have been transferred to hospital.

Are you able to meet my special care needs?

Yes. We review and assess your care needs when we receive your application from the Local Health Integration Network. In discussion with you, we develop care options that best suit your needs.

FOOD AND MEALS

Are meals and snacks included?

All meals and snacks are provided each day, including therapeutic diets and dietary supplements. Residents come together for their meals in a common dining room located on each unit, with table service by staff. Residents who cannot get to the dining room on their own are assisted by staff. If a resident is ill, meals are provided in the room until they are able to rejoin the group in the dining room. Residents are offered choices at each meal.

Meals are served at:

Breakfast: 8:30 am

Lunch: 12 pm

Dinner: 5 pm

What is the food like?

Three nutritious meals (breakfast, lunch and dinner) are provided daily and planned in accordance with Canada's Food Guide. Much of the food served to our residents is prepared on-site. Our meals are designed to offer you two choices per meal, and three snacks per day. If you require a therapeutic or special diet, our dietitian will work with you to create a meal plan, including any dietary supplements and assistive devices you need.

Are menus posted?

Yes, menus are located outside the dining room and residents are provided with a choice between two main entrées during each meal service.

Sample Menu

Breakfast

Apple Juice or Orange Juice

Oatmeal with Bran or
Cream of Wheat or
Assorted Cold Cereal

Breakfast Egg and
Cheese Sandwich

Whole Wheat Toast or
White Toast

2% Milk, Coffee or Tea

Lunch

Cream of Mushroom Soup

Beef Wieners and
Beans with Cornbread

or
Egg Salad Sandwich

Sunrise Carrot Blend
(Sliced Yellow Carrots, Orange
Carrots, and Green Beans)

Tossed Salad with
Cherry Tomatoes

Mixed Berries or
Vanilla Cream Yogurt or
Fresh Fruit

Whole Wheat or White Bread

2% Milk, Coffee, or Tea

Dinner

Cranberry Juice

Breaded Chicken with
Ham and Swiss cheese

or
Mediterranean Glazed Haddock

Seven Grain Rice

Asparagus or Diced Beets

Orange Fruit Jello or
Raspberry Mousse or
Fresh Fruit

Whole Wheat or White Bread

2% Milk, Coffee, or Tea

SERVICES

What leisure and therapeutic recreation programs are available at Mount Hope?

We have many programs designed for a variety of interests and strengths. Each day, social and interactive programs are available. Our calendars are posted throughout the home, and online for family and friends to access. Our team members are available to help connect you with programs you will enjoy. We encourage you to participate in programs you are interested in.

What about my religious needs?

Our community is multicultural, and we try to accommodate your spiritual needs to the best of our ability.

Do you do my laundry?

Yes, a laundry service is provided for all residents at no cost. We also label all clothing.

How often are rooms cleaned?

Rooms and shared areas of our homes are cleaned daily.



SAFETY

What is your policy on restraints?

We have a Least Restraint Program with the goal of having a restraint-free environment.

What is your policy on abuse?

We have a zero tolerance policy for any form of abuse, with clear procedures in place, determined by the provincial government, to ensure the safety of all residents and team members.



GENERAL INFORMATION

When can my family and friends visit?

This is your home, and we want you to enjoy your independence and spend quality time with family and friends. There are no set visiting hours. Family caregivers and visitors are welcome and encouraged to visit based on resident preferences. To ensure the safety and security of all, we lock our main doors from 9 pm until 5 am. Anyone visiting between these hours is asked to check-in with the residents care team on how to access the building.

I would like to go on a trip or a vacation with my friends or family.

You are welcome to leave the home for up to 48 hours each week, for casual absences or short trips. Vacation leaves up to 21 days in a calendar year are available in addition to casual or medical leaves.

Can pets come in for a visit?

Yes. All pets have to be supervised and not left unattended. Dogs must be leashed at all times by the provincial government, to ensure the safety of all residents and team members.

What is the Residents' Council?

The Residents' Council is a resident only forum for you and other residents to actively participate in our planning and decision-making process. During scheduled meetings, you can provide constructive feedback on the quality of care and services provided, share information with fellow residents and receive updates regarding issues affecting the operations of the home.

What is the Family Council?

The Family Council is a voluntary group of family and friends of residents living at Mount Hope who provide consultation and feedback to the homes administration team on the care and services provided.



RATES

How are room rates calculated?

The Government of Ontario sets all rates for long-term care in the province. This is done once a year, and includes a review of accommodations, activities, meals, nursing, personal care and services.

How do I pay?

Payments are set-up as pre-authorized payments from a bank account. Payments are withdrawn on the 30th of each month.

How can I find out if I'm eligible for a co-payment rate reduction?

You may be eligible for a co-payment rate reduction if you reside in a basic accommodation and meet the income requirements. This is considered upon admission with our business office representative.

Are there any additional charges?

Some services are available for an extra fee should you require them. These include:

- Dental clinic
- Hair salon

We can also help coordinate the purchase of equipment such as wheelchairs, walkers and other assistive devices through a service provider of your choice.



APPLICATION AND MOVE-IN PROCESS

All applications for long-term care are submitted through your Local Health Integrated Network (LHIN) Home and Community Care. Applicants must be over 18, possess a valid Ontario Health Card and have care needs that can be met in a long-term care community. There is no application fee.

Here is a quick-step guide to the process:

- Complete an application for long-term care through your LHIN. They will assess your needs to determine your eligibility.
- Decide what type of accommodation you would like to apply for (basic or private).
- The LHIN will ask you to provide them with a list of up to five long-term care homes.
- Tour your chosen long-term care homes (if possible) in advance before making your final decision.
- The LHIN Home and Community Care will send applications to your chosen list of long-term care homes.
- Once a long-term care home accepts an application you will be notified that you are on that home's waitlist.
- You will be notified by the LHIN Home and Community Care when accommodation becomes available – which could be at any of the long-term care homes on your list – and you have 24 hours to make a decision to accept.
- If you decline the offer you will need to reapply for long-term care again and will be placed back on the waiting list after three months.

What happens after I accept the offer?

Our admission team will contact you to make arrangements for your move-in day. We will discuss with you what to bring as well as give you an outline for the day. Our admission team will review your care needs and consent forms on move-in day. We welcome you to tell us any important information and other requirements and wishes that you have.