



# Elders Lodge Policy

## Enji-naakdawendmindwaa – A Place Where People are Cared For

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## Table of Contents

<b>INTRODUCTION</b> .....	<b>2</b>
<b>DEFINITIONS</b> .....	<b>3</b>
<b>GOVERNANCE</b> .....	<b>5</b>
<b>GOVERNANCE MODEL</b> .....	<b>5</b>
<b>RESIDENT ELIGIBILITY AND ASSESSMENT</b> .....	<b>6</b>
<b>ELIGIBILITY CRITERIA AND PRIORITIZATION</b> .....	<b>6</b>
<b>FINANCIAL ASSESSMENT</b> .....	<b>7</b>
<b>PRE-SCREEN</b> .....	<b>8</b>
<b>HEALTH ASSESSMENT</b> .....	<b>9</b>
<b>SUBSTITUTE DECISION-MAKER</b> .....	<b>10</b>
<b>NFN ELDERS' LODGE CODE OF CONDUCT</b> .....	<b>11</b>
<i>Sample – Nipissing First Nation Elders' Lodge Code of Conduct</i> .....	<b>12</b>
<b>RESIDENT FEES AND SCHEDULES</b> .....	<b>13</b>
<b>RENT</b> .....	<b>13</b>
<b>FOOD SERVICES</b> .....	<b>14</b>
<b>HOUSEKEEPING AND MAINTENANCE</b> .....	<b>16</b>
<b>PHONE, INTERNET, AND CABLE</b> .....	<b>17</b>
<b>SOCIAL AND RECREATION PROGRAMMING</b> .....	<b>18</b>
<b>RESIDENT TENANCY</b> .....	<b>19</b>
<b>TENANCY AGREEMENT</b> .....	<b>19</b>
<b>PREPARING TO MOVE IN</b> .....	<b>20</b>
<b>MOVE IN DAY</b> .....	<b>21</b>
<b>MOVING OUT</b> .....	<b>22</b>
<b>MOVING TO A CARE FACILITY</b> .....	<b>24</b>
<b>EVICTON</b> .....	<b>25</b>
<b>STAFFING</b> .....	<b>26</b>
<b>ROLES AND RESPONSIBILITIES</b> .....	<b>26</b>
<b>STAFF TRAINING</b> .....	<b>28</b>
<b>SCHEDULE AND HOURS OF WORK</b> .....	<b>29</b>
<b>DOCUMENTATION AND CONFIDENTIALITY</b> .....	<b>30</b>
<b>CLIENT DOCUMENTATION</b> .....	<b>30</b>
<b>CLIENT DOCUMENTATION</b> .....	<b>31</b>
<b>MEDICATION AND MEDICAL EQUIPMENT</b> .....	<b>32</b>
<b>MEDICATION ADMINISTRATION</b> .....	<b>32</b>
<b>MEDICATION INVENTORY, STORAGE AND DISPOSAL</b> .....	<b>33</b>
<b>OXYGEN THERAPY</b> .....	<b>35</b>
<b>ASSISTIVE DEVICES</b> .....	<b>36</b>
<b>DEATH OF A RESIDENT</b> .....	<b>37</b>
<b>STAFF TRAINING</b> .....	<b>37</b>

MEDICAL ASSISTANCE IN DYING.....	38
DO NOT RESUSCITATE (DNR) AND CPR.....	39
DEATH NOTIFICATION.....	40
<b>CULTURE.....</b>	<b>41</b>
CULTURE AS PRACTICE AND TREATMENT.....	41
LIGHTING OF TRADITIONAL MEDICINES.....	43
JOURNEY TO THE SPIRIT WORLD.....	44
<b>NUTRITION .....</b>	<b>45</b>
MENU AND MEAL SERVICE .....	45
FOOD PURCHASE, STORAGE, PREPARATION .....	46
KITCHEN HYGIENE AND FOOD HANDLING .....	47
<b>SOCIAL AND RECREATION.....</b>	<b>48</b>
SOCIAL AND RECREATION PROGRAMMING .....	48
<b>VISITORS.....</b>	<b>49</b>
VISITORS AND VISTING HOURS.....	49
VISTING PETS.....	50
<b>SUBSTANCE USE .....</b>	<b>51</b>
SMOKING, VAPING AND TOBACCO .....	51
ALCOHOL .....	52
<b>SAFETY, SECURITY AND COMFORT.....</b>	<b>53</b>
FALLS RISK .....	53
WANDERING OR EXITING .....	54
TEMPORARY ABSENCE.....	55
ELDER ABUSE AND NEGLECT .....	56
BUILDING SECURITY .....	57
WEAPONS.....	58
DRINKING WATER SAFETY.....	59
NOISE CONTROL.....	60
<b>BUILDINGS AND GROUNDS .....</b>	<b>61</b>
MAINTENANCE AND JANITORIAL .....	61
PARKING .....	62
SNOW REMOVAL .....	63
<b>EMERGENCY PREPAREDNESS.....</b>	<b>64</b>
EMERGENCY PREPAREDNESS PLAN .....	64
<b>QUALITY ASSURANCE.....</b>	<b>65</b>
QUALITY ASSURANCE, CONTINUOUS IMPROVEMENT AND RISK MANAGEMENT .....	65
CONCERNS AND COMPLAINTS.....	66
<b>APPENDIX A – FINANCIAL APPLICATION AND RENTAL FORMULA.....</b>	<b>67</b>

## **INTRODUCTION**

This policy manual was developed to assist Nipissing First Nation in its operation of the Elders' Lodges. It is intended to provide guidance and direction for the procedures and protocols that will elaborate on practical steps and behaviours that best ensure a safe and efficient operation.

Expanding a continuum of care in tandem with more housing options for seniors has been a long-standing priority for Nipissing First Nation that is now realized. Recognized in its' Mission to improve quality of life and be autonomous, Nipissing First Nation governs the Elders' Lodges to provide affordable living and care services for seniors under one roof.

This manual applies to both the Garden Village and the Duchesnay sites. Applicants, residents, staff, caregivers, family members and visitors will find a wide array of policies contained in this manual. Key sections consider eligibility, fees, tenancy, staffing, medication, death, culture, nutrition, recreation, visitors, substance use and safety. To ensure resident needs are being met a quality assurance program will check that the policies are responsive.

This policy manual is considered a living document and, at a minimum, are to be reviewed annually.

## DEFINITIONS

In this policy manual for the Nipissing First Nation Elders' Lodges the following definitions apply:

**Caregiver** is designated by a resident or their substitute decision maker, to provide paid or unpaid care or support to a resident such as activities of daily living or providing social, spiritual, or emotional support. A caregiver may be a family member or someone who is like family. A caregiver under the age of 16 years must have approval from a parent or legal guardian to be designated as a caregiver.

**Controlled Substance** is any type of drug that the federal government has categorized as having a higher-than-average potential for abuse or addiction. Such drugs are divided into categories based on their potential for abuse or addiction. Controlled substances range from illegal street drugs to prescription medications.

**Elder Abuse** is defined as any action by a person in a relationship of trust that causes harm or distress to a senior. **Elder Neglect** is the lack of action by a person in a relationship of trust that causes the same outcome.

**Elders' Lodge** refers to a facility governed and operated by Nipissing First Nation designed to support seniors in need of suitable and affordable housing. Throughout this document it may also be referred to as the Nipissing First Nation Elders' Lodge, NFN Elders' Lodge or the facility.

**Elders' Lodge Applicant** is an individual who has completed an application for the NFN Elders' Lodge but is not considered a resident.

**Elders' Lodge Resident** is an individual who has met eligibility requirements and who's application has been approved to reside at a NFN Elders' Lodge as their permanent address.

**Family** includes immediate family members as well as other relatives and individuals considered to be like family, whether related by marriage, common-law partnership, or any legal parent-child relationship.

**High Risk Senior** is an individual who is at least 55 years of age living with frailty, chronic illness, disability, injury, functional impairment, or a life-limiting diagnosis and often housing is inadequate for their needs.

**Nipissing First Nation** as represented by Chief and Council is the E-Naaknigewaad or elected body or that governs the affairs of the Nipissing First Nation Elders' Lodges. Throughout this document Nipissing First Nation may also be referred to as NFN.

**Noise** refers to sound that intrudes on your ability to create internal thought, more than one sound heard together, or sounds that are especially loud and bracing. In long-term care, these sources of noise can include everyday things such as laundry carts, staff conversations, elevators, dishes, and the like.

