



RESPONSIBILITIES

Resident and family responsibilities

We are an inclusive community and residents and families share responsibilities for supporting a respectful and safe environment.

Residents and /family members are expected to:

- Respect the rights and needs of other residents, families, team members and volunteers;
- Respect the rights of team members to work in an environment that is free from harassment;
- Treat fellow residents and the team with courtesy and consideration and manage conflict in a respectful manner;
- Respect the changing abilities of other residents;
- Respect cultural, spiritual, and personal differences;
- Follow Schlegel Villages' policy and procedures and report concerns appropriately;
- Provide the Village an opportunity to address concerns directly;
- Report safety concerns promptly;
- Provide accurate and timely information regarding changes in health or circumstances;
- Take responsibility for personal belongings, including repairs to wheelchairs, hearing aids, razors, glasses and dentures;
- Sign out, in accordance with the Village's policy, when leaving the property;
- Ensure bills are paid in a timely manner;
- Adhere to policies related to gratuities and personal business matters;
- Refrain from asking team members to witness legal documents.

Insurance

While we strive to provide a safe and secure environment, the Village does not assume responsibility for any valuables.

All personal belongings are your responsibility. We recommend that large sums of money not be kept in your room and that dentures and glasses be engraved.

You are responsible for cost associated with damage you cause to Village or resident property. It is recommended that you obtain personal contents insurance.

Transportation

The Village does not provide transportation to external appointments. Team members may assist with arranging local barrier-free transit or taxi service.

If hospital transportation is required, your primary contact will be notified and any related costs are your responsibility.



Internal transfers

If you would like to transfer from a preferred to basic room and vice versa, please communicate this request to the director of nursing care (or designate). You will be placed on an internal waitlist until an appropriate room becomes available.

If we recommend a transfer to a different neighbourhood or room to maintain your safety and well-being, you will be asked for consent. Team members will assist with relocation and re-labelling of personal belongings if a move is required.

Leaving the Village

Following a resident's passing, legislation requires that the room be made available for occupancy within 48 hours of final discharge.

Families are asked to remove belongings within 24 to 48 hours. We recognize this is a difficult time, especially when grieving the loss of a loved one.

ABSENCES

Leave of absence

You may leave for outside visits, overnight stays or extended vacations (subject to Ontario Regulations 246/22, s.150), unless restricted due to an emergency or outbreak.

Please notify the team in advance so appropriate arrangements can be made.

When leaving the Village, please sign out using the kiosk (or sign out book on neighbourhood). Responsibility for your care rests with you or the person who accompanies you when leaving the Village.

Please notify the team on your return and report any concerns/incidents that may have occurred.

Extended absences

Extended absences are permitted as outlined below. Please note, you are obligated to pay for your accommodation during times of absence.

We will ensure that you retain the same room, bed and accommodation when returning.

- Medical absences: up to 30 days
- Psychiatric absence: up to 60 days.
- Casual absence: up to 48 hours in a 7-day period, (from midnight on a Saturday to midnight the following Saturday).
- Vacation absence: up to 21 days per calendar year.