



WELCOME HOME: GETTING STARTED

A Move-in Agreement (contract) between you and the Village will be signed on arrival. A copy of the Agreement and this Resident Handbook will be provided. Additional copies of the Resident Handbook are available upon request.

A signed document designating a Substitute Decision-Maker (SDM) for personal care may be required as part of the move-in process. An information pamphlet on the role of the SDM, along with applicable forms, is available should you require them.

It is strongly recommended that you arrange to have a legal Power of Attorney (POA) for personal care and property. Please provide a copy to the administrative coordinator or designate.

The name and contact information of the POA(s), (SDM) or responsible party is listed within your file.

One primary contact must be designated and information kept up to date. Every effort is made to notify this contact if you are injured or experience a change in health status. If your primary contact will be out of town, an alternate emergency contact should be provided to the Village.

After moving in, you will receive a physical assessment, blood work, tuberculosis screening and other clinical assessments by the care team.

Accommodation

Our Village has both basic and preferred accommodation. Each room is furnished with a bed, nightstand and chair. Window curtains, blinds, linens and bedspreads are provided. You are encouraged to personalize your room with items such as plants, pictures and decorations to make it feel more like home.

Pictures may be hung in your room using small picture hooks. If larger items require anchors or drilling into the walls, please contact environmental services for assistance.

Personal furniture is encouraged subject to space and safety considerations for residents and team members.

The Village reserves the right to request the re-organization or removal of furniture if it is deemed to be unsafe.

For the safety and well-being of everyone in our Village, heat producing appliances are not permitted in your room. This includes, but is not limited to, portable heaters, electric blankets, toasters, microwaves, tea kettles, irons, blow dryers, and curling irons.

Any mobility equipment, including powered wheelchair/ scooters, must be parked in your room when not in use. They may not be stored in hallways or common areas.

Call bells

There are two call bell cords in your room: one beside your bed and one in the washroom. Firmly pull the cord and a team member will respond. If you require a different style of call bell, please speak to your neighbourhood coordinator.

Clothing and laundry

Personal clothing will be labelled by the Village at the time of move-in. Please bring any new clothing items to the team leader for labelling. Personal laundry is processed in the Village and returned within 48 hours.

Toiletries and personal belongings

Basic toiletry items such as toothbrushes, toothpaste, deodorant, soap, combs and brushes are provided. If you prefer specific brands, you are welcome to supply your own items. All items need to be labelled.

Mail

Incoming mail is received at the Village Office Monday-Friday. Mail is sorted and delivered to you. You can also post outgoing mail and purchase stamps at the Village Office.

Television

Large screen televisions are available for viewing in the common lounge areas.

Internet

You may access internet in one or more communal areas for free.

Contact the Village Office for more information.





Telephone

Internal calls can be made by dialing the extension number of the person you wish to contact. For assistance, call the Village Office and talk to the administrative assistant during business hours.

After business hours, an automated attendant will answer; wait for the voice prompts to reach the appropriate extension.

For external calls, dial 9, followed by the area code and phone number. For long distance, dial 9, then 1, followed by the area code and phone number. There will be a long tone at which point you will enter your own room extension to authorize the call.

Noise

We ask that you respect the rights of other residents when using radios, televisions, and other devices. Earphones are encouraged where appropriate. Noise in common areas and resident rooms should be kept to a minimum between 11:00 p.m. to 7:00 a.m.

Smoking

We provide a smoke-free environment pursuant to the Ontario Tobacco Control Act. By law, smoking is prohibited indoors and within nine (9) meters of the building entrances.

If you smoke, a smoking safety assessment will be completed to determine whether you are safe to smoke independently. Supervised smoking is not provided. Residents who smoke must be able to independently access the outdoor designated outdoor smoking area.

Team member uniforms

All team members wear a Schlegel Villages uniform and name tag. Uniform colours are not role-specific and may include approved T-shirts.

Providing a safe and secure environment

For safety, all exit doors are locked after hours. Visitors wanting to enter the Village after-hours must speak with the charge nurse via the intercom system. The charge nurse or designate completes security rounds every evening to ensure outside doors are secure.

Visitors

This is your home, family and friends are welcome to visit you at any time. The visitor policy is included in your move-in package and is also posted in the Village and on our website.

To support a safe and secure environment and meet legislative requirement, Schlegel Villages uses Accushield, a visitor sign-in system. All visitors are asked to sign in and out at the kiosk located at the main entrance. Visitors will be asked to provide their name, phone number, and the name of the resident they are visiting. A name badge will be printed and should be worn during the visit.

Family pets are welcome to visit on a leash, provided they are vaccinated and do not frighten other residents. Pets are not permitted in dining rooms.

Use of cameras

We respect resident privacy while also maintaining a safe environment for all who live in, work in, and visit our Villages. Video surveillance may be in use in public areas of the Village.

You, your family or visitors may not install cameras or other electronic surveillance devices inside your room without written approval by the General Manager or designate. For any questions, please speak to a member of our leadership team.