**Over the Counter Medication** or non-prescription drugs are pharmaceutical drug products that are available to consumers without a prescription.

**Prescription drugs** are medications prescribed to a patient by a health professional to help manage health conditions. These medications are regulated by Health Canada through the *Food and Drugs Act* to ensure their safety, effectiveness, and quality.

**Sacred Medicines** are used for ceremonial purposes and can include semaa (tobacco), cedar, sweet grass, and sage, among others. The safe lighting, burning, or smoking of sacred medicines is permitted at the NFN Elders' Lodge.

**Service Animal** is an animal that has been trained to assist with specific tasks so that their handler can be more independent in their day-to-day lives. Service dogs carry special protections in the law and can have access to places that other animals are not allowed to access. Most service animals are dogs such as guide dogs, hearing dogs, mobility dogs, seizure dogs, and psychiatric service dogs.

**Smoke** and **Smoking** describes the act of inhaling and exhaling or holding lighted tobacco or cannabis (medical or recreational).

**Substitute Decision-Maker** is a person who is selected or authorized to make important decisions about someone's personal care when they are not able to do so. This may involve decisions about health care, medical treatment, living arrangements and safety. Under the *Health Care Consent Act, 1996* (the Act), a substitute decision-maker must be:

- Capable of making the decision (understands the information that is relevant to the decision and appreciates the reasonably foreseeable consequences of the decision).
- 16 years of age or older.
- Available to make the decision; and
- Not prohibited by court order or separation agreement from having access to the incapable person or giving or refusing consent on his or her behalf.

**Therapy Animal** may also be known as an emotional support animal. They are trained to provide affection, comfort, and support to different people, not just the handler.

**Vape, Vapour and Vaping** describe the act of inhaling and exhaling an aerosol produced by a vaping product, such as an electronic cigarette (e-cigarette) or holding an activated one whether the vapour contains nicotine. Vaping doesn't require burning like cigarette smoking. The device heats a liquid into an aerosol which is mostly known as "vapour" and mistakenly called "water vapour".

**Visitor** is a person who is visiting to provide non-essential services related to either the operations of the home or a particular resident or group of residents. The visitor does not provide direct care but may offer social connection and/ or cognitive stimulation.

**Wandering** describes the behaviour of a person living with memory care issues or dementia that increases their tendency or risk of getting lost or having difficulty finding their way from one place to the next. Individuals who wander require care strategies that reduce exiting or eloping

**GOVERNANCE**

**Governance Model**

Policy No,	1.A	Approved	June 17, 2025
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**Purpose**

To confirm the governance model for the Nipissing First Nation Elders’ Lodges, facilities that expand care and housing options for NFN seniors. The intent is to ensure that the authority for governance, administration, and operations for the NFN Elders’ Lodges is clearly understood to be the Nipissing First Nation Chief and Council.

**Policy**

The NFN Elders’ Lodges governance model aligns with the current model implemented by the Nipissing First Nation Chief and Council and outlined in the *Nipissing First Nation Governance Roles Policy* until such time as the need for a separate governance model is required.

NFN committees, within their respective scopes, assist the NFN Elders’ Lodges until such time as the NFN deems it necessary to assign a specific committee to the NFN Elders’ Lodges. The NFN committees shall not be privy to nor discuss matters concerning an individual applicant or resident and their care or services.

The NFN Chief Executive Officer delegates the responsibility for the administration and operations of the NFN Elders’ Lodges to the NFN Health Services by way of the NFN Health Director.

## RESIDENT ELIGIBILITY AND ASSESSMENT

### Eligibility Criteria and Prioritization

Policy No,	2.A	Approved	June 17, 2025
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### Purpose

This policy identifies and prioritizes eligibility requirements to apply to become a resident of a Nipissing First Nation Elders' Lodge.

### Policy

Nipissing First Nation (NFN) has defined and prioritized criteria to determine which individuals are eligible to apply to become a resident of a Nipissing First Nation Elders' Lodge.

Information on eligibility criteria is made available to all eligible applicants and/or their identified caregivers in formats that are accessible and understood.

Eligible applicants and/ or their identified caregivers are informed of any changes or updates to the eligibility criteria and processes.

A pre-screening process is implemented for applicants to prevent the unnecessary collection of personal and personal health information.

To be considered for the NFN Elders' Lodge the applicant must be:

1. A registered member of Nipissing First Nation at the time of application
2. At least 55 years of age at the time of application
3. Willing to fully complete and submit a pre-screening form to confirm eligibility
4. Sign the NFN Elders' Lodge Code of Conduct
5. Willing to be assessed as requiring assisted living services that can be managed by the NFN Home and Community Care Program
6. Be willing to complete financial assessments
7. Become an occupant of the NFN Elders' Lodge within a specified notice period

Where required applications will be prioritized in the order below:

1. Date and time of receipt of application. The earliest date and time are prioritized
2. Outcome of the NFN Home and Community Care assessment for health care needs. Priority will be granted to individuals having the greatest need and urgency.
3. Ability to meet occupancy timeline. Applicants able to move in within the occupancy notice period is prioritized.
4. Age of applicant at date and time of application. An older applicant based on a formal date of birth is prioritized.

## RESIDENT ELIGIBILITY AND ASSESSMENT

### Financial Assessment

Policy No,	2.D	Approved	June 17, 2025
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### Purpose

This policy guides the financial assessments process for applicants or residents of the NFN Elders' Lodges. These assessments determine the amount each resident contributes toward their accommodation and which health program each resident is assigned to for home care services.

### Policy

For new applicants, financial information is requested and collected only after the health assessment deems the applicant suitable for home care services.

Financial assessments are completed in full for an application to proceed.

Refusal, incomplete or late financial assessments or reassessments result in denial of an application or can be considered grounds for eviction of a resident.

Collection of financial information is for the purposes of verifying the income, assets, debts and monthly expenses of the applicant or resident.

Rent will be geared-to-income. There will be a required annual review in June of each year to ensure rent reflects the financial situation of the resident. Please see Appendix A for financial application and formula.

The health financial assessment is consistent with that of the NFN Home and Community Care Program (HCCP) and as required by the agency agreement and/ or applicable health care Act.

Based on the outcome of the financial assessment or reassessment, the accommodation rate (monthly rent) will be calculated by the formula noted in Appendix A and the applicant or resident will be notified of the rent for that fiscal year.

## RESIDENT ELIGIBILITY AND ASSESSMENT

### Pre-Screen

Policy No,	2.B	Approved	June 17, 2025
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### Purpose

Pre-screening Nipissing First Nation Elders' Lodge applications limits the collection of personal information while confirming eligibility and introducing expectations for the living space and resident conduct. This policy provides parameters for a consistent pre-screening process.

### Policy

A pre-screening process must be implemented for applicants to prevent the unnecessary collection of personal and personal health information.

A pre-screen application package must be made available to all eligible applicants and/or their identified caregivers in formats that are accessible and understood.

The pre-screening package must include at a minimum the following:

- Information indicating which site(s) the available resident unit(s) is located
- The pre-screening opening and closing dates
- The available occupancy date
- A pre-screen application form
- A copy of the Resident Code of Conduct for review purposes only

A NFN Health Services staff who is not an NFN Home and Community Care staff receives the pre-screen application(s) in a secure and confidential manner until the closing date and time lapses.

Within three (3) business days of the closing date at least two (2) NFN Health Services staff who are not NFN Home and Community Care staff review the pre-screen application(s) and where appropriate, make referral(s) to the NFN Home and Community Care Program for a health assessment.

A pre-screen application received after the closing date is considered late and will be considered in the next round. An incomplete pre-screen application can not be reviewed. The applicant is eligible to re-submit at the next or subsequent openings.

Pre-screen applicants must be advised of the outcome of their pre-screen application.

Pre-screen applications become part of the client record and destroyed after ninety (90) days. This destruction shall be recorded, and the destruction record retained for a period of ten (10) years.

## RESIDENT ELIGIBILITY AND ASSESSMENT

### Health Assessment

Policy No,	2.C	Approved	June 17, 2025
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### Purpose

This policy ensures applicants that have met pre-screening requirements receive a health assessment to ensure that the appropriate management of care needs is possible.

### Policy

Applicants who have met the pre-screening requirements are referred to the NFN Home and Community Care Program (HCCP) for a health assessment.

To be considered for residency at an NFN Elders' Lodge each eligible applicant is assessed by the NFN HCCP. For the duration of tenancy, residents of the NFN Elders' Lodge receive scheduled health assessments.

The NFN HCCP guidelines and where applicable agency agreements determine the frequency of a health assessment.

Health assessments are completed in full for an application to proceed or for tenancy to continue. Refusal, incomplete, or late health assessments result in denial of an application or may be considered grounds for eviction of a resident.

The NFN HCCP utilizes standardized assessment tools such as the Community Health Assessment (CHA) and the Montreal Cognitive Assessment (MoCA) to assess overall health and cognition.

Standardized assessments completed by the NFN HCCP within the previous 30 calendar days may, at the discretion of the NFN HCCP and with the consent of the applicant, be utilized.

Standardized assessments completed by another recognized health agency within the previous 30 calendar days may, at the discretion of the NFN HCCP and with consent of the applicant, be utilized.

The NFN HCCP staff complete health assessments and are not responsible to accept or decline an applicant for residency at the NFN Elders' Lodge.

The NFN HCCP prepares a health assessment summary report for the decision-making authority team responsible to approve or deny an application.

Assessments for applicants approved to become residents of the NFN Elders' Lodge become part of a client health record and managed by NFN Health Services.

Assessment for applicants that do not become residents of the NFN Elders' Lodges are retained for a period of ninety (90) days from the date of the assessment. After ninety (90) days the assessment is destroyed. This destruction is recorded, and the destruction record retained for a period of ten (10) years.

## RESIDENT ELIGIBILITY AND ASSESSMENT

### Substitute Decision-Maker

Policy No,	2.E	Approved	June 17, 2025
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### Purpose

This policy outlines the recommendation for a resident to have a suitable substitute decision-maker should a resident not be capable of making decisions about their personal care.

### Policy

This policy is subject to the Ontario *Health Care Consent Act, 1996*.

Under the *Health Care Consent Act, 1996* (the Act), a substitute decision-maker must be:

- Capable of making the decision (understands the information that is relevant to the decision and appreciates the reasonably foreseeable consequences of the decision).
- 16 years of age or older.
- Available to make the decision; and
- Not prohibited by court order or separation agreement from having access to the incapable person or giving or refusing consent on his or her behalf.

An applicant for the NFN Elders' Lodge is provided with information on substitute decision-makers and asked to identify at least one substitute decision-maker.

A NFN staff responsible to provide personal care to a resident is not permitted to be a substitute decision-maker.

The substitute decision-maker(s) indicates agreement with the selection by completing a Power of Attorney for Personal Care form. The signed Power of Attorney for Personal Care form is retained as part of the resident's health file.

The substitute decision-maker understands the obligation to respond within the timeframe provided by the NFN Home and Community Care Program (HCCP). There is a NFN HCCP documented record for each contact with a substitute decision-maker.

If a resident is not able to identify a substitute decision-maker or when the identified substitute decision-maker is not available an effort is made to by the NFN HCCP staff to contact a suitable individual listed in the *Health Care Consent Act, 1996*.

A review is initiated by the NFN Home and Community Care Manager after three (3) or more consecutive instances of non-response. This review assesses the substitute decision-maker's capacity to continue and where it is found to not be possible an effort is made to select a replacement.

**RESIDENT ELIGIBILITY AND ASSESSMENT**

**NFN Elders’ Lodge Code of Conduct**

Policy No,	2.F	Approved	June 17, 2025
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**Purpose**

The Values of Nipissing First Nation are guided by the Seven Grandfather/Grandmother Teachings. The Code of Conduct sets expectations for behaviour that support a safe, caring, and inclusive environment such that that NFN’s Values resonate within the NFN Elders’ Lodges.

**Scope**

The NFN Elders’ Lodge Code of Conduct (the Code or Code) applies to residents, caregivers, substitute decision-makers, family members, and/or visitors.

The Code applies to behaviours, words or actions that occur within the property of the NFN Elders’ Lodges, off-site, remotely, and virtually.

**Policy**

The Code is made available to applicants, residents, and the public. The Code is posted as public facing within the NFN Elders’ Lodges.

To become a resident of the NFN Elders’ Lodge the Code is signed and witnessed by the resident. If the Code is not signed and witnessed, the application is denied.

An incident reporting process for breaches of the Code is in place and communicated to residents and NFN staff. The incident reporting process is made available to others upon request.

Individuals or staff members that witness or are subject to behaviours that breach the Code are advised of the reporting process.

An individual alleged to have breached the Code is provided with an opportunity to explain their perspective and have the right to have this carefully considered before a decision is rendered. A verbal and/or written notice of the breach may occur and be documented in the resident’s file.

Certain breaches or repeated breaches may be cause for restriction(s). A serious breach may result in eviction with or without the involvement of law enforcement.

A sample NFN Elders’ Lodge Code of Conduct is provided with this policy.

## **Sample – Nipissing First Nation Elders’ Lodge Code of Conduct**

The Nipissing First Nation Elders’ Lodges are resident homes where kindness, dignity and respect are fostered. Behaviours that disrupt a resident’s right to live in a safe, respectful, and inclusive environment are not welcomed.

Examples disrespectful, racist, discriminatory, hostile, threatening, or harassing behaviours include:

- Offensive comments about another’s’ race, culture, religion, gender, sexual orientation, or other personal traits
- Refusal to see or interact with a staff member based on these personal traits
- Physical, verbal, or written threats and assaults
- Sexual or offensive words or actions
- Disrupting another resident’s care or living experience
- Theft or damaging property
- Taking photos, videos or audio recordings of another resident, visitor or staff without their knowledge and consent

If you are subject to inappropriate behaviours or have witnessed them, please report this to a staff member.

If it is found that you have, by your words or actions, breached the Nipissing First Nation Elders’ Lodge Code of Conduct, you will have the opportunity to explain your perspective as part of a review. Your response will be carefully considered before a decision is rendered. It is important to understand that repeated violations or serious breaches may be cause for restriction, eviction, and/or contacting police.

The on-going support by residents, caregivers, substitute decision-makers, family members, and visitors for this Code of Conduct is appreciated.

If you have any questions about this Code of Conduct, please contact the NFN Director Health Services at 705 753-3312.

## RESIDENT FEES AND SCHEDULES

### Rent

Policy No,	3.A	Approved	June 17, 2025
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### Purpose

The NFN Elders' Lodges are designed to provide suitable and affordable accommodations for NFN seniors. This policy describes how the financial assessment enables the setting of rental fees based on income. The return of rental fees when occupancy is no longer possible can alleviate financial stress for seniors and is also noted in this policy.

### Policy

Applicants and residents of the NFN Elders' Lodges complete a housing financial assessment as required. The financial assessment is administered by a NFN Finance Department staff for the purpose of determining the rent contribution.

A resident reviews, signs, and abides by the *Nipissing First Nation Elders' Lodge Suite Rental Agreement* administered by the NFN Health Services Department.

Where a resident has paid in full the monthly rental fee and subsequently moves out of the facility within the month that was paid the resident is entitled to a refund based on the number of occupancy days less any monies owing to NFN for repair of the unit due to damage that exceeds reasonable wear and tear. A resident that voluntarily leaves the facility before the end of the month does not receive a refund.

A resident admitted temporarily to another care facility continues to pay in full the monthly rental fee if they continue to be a tenant of the facility.

Where temporary admission to another care facility exceeds thirty (30) calendar days NFN reserves the right to request medical documentation supporting the intent and capacity to safely return to the NFN Elders' Lodge. The request is made by the NFN Home and Community Care Program and where a documentation fee applies, the fee is covered by the NFN Home and Community Care Program.

A resident admitted permanently to another care facility is entitled to a refund of the rental fee based on the number of occupancy days less any monies owing to NFN for repair of the unit due to damage that exceeds reasonable wear and tear.

At a minimum, rent is due on the first of each month and applies to the month it is paid. An incidental deposit is due prior to move-in day.

## RESIDENT FEES AND SCHEDULES

### Food Services

Policy No,	3.B	Approved	June 17, 2025
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### Purpose

The NFN Elders' Lodges provides food services for residents at a reasonable cost. The food services fees are calculated as outlined in this policy.

### Policy

Food services are available to residents of the NFN Elders' Lodge.

Food services for residents consists of three (3) meals per day, two (2) snacks per day and beverages.

Staff, caregivers, family, students, visitors, and others are responsible for their own meals, snacks, and beverages.

Food offered as part of an external program or activity located at a NFN Elders' Lodge may, at the discretion of the external program, be extended at no cost to others including residents, staff, caregivers, family, students, and visitors.

Where prescribed or recommended in writing by a medical doctor, nurse practitioner or registered dietitian a nutritional supplement is included as part of food services for a resident. Where a nutritional supplement is not prescribed or recommended by a medical doctor, nurse practitioner or registered dietitian, the resident is responsible for the cost of the nutritional supplement.

Food service fees are combined in the monthly rental fee.

The food service fee is calculated annually based on the current per diem assigned to Ontario long term care homes.

The monthly and annual calculations is as follows:

- per diem rate x 365 days/12= monthly food service fee
- i.e. \$13.07 x 365/12 = \$397.55

Food service fees for residents moving into or out of the facility mid-month are prorated based on the number of days a resident is considered a tenant of the facility. The prorated calculation is as follows:

- (monthly food service fee/ # days per month) x # occupancy days = prorated monthly food service fee
- i.e. (\$397.55/ 30) x 15 occupancy days = \$196.05

Where a resident has paid in full the monthly food service fee and subsequently moves out of the facility within the month that was paid the resident is entitled to a refund based on the number of occupancy days. The prorated calculation formula shall apply.

A resident admitted temporarily to another care facility pays the monthly food service fee in full if they continue to be a tenant of the facility, and the admission does not exceed fourteen (14) days. Where the stay exceeds fourteen (14) days a resident is entitled to a credit for the duration of the absence less fees for fourteen (14) days if the resident is considered a tenant of the facility.

A resident on temporary leave from the facility for personal reasons is required to pay in full the food service fee and is not entitled to a credit or refund.

NFN reserves the right to collect the food service fee as a proportioned percentage of the overall resident facility fees. The percentage calculated does not exceed the per diem set by Ontario for long term care.

## RESIDENT FEES AND SCHEDULES

### Housekeeping and Maintenance

Policy No,	3.C	Approved	June 17, 2025
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#### Purpose

Residents of the NFN Elders' Lodges should expect to receive housekeeping and maintenance included in their services. This policy describes how housekeeping and maintenance fees are managed.

#### Policy

A resident of the NFN Elders' Lodge always has an affordable living environment that is clean, sanitary, free of hazards, and well-maintained.

Where a fee applies for housekeeping or maintenance at the NFN Elders' Lodge it is calculated and collected as part of the monthly rent.

The NFN Home and Community Care Program staff provide light housekeeping services for each of the resident rooms to include dusting, vacuuming, laundry, mopping floors, cleaning the bathroom, changing bed linens and other services as identified in a resident's care plan.

A resident may opt to do their own personal laundry at no cost and must understand there is no reimbursement for doing so.

The NFN Housing and Maintenance Department staff provides maintenance and janitorial services based on a schedule designed for this purpose. These services cover maintenance and repair of the building interior, exterior and grounds.

**RESIDENT FEES AND SCHEDULES**

**Phone, Internet, and Cable**

Policy No,	3.D	Approved	June 17, 2025
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**Purpose**

There are set costs to access to communication utilities such as phone, Internet, and cable services. This policy describes how communication utilities are managed at the NFN Elders’ Lodges.

**Policy**

The NFN Elders’ Lodge has the infrastructure to support access to phone, Internet, and cable by a resident within their suite should they choose to use one or all these services.

A resident of the NFN Elders’ Lodge is responsible to schedule the installation of equipment and services in their name for phone, Internet, and cable.

A resident is responsible for the payment of an activation fee and on-going fees including equipment rentals associated with personal phone, internet, and cable services.

A resident is responsible to make payment directly to the service provider for personal phone, internet, and cable.

A resident is responsible for the cancellation of personal phone, internet and cable services including where applicable the return of equipment for these services.

A resident has access to facility-based wireless internet (Wi-Fi) at no cost.

A resident has access to a facility-based land line phone at no cost when required for urgent or emergency situations.

A resident has access to a facility-based television at no cost providing the use of this television does not disrupt services, programming, or quiet time.

## RESIDENT FEES AND SCHEDULES

### Social and Recreation Programming

Policy No,	3.E	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

NFN Elders' Lodge residents have access to social and recreation activities on-site. Residents may also decide to participate in activities within the NFN community or others in the local area. This policy clarifies responsibility for any costs for social or recreation activities.

#### Policy

A sustainable social and recreation program is available to the residents of the NFN Elders' Lodge.

NFN reserves the right to collect a recreation and leisure fee to support social and recreation programming at the NFN Elders Lodge. If enacted, the fee is collected monthly as a proportioned percentage of the overall resident fees where the percentage calculated does not exceed the actual cost per resident.

Recreation and leisure activities coordinated for the NFN Elders' Lodges are offered to a resident at no additional cost.

Recreation and leisure activities coordinated by the NFN Recreation Program for the community are offered to a resident at no cost unless the NFN Recreation Program sets a participant fee. The resident is responsible to pay the participant fee.

Recreation and leisure activities coordinated by external programs or services that are located at the NFN Elders' Lodge are offered to a resident at no cost unless the program or service has set a participant fee. The resident is responsible to pay the fee.

Transportation costs incurred by a resident to attend a recreation or leisure activity that is independent of the NFN Elders' Lodge social and recreation program are the responsibility of the resident.

## RESIDENT TENANCY

### Tenancy Agreement

Policy No,	4.A	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

This policy affirms the responsibility for management of the tenancy agreement and terms specific to the NFN Elders' Lodge.

### Policy

The NFN Health Services Department is responsible to execute and manage the tenancy agreements for the rental suites located at the NFN Elders' Lodges.

A resident of the NFN Elders' Lodge abides by the *Nipissing First Nation Elders' Lodge Policy* and the *Nipissing First Nation Elders' Lodge Suite Rental Agreement*. Where the policies differ the *Nipissing First Nation Elders' Lodge Policy* takes precedence.

If not specified, the following apply:

1. That there will be no more or less than one (1) resident per suite, unless the applicant and spouse have successfully applied to one of the two designated couple's suites (one per lodge).
2. The resident is responsible to obtain personal property coverage to insure personal belongings against damage, destruction, or theft.
3. The monthly resident fees are at a minimum apportioned to rent, food services, heat, hydro.

Rent is based on per resident occupancy, couples in a designated suite will pay per resident and not per suite.

## RESIDENT TENANCY

### Preparing to Move In

Policy No,	4.B	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

To facilitate as smooth a transition as possible for residents moving into the NFN Elders' Lodge, guidelines on preparing and what to expect are outlined in this policy.

#### Policy

Upon notice of a vacancy, potential applicants and pre-screened applicants are offered a scheduled tour of the facility.

Upon notice of approval of tenancy, the future resident is offered a scheduled tour of the facility. A tour is scheduled when staff is available, and disruption to services or programming can be minimized. Tours are not scheduled on weekends, statutory holidays or when the facility is in an active outbreak.

Before occupancy occurs, the future resident is advised as to the furniture, equipment and linens provided by the facility for the resident.

Before occupancy occurs, the future resident is advised as to the personal belongings, furniture, and equipment permitted in the resident suite. Conversely, the newly approved resident is advised as to the personal belongings, furniture and equipment not permitted in the resident suite.

Before occupancy occurs, the future resident is advised of their responsibility to provide their own toiletries and shower curtain. The facility provides toilet paper.

Before occupancy occurs, the future resident is advised that the facility does not cover costs for storage of personal belongings beyond that in the resident suite.

Before occupancy occurs, the future resident is advised of their responsibility to arrange for and cover the cost for movers and packing materials.

The notice of approval for tenancy specifies a mutually agreed upon date and time frame for move to occur. Any change to the date and time frame is mutually agreed upon to ensure staff availability to greet the resident and to minimize service or program disruption.

It is the responsibility of the facility to ensure readiness of a resident suite for moving in. This includes a removal of all the previous resident's belongings, a deep cleaning of all surfaces and completion of major or minor repairs. The facility is responsible to coordinate completion of this work before a scheduled move-in day.

## RESIDENT TENANCY

### Move In Day

Policy No,	4.C	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

The intent of this policy is to ease the stress associated with a move-in day by providing structure and support.

### Policy

A facility staff member is scheduled to receive a resident upon their arrival at the facility and be available for the duration of the mutually agreed upon move-in timeframe.

Upon receipt of a resident, the facility staff member reviews the resident file to ensure that all required documentation is complete. This includes but is not limited to the following:

- An established health record with the NFN Home and Community Care Program
- A signed substitute decision-maker form
- A signed Resident Code of Conduct
- A signed tenancy agreement

To establish a facility baseline, the resident's vital signs are measured and recorded.

Upon confirmation that all documentation is in order and vitals are done the resident receives their keys and is escorted to their suite by a staff member.

The resident's caregiver and family members are encouraged to assist with unpacking and setting up the resident suite with their personal belongings.

Staff is responsible to hang wall objects within one (1) business day of the resident, caregiver or family member indicating where they prefer them.

The resident is introduced to available staff and residents.

The meal and activity schedules are reviewed with the resident.

## RESIDENT TENANCY

### Moving Out

Policy No,	4.D	Approved	June 17, 2025
Pages	1 of 2	Revised	

### Purpose

Structure and support to facilitate a smooth move out of the NFN Elders' Lodge is beneficial to residents and/ or their caregivers whether it be a planned or unexpected event. This policy sets the expectations for moving out of the NFN Elders' Lodge.

### Policy

For a planned move out of the NFN Elders' Lodge the resident, caregiver or family member is responsible to provide sufficient notice to the facility supervisor and is subject to applicable terms of the rental agreement.

The facility supervisor and the resident, caregiver or family member mutually determine an agreed upon move out date and time frame to ensure availability of facility staff and to minimize disruption to services or programs.

The facility supervisor is responsible to notify the Health Director of the resident's intent to move out and the move out date.

For an unplanned move out of the NFN Elders' Lodge the resident is subject to the applicable terms of the rental agreement.

After notification of a planned or unplanned move out the resident may rescind their decision and request to the facility supervisor that the move out be cancelled. The facility supervisor advises the resident within three (3) business days if the move out can be cancelled.

The resident or their caregiver is responsible to arrange for and cover the cost for packing materials and movers.

The resident's caregiver and family members are encouraged to assist with packing the resident's personal belongings.

The resident, caregiver or family member is responsible to remove all personal belongings from the resident suite on or before the close of the scheduled move out date and time.

The facility is not responsible to provide or cover costs for storage of personal belongings not removed by the agreed upon move out date and time. Personal belongings left in the resident suite after the scheduled move out date are considered abandoned and are disposed of.

On or before moving out day, both the facility supervisor and a representative from NFN Health Services confirms the condition of the resident's suite and to determine eligibility for reimbursement of the security deposit.

Following inspection and when the move out is complete the resident returns all keys to the facility supervisor or designate. The security deposit is retained in the amount equivalent to replacement costs for keys not returned and re-keying of locks.

The resident is discharged from the NFN Home and Community Care Program if:

- The new address is not within the geographic service area of the NFN Home and Community Care Program
- The resident's care can no longer be managed within the scope of the NFN Home and Community Care Program
- The resident has moved to a location deemed a risk to the staff safety

Upon completion of moving out the resident's health record is updated with new address information.

A resident that has moved out of the NFN Elders' Lodge is eligible to reapply by following the application process if a future vacancy occurs.

## RESIDENT TENANCY

### Moving to a Care Facility

Policy No,	4.E	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Policy

Senior care needs may change over time necessitating a move to another setting where optimal care can be provided. This policy identifies requirements and responsibilities when a resident is being considered for a move to a care facility.

#### Procedure

A NFN Elders' Lodge resident or their substitute decision-maker for personal care have the right to request to be moved to a care facility such as long-term care or hospice care.

The NFN Home and Community Care Program is responsible to identify when the management of the resident's needs requires a care facility such as long-term care or hospice.

Prior to initiating the move of a NFN Elders' Lodge resident to a care facility, a review of their on-going health assessments is conducted by the NFN Home and Community Care Program.

The review identifies that the care needs of the resident can no longer be managed at the NFN Elders' Lodge. This may include but is not limited to one of more of the following:

- Health assessment scores identify long-term or other care needs
- Behavioural or cognition scores identify long-term or other care needs
- The resident exhibits behaviours that are a danger to themselves, other residents, or staff
- Palliative or hospice care beyond what the NFN Elders' Lodge can provide is required

When the review outcome indicates a need for a move to another care setting the resident and where applicable their substitute decision-maker are the first to be advised. The substitute decision-maker receives this information directly (phone or in-person).

Following a request by a resident or their substitute decision-maker or the indication of the need for another care setting for a plan is discussed with the resident and where applicable their substitute decision-maker. The plan includes support for the following as required:

- A referral to the provincial agency responsible for long-term care or hospice placements
- Completion of documentation to facilitate a move
- With required consent, release of health records necessary to facilitate a move
- Transportation for the resident from the NFN Elders' Lodge to a care facility located within a 150 KM radius as either a direct service or paid service

**RESIDENT TENANCY**

**Eviction**

Policy No,	4.F	Approved	June 17, 2025
Pages	1 of 1	Revised	

**Purpose**

Eviction of a NFN Elders’ Lodge resident needs to be a carefully considered decision informed by NFN policies and procedures. This policy describes the considerations.

**Policy**

The current *Nipissing First Nation Apartment Rental Agreement* including *Schedule A – Rules and Regulations* apply as it pertains to eviction or termination of tenancy.

For a resident relocating to a long-term care or hospice care facility refer to the *Moving to A Care Facility* section of this policy.

Resident behaviour that poses a health and/ or safety risk that can not be managed by the facility requires that the NFN Elders’ Lodge Supervisor present a case for eviction to the Director of Health Services and Manager of Home and Community Care. The report includes a description of the incident(s), efforts taken to minimize the risk, and sufficient rationale for cause to evict.

If cause for eviction is found due to health and/ or safety reasons the Director of Health Services informs the Chief Executive Officer of the recommendation to evict. The Director of Health Services is responsible to issue the notice of termination of tenancy. The Elders’ Lodge Supervisor is responsible to facilitate the resident’s move out of the facility.

## STAFFING

### Roles and Responsibilities

Policy No,	5.A	Approved	June 17, 2025
Pages	1 of 2	Revised	

### Purpose

There will always be staff on site at the NFN Elders' Lodge in addition to the visiting home care staff. Outlining roles and responsibilities for the staff providing these services is critical to the efficiency of the operation and the experience of the residents.

### Policy

A staffing plan for the NFN Elders Lodge is developed detailing the roles and responsibilities of the administration, visiting and on-site staff responsible for the operations of the Facility.

The NFN Health Services is responsible for the administration of the home care services at the NFN Elders' Lodges.

The NFN Home and Community Care Program (HCCP) is responsible for the management of visiting NFN home care services at the NFN Elders' Lodge.

The visiting NFN home care services staff are qualified for their role as either a Personal Support Worker, a Registered Practical Nurse, or a Registered Nurse.

The NFN HCCP is responsible for the management of onsite facility staff with additional support for the supervision provided by the NFN Elders' Lodge Supervisor.

The responsibility for management and supervision of external agency staff providing services at the NFN Elders' Lodges remains with the respective external agencies.

The NFN Elders' Lodges requires the following types of positions to fulfill administration and operational needs:

#### *Director of Health Services*

- Leadership and administration of the NFN Health Services including the NFN HCCP
- Collaboration with health authorities and health system partners to ensure standards, policies and resources support the needs of the NFN Elders' Lodges
- Ensure cultural and community relevance in all aspects of the policies, procedures, and processes for the NFN Elders' Lodges
- Designs and oversees implementation of quality assurance, continuous improvement, and risk management programs for the NFN Elders' Lodges

#### *Manager of Home and Community Care*

- Maintains management responsibilities for the visiting NFN Home and Community Care staff including Personal Support Workers, Registered Practical Nurses, and the Registered Nurse attending to residents at the NFN Elders' Lodges. This includes the Personal Support Worker providing NFN HCC client transportation services.

- Supports the NFN Elders' Lodge Supervisor in their role
- Supports implementation of quality assurance, continuous improvement, and risk management programs for the NFN Elders' Lodges

*NFN Elders' Lodge Supervisor*

- Participates in the hiring, recruitment, and evaluation of Resident Care Attendants
- Provides the day-to-day supervision for the Resident Care Attendants
- Organizes and coordinates schedules for resident services and programs
- Supports implementation of a quality assurance and continuous improvement program
- Procures supplies and equipment to ensure efficient operations and service continuity
- Addresses resident inquiries directly or refers as appropriate
- Complete activity and financial reports as directed

*NFN Elders' Lodge Resident Care Attendant*

- Support resident admission and discharge as directed
- Support resident socialization and safety
- Provide light housekeeping for the resident suites as per care plan
- Undertake meal preparation and meal service for residents
- Tidy, clean and sanitize facility areas and surfaces as directed

*NFN Home and Community Care Registered Nurse*

- Complete resident health assessment, develop care plan and document accordingly
- Provide on-going nursing care and treatment for resident as per care plan
- Support Personal Support Workers in the delivery of their care to resident delegating tasks as appropriate

*NFN Home and Community Care Registered Practical Nurse*

- Complete resident health assessment, develop care plan and document accordingly
- Provide on-going nursing care and treatment for resident as per care plan
- Support Personal Support Workers in the delivery of their care to resident delegating tasks as appropriate

*NFN Home and Community Care Personal Support Worker*

- Provides resident personal care and documents according to care plan
- Support Resident Care Attendant in their role as directed

## **STAFFING**

### **Staff Training**

Policy No,	5.B	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### **Purpose**

Providing quality care to residents is contingent upon having a knowledgeable and skilled work team. This policy describes the NFNs commitment and approach to staff training. Some training requirements or training topics are noted in other respective policy sections of this manual.

#### **Policy**

The NFN Elders' Lodge staff is trained and qualified to provide a high level of quality care.

The NFN Home and Community Care Manager and Facility Supervisor determine and identify mandatory training requirements.

When hired each staff is assessed for training competencies and where required an individual training plan is developed. Staff complete training within specified timelines.

An assessment of a staff's capacity to continue in their assigned work position occurs when a training plan is incomplete without reasonable cause. This may result in a work restriction, suspension, or termination.

Staff is responsible to keep current mandatory training and certification. A lapse in certification assessed as a risk to safe work practice may result in a work restriction or suspension.

To be exempt from required training staff is required to provide documented proof of completion.

NFN and the NFN Home and Community Care Program is responsible for training costs including course fees and travel costs.

While completing training staff is compensated paid work time or earned overtime, whichever is applicable.

Staff is required to submit documentation to the NFN Elders' Lodge Supervisor to confirm completion of training.

Training may occur in-person or online whichever is available and most cost effective.

Refer to the NFN Human Resources Policy for more information on staff training.

## STAFFING

### Schedule and Hours of Work

Policy No,	5.C	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

The NFN Elders' Lodge requires a staffing plan where on-site coverage is always present. Staffing requirements not specified in the NFN Human Resources are noted in this policy.

### Policy

Each NFN Elders' Lodge must always have at least one (1) facility staff onsite.

The primary onsite staff members are the Resident Care Attendant and the Facility Supervisor.

The Resident Care Attendant works a rotating schedule of days and evenings including weekends and holidays with sufficient days off in between to avoid incurring overtime.

The schedule is available to the Resident Care Attendant at least four (4) weeks in advance.

The Resident Care Attendant works up to 12.5 hours per shift without incurring overtime.

The Resident Care Attendant works up to thirty-seven and a half (37.50) hours per week without incurring overtime.

The Facility Supervisor works thirty-five hours per week Monday to Friday.

Mealtime for Resident Care Attendant staff is paid time and limited to 30 minutes per meal.

Coffee breaks for Resident Care Attendant staff are paid and limited to 15 minutes per break.

Facility staff working on a holiday do not accrue time and are paid for time worked at the rate specified in the current NFN Human Resources Policy.

Facility staff working overtime accrue time at a rate of 1.5 hours per additional hour worked above 12.5 hours per day or 37.5 hours per week.

Facility staff working during a Daylight Savings Time (DST) are paid overtime for the additional hour worked.

Other NFN Home and Community Care staff including Personal Support Workers, Registered Practical Nurses, and Registered Nurses provide services to residents and are not considered facility staff.

## DOCUMENTATION AND CONFIDENTIALITY

### Client Documentation

Policy No,	6.A	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

This policy clarifies the requirements for resident health record documentation and how it will occur.

### Policy

Each resident of the NFN Elders' Lodge on or before the day of admission is assigned or confirmed as a client to the NFN Home and Community Care Program.

Appropriate consent is obtained from the resident for the collection of personal health information.

Only health information system(s) approved by NFN Health Services is (are) used for client documentation.

When required, paper documentation is only completed on forms or templates approved by NFN Health Services.

Designated staff positions have authorized access to required sections of a resident's health record for the intended purpose of client documentation.

The resident's health record reflects the NFN Elders' Lodge as the primary address.

Client documentation follows the standards set by the NFN Home and Community Care Program and affiliated regulatory bodies such as the College of Nurses of Ontario.

Client documentation is legible, clear, and completed in a timely manner to support continuity of care for residents.

At a minimum, the following are attached or uploaded to a resident's health record:

- A completed and signed Power of Attorney for Personal Care form
- A signed NFN Elders' Lodge Code of Conduct (mandatory)
- A signed Do Not Resuscitate (DNR) form provided by the province of Ontario
- A fully signed tenancy agreement for the unit rental (mandatory)
- A current list of medications

The NFN Home and Community Care Manager ensures a standardized audit process to review and assess documentation standards is scheduled. A standardized process to investigate issues is followed.

## DOCUMENTATION AND CONFIDENTIALITY

### Client Documentation

Policy No,	6.B	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

Protection of a resident's information against unintended disclosure is a legal requirement for a Health Information Custodian, and fundamental to upholding trust between the resident and their service provider. This policy describes the responsibilities and requirements for maintaining the confidentiality of an applicants or residents' health information.

### Policy

Nipissing First Nation Health Services is recognized as the Health Information Custodian for NFN with the responsibility to protect the personal health information in its custody against loss, theft, unauthorized use, disclosure, or collection. The NFN Director of Health Services is responsible to fulfill the obligations of the Health Information Custodian for NFN.

Staff follow requirements identified in the *Nipissing First Nation Privacy and Security Policy and Procedure Manual* section on "Confidentiality and Acceptable Use Policy." This includes the requirement for all staff to sign a confidentiality agreement.

Staff receive training on confidentiality at orientation and then annually at a minimum as part of their privacy and security training.

Staff providing services at the NFN Elders' Lodge have a duty to maintain confidentiality during and after their employment. Confidentiality extends to conversations, written documents, emails, digital and electronic files, and other forms of information and storage including mobile devices.

Staff safeguard confidential information ensuring password protection, secure storage, and restricted access measures are in place.

Staff immediately report a suspected or actual breach of confidential information to the supervisor. A standardize process to investigate the issue is followed. Staff cooperate fully with the investigation.

Collection, use and disclosure of personal information and personal health information by staff of NFN Health Services including the NFN Home and Community Care Program and NFN Elders' Lodge staff abides by the applicable privacy laws and legislation including but not limited to the *Personal Health Information Protection Act* and the *Personal Information Protection and Electronic Documents Act*.

A staff found to have breached confidentiality is subject to disciplinary action including termination of employment and legal consequences.

Refer to the *Nipissing First Nation Health Services Privacy and Security Policy and Procedure Manual* for more information.

## MEDICATION AND MEDICAL EQUIPMENT

### Medication Administration

Policy No,	7.A	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

Accessing and taking medication as prescribed contributes to better health outcomes. As needed, the NFN Elders' Lodge will have services to support a resident in taking their medication. These services are regulated for the safety of residents and staff as described in this policy.

### Policy

A resident of the NFN Elder's Lodge can independently take their medications as prescribed or when required, have assistance to do so.

All medication is administered in a resident's suite or if applicable, the therapeutic tub room.

Each Registered Nurse or Registered Practical Nurse employed by NFN is responsible to:

1. Maintain a current license in good standing with the *College of Nurses of Ontario*
2. Understand and apply the *College of Nurses of Ontario* practice standard for Medication.
3. Understand the *College of Nurses of Ontario* practice standard for Registered Nurse (RN) Prescribing and only apply if qualified
4. Operate within the Scope of Practice defined by the *College of Nurses of Ontario* practice standard and as per the legislated authority ascribed in the *Nursing Act, 1991* and the *Regulated Health Professions Act, 1991*
5. Adheres to the Scope of Practice standard and the applicable legislation for the delegation of medication administration to both regulated and unregulated health professionals

Medication is administered by qualified NFN staff only if the following criteria are established:

1. The medication is prescribed by regulated health professional in good standing with their regulatory body and authorized to prescribe medications in the province of Ontario; or
2. The medication is one that a Registered Nurse employed by NFN has the authority to prescribe as per the *College of Nurse of Ontario*; and
3. An order that is clear and complete is provided for a prescription medication; and
4. The regulated and unregulated health professionals employed by NFN are delegated the authority to administer the medication. This applies to the NFN Registered Nurses, Registered Practical Nurses, and Personal Support Workers.

## MEDICATION AND MEDICAL EQUIPMENT

### Medication Inventory, Storage and Disposal

Policy No,	7.B	Approved	June 17, 2025
Pages	1 of 2	Revised	

#### Purpose

This policy clarifies the storage, inventory and disposal of prescribed and over-the-counter medications intended for residents of the NFN Elders' Lodges.

#### Policy

Each NFN Elders' Lodge has a secured medication room in the facility with controlled access. It is controlled in a manner that identifies the individual when they access the medication room.

At a minimum, a monthly access audit of the medication room occurs with the report reviewed by the NFN Home and Community Care Manager. A standardized process to investigate issues is followed.

The NFN Elder's Lodge resident competent in the self-administration of their medication can store their medications in their suite.

The resident's medication is stored in the medication room when competency in the self-administration of medication is an issue or when requested by a resident.

A medication inventory process is established for the medication stored in the medication room. At minimum, a monthly inventory audit report of medications is completed by two (2) regulated health professionals. The report is reviewed by the NFN Home and Community Care Manager. A standardized process to investigate discrepancies is followed.

Medication is stored according to the manufacturer's specifications regarding light, temperature, and humidity.

Medication that requires refrigeration is stored in a medication refrigerator in the medication room. The medication refrigerator is temperature checked daily and the result documented. A contingency plan in the event of a refrigeration temperature breach or power outage is developed.

Prescription medication is stored in the original prescription container with the label intact and legible. Prescribed medication classified as a controlled substance is stored in a locked container within the medication room or medication refrigerator.

Traditional medicine is stored in a container labelled with the resident's name, name of the medicine, date of receipt, and dosage or protocol.

Each NFN Elders' Lodge has on-hand a pre-determined and limited supply of over-the-counter medication to address short notice and short-term resident needs.

Over-the-counter medication is stored in the original container with the label intact and legible.

Over-the-counter medication is subject to an inventory process.

Discontinued prescribed medication is disposed of. The disposal is documented in the resident's health record including the reason for disposal, name of the medication, dosage and quantity or volume of the medication.

Expired over-the-counter medication is disposed of. The disposal is documented on a medication disposal log including reason for disposal, name of the medication, dosage and quantity or volume of the medication.

The medication room has a secured medication disposal container to temporarily store medications until returned to the pharmacy for permanent disposal. The Home and Community Care Registered Nurse is responsible to ensure the permanent disposal of medications.

Traditional medicines in need of disposal are turned over to a Traditional Healer or Helper to arrange for the appropriate means of doing so.

## MEDICATION AND MEDICAL EQUIPMENT

### Oxygen Therapy

Policy No,	7.C	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

Oxygen therapy is a medical treatment prescribed by regulated health professionals for individuals with chronic respiratory diseases or those in palliative care. Residents using home-based oxygen therapy can do so at the NFN Elders' Lodge. This policy clarifies responsibilities for home-based oxygen therapy, also known as ambulatory oxygen therapy.

#### Policy

An external regulated health professional such as a respiratory therapist is responsible to conduct a specialized assessment to determine a resident's medical need for oxygen therapy.

The resident receives referral and coordination support from the NFN Home and Community Care Program to obtain medically required oxygen therapy equipment and medical supplies.

The resident is responsible for costs associated with purchasing oxygen therapy equipment or supplies not covered through funding assistance programs or personal health insurance.

The resident is responsible for the cost to repair and maintain their oxygen therapy equipment.

As the resident's oxygen therapy equipment is considered personal property, the resident is responsible to obtain personal insurance for the equipment.

Ambulatory oxygen therapy equipment is portable and permitted to travel with the resident within the facility and away from the facility.

The resident using oxygen therapy has access to a backup supply of power for a minimum period of 72 hours in the event of a power outage.

Notice is given to the resident using oxygen therapy anytime there is a risk of smoke, flame, or spark within the NFN Elders' Lodge facility or its grounds.

The resident using oxygen therapy must be at least 2 metres or 6 feet away from smoke, an open flame or anything flammable. This includes during the lighting of traditional medicines at the indoor designated area, the outdoor fire pit, or the designated smoking area.

Oxygen therapy equipment and supplies are handled as follows:

- The oxygen tank is stored upright
- The equipment is plugged directly into an electrical outlet, no extension cords
- Oxygen is turned off when not in use
- Avoid using aerosol, petroleum, oil, or alcohol-based products near oxygen equipment

## MEDICATION AND MEDICAL EQUIPMENT

### Assistive Devices

Policy No,	7.D	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

Seniors may require the use of an assistive device for mobility, communications or care and treatment. This policy clarifies responsibilities for assistive devices and related supplies.

### Policy

The resident receives referral and coordination support as required from the NFN Home and Community Care Program to obtain a medically required assistive device or medical equipment and corresponding medical supplies necessary to use the medical equipment.

The resident is responsible for all costs associated with purchasing the medical equipment and supplies not covered or approved by funding assistance programs or personal health insurance.

The resident is responsible for the cost to repair and maintain their assistive device.

As the resident's assistive device and supplies are considered personal property, the resident is responsible to obtain personal insurance for these items.

The NFN Elders' Lodge is not responsible to store or pay for storage fees for medical equipment or supplies no longer required by the resident.

## DEATH OF A RESIDENT

### Staff Training

Policy No,	8.A	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

This policy specifies or describes training requirements that will support staff to be prepared for the death of a resident at the NFN Elders' Lodge.

### Policy

At a minimum, the NFN Elders' Lodge staff receive training and where applicable hold current certification in the following:

- CPR with AED (automated external defibrillator)
- What a DNR is and where to locate a resident's DNR order
- What to do upon discovering an unresponsive resident
- Nishnaabe death and dying practices
- Grief training for health care providers

## DEATH OF A RESIDENT

### Medical Assistance in Dying

Policy No,	8.B	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

Medical assistance in dying or MAID is an end-of-life choice for individuals who have met strict criteria and conditions. The NFN Elders' Lodge is considered the resident's home, and this policy affirms the right of a resident to receive provider-administered MAID.

#### Policy

A resident can access medical assistance in dying services within the NFN Elders' Lodge.

The medical assistance in dying services accessed by a resident abides by Canada's law and follows the rules and processes established by the province of Ontario.

The medical assistance in dying services accessed by a resident is administered by a physician or nurse practitioner who remains present until death occurs.

NFN Elders' Lodge staff or NFN Home and Community Care staff are not responsible to monitor the dying or death of a resident resulting from a medically assisted death.

NFN Elders' Lodge staff or NFN Home and Community Care staff are prohibited from acting as a witness for a resident's request or application for medical assistance in dying.

NFN Elders' Lodge staff or NFN Home and Community Care staff are prohibited from administering to a resident a drug or substance for the purpose of medical assistance in dying.

#### References

[Medical assistance in dying: Legislation in Canada - Canada.ca](#)

[Medical assistance in dying: Overview - Canada.ca](#)

[Medical assistance in dying and end-of-life decisions | ontario.ca](#)

## DEATH OF A RESIDENT

### Do Not Resuscitate (DNR) and CPR

Policy No,	8.C	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

This policy emphasizes the importance of understanding and clarifying the measures one has considered for end of their life resuscitation preferences.

#### Policy

A resident's preferences for the activation and degree of Cardiopulmonary Resuscitation (CPR) are articulated on a Do Not Resuscitate (DNR) form provided by the province of Ontario.

The CPR preferences as noted on the resident's DNR order are respected and followed. Staff contact the facility supervisor or designate if clarification on the DNR order is required.

Resident DNR orders are attached to the resident's health record in both client health record systems for Home and Community Care (i.e. *Wellsky*) and Community Health (i.e. *Mustimuhw Information Solutions*) programs. A hard copy of each resident's DNR order is always secured at each facility site and accessible to facility health staff when required. A copy of the resident's DNR order is provided to the emergency response services when required.

CPR is initiated for resident's that do not have a completed DNR order. The resident's health record must indicate for both the Home and Community Care and Community Health programs that there is no DNR order. A hard copy record indicating no DNR order must be secured at each facility site and accessible to staff when required. Emergency response services must be advised as appropriate that there is no DNR order.

#### References

[Do Not Resuscitate Confirmation Form - Forms - Central Forms Repository \(CFR\)](#)

## DEATH OF A RESIDENT

### Death Notification

Policy No,	8.D	Approved	June 17, 2025
Pages	1 of 1	Revised	

### Purpose

This policy covers the requirements for the notification of a death that occurs at the NFN Elders' Lodge which may involve medical personnel, next of kin, staff, and residents.

### Policy

NFN Elders' Lodge receive training to respond in the event of a death of a resident.

When imminent and a death certificate has been prepared the NFN Home and Community Care Program staff is responsible to contact the resident's preferred funeral home once the death occurs. In this instance the funeral home is most responsible for removal of the body.

When a death is unexpected the NFN Elders' Lodge staff or the NFN Home and Community Care staff is responsible to immediately call 911 to dispatch emergency services. In this instance, the paramedic service is most responsible for removal of the body.

Once the death of a resident is pronounced the NFN Elder's Lodge Supervisor ensures that the emergency contact or Next of Kin for the resident is aware or informed by contacting them directly either by phone or in-person.

The emergency contact or Next of Kin is responsible to notify as applicable, the funeral home, NFN Membership and the NFN Health Services Department. The NFN Elder's Lodge Supervisor may arrange with appropriate consent in place support for the emergency contact or Next of Kin to make these notifications.

The NFN Elder's Lodge Supervisor is responsible to ensure residents and staff are notified of the death of a resident. The information shared information does not violate applicable privacy law.

The resident's health record is updated to reflect the date of death.

## CULTURE

### Culture as Practice and Treatment

Policy No,	9.A	Approved	June 17, 2025
Pages	1 of 2	Revised	

#### Purpose

Culture as a practice and treatment considers social, mental, physical, and spiritual wellbeing and is known to improve quality of life for Nishnaabe. This policy affirms the NFN Elders' Lodge environment is always respectful of the expression, identity and practice of First Nation culture emphasizing cultural appropriateness, competency, and safety.

#### Scope

This policy applies to residents, caregivers, staff, visitors, and guests. It extends to other individuals or organisations that may have contact with an individual or group at the NFN Elders' Lodge to provide services or undertake business matters.

#### Policy

Staff understand each resident has unique experiences, needs, and wishes regarding cultural identity and practice and that these can change over time.

Discussion about a resident's cultural preferences and practices is guided by the resident and documented in the health record to inform a resident's plan for care and service. The role of family and caregiver in sharing this information on behalf of a resident is valued and documented for the same purpose.

NFN Elders' Lodge staff is culturally competent and able to provide culturally safe care. Staff receive at a minimum training on the following:

- NFN history, cultural identity, and cultural practice to increase their knowledge of the values, customs, beliefs, and traditions of NFN.
- Cultural safety to increase an understanding of the importance of creating trust and partnership between the resident and staff where cultural preferences and practices are valued, and power imbalance is diminished.

NFN Health Services works in partnership with the NFN Culture, Heritage, and Language department to support language, culture, and cultural practices at the NFN Elders' Lodges. This includes facilitating access to NFN Elders for teachings and ceremonies.

Space is available in the NFN Elders' Lodge for cultural learning, practice, and ceremony. There is a designated area within each NFN Elders' Lodge for the lighting of traditional medicines. Refer to the sub-section on Smoking, Vaping and Tobacco for more information on the lighting of traditional medicines.

Traditional health care is supported at the NFN Elders' Lodge. Traditional Healers and Helpers are welcomed and have access to the visiting professional workspace when on-site. NFN Elders' Lodge staff and NFN Home and Community Care staff assist in the administration of traditional

medicine if it is documented in the health record that a resident's primary care provider was notified and there is no contraindication.

Nishnaabemowin is seen, heard, and spoken at the NFN Elders' Lodge. Language learning opportunities are made available to residents and staff. Signage and communications include Nishnaabemowin. Translation service for medical care is made available upon request of the resident or their caregiver.

Traditional food is incorporated as part of the regular meal service and made available during Nishnaabe celebrations and ceremonies.

Social and recreation programming at the NFN Elders' Lodge offers Nishnaabe cultural activities and where possible land-based activities are included. Social activities value relationships and ensure that the resident has access to family and community.

The artwork displayed at the NFN Elders' Lodge is sourced from NFN artists and reflects NFN or Nishnaabe culture. The artwork is respectful of the NFN Elder's Lodge environment and purpose.

Resident feedback on their experience and satisfaction with the culture and cultural practices at the NFN Elders' Lodge is sought as part of the quality assurance process.

## CULTURE

### Lighting of Traditional Medicines

Policy No,	9.B	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

This policy recognizes the use of sacred medicines at the NFN Elders' Lodges including those lit for ceremonial purposes. It also considers safety for residents and staff concerning the lighting and burning of traditional medicines.

#### Policy

The use of a sacred medicine at the NFN Elders' Lodge is understood to be for ceremonial purposes and recognized as a part of the cultural and spiritual practices in NFN.

There is a designated indoor area within the NFN Elders' Lodge for the use of sacred medicine lit for cultural, ceremonial, or spiritual purposes.

There is a designated outdoor area within the grounds of the NFN Elders' Lodge for the use of sacred medicine lit for cultural, ceremonial, or spiritual purposes.

The designated areas are exempt from the NFN Elders' Lodge smoke-free environment policy requirement specified in the Smoking, Vaping and Tobacco section.

Fire suppression equipment is always accessible in these designated areas. An individual lighting or burning a sacred medicine is aware of the location of the nearest fire pull station, fire extinguisher and fire exit.

The individual leading the burning of sacred and traditional medicines is responsible to fully extinguish and properly dispose of the burned medicine.

The NFN Elders' Lodge Supervisor is notified in advance of the lighting of a sacred medicine to ensure availability of the designated space and to assess risk level at that time in the facility.

The resident using oxygen therapy must be at least 2 metres or 6 feet away from smoke, an open flame or anything flammable. This includes during the lighting of a sacred medicine at the designated indoor or outdoor areas.

**CULTURE**

**Journey to the Spirit World**

Policy No,	9.C	Approved	June 17, 2025
Pages	1 of 1	Revised	

**Purpose**

The NFN Elders’ Lodge may serve as a resident’s final home and the site from which their spirit journey begins. This policy offers considerations for the spirit journey.

**Policy**

A resident is offered the opportunity to discuss and have documented in their health record their wishes for a spirit journey. It is understood that these wishes can change over time.

Attending to the caregiver, family, other residents, and staff impacted by the loss of a resident who is now on their spirit journey is premised on culturally safe practice that ensures respect and for the resident, their family and community.

Collaboration occurs among relevant NFN departments to facilitate and honour a resident’s wishes for their spirit journey.

Respect for Nishnaabe and Indigenous ways of knowing and being based on the resident’s wishes is apparent in some or all the following:

- Arranging Elder support and guidance for the caregiver, family, other residents, and staff
- Arranging a cedar bath for the resident
- Preparation of a medicine bag or pouch for the resident’s Spirit Journey
- Holding space in the resident’s suite for a period of up to four (4) days to honour the Spirit Journey
- Use of smudging and traditional medicines during the Spirit Journey
- Creation of a spirit plate in honour of the resident
- Embracing community support by arranging for other residents and staff to attend a sacred fire, wake, and/ or feast
- Other Nishnaabe cultural practices in keeping with the resident’s wishes that can be supported by the NFN Elders’ Lodge staff

**NUTRITION**

**Menu and Meal Service**

Policy No,	10.A	Approved	June 17, 2025
Pages	1 of 1	Revised	

**Purpose**

Good nutrition is a key element in senior wellness. This policy describes the menu and type of meal services available at the NFN Elders’ Lodge.

**Policy**

NFN Elders’ Lodge residents have access to nutritious and traditional foods, a varied menu, flexible meal service and the opportunity to connect socially during mealtimes.

The recipes and a menu rotation are developed or reviewed by a registered dietitian and cover a minimum 21-day period including meals and snacks. The recipes and menu rotation are based on the current Canada’s Food Guide and considers the residents preferences.

The recipes and menu rotation adheres to the budget allocated for food.

The menu rotation includes Indigenous ingredients, foods and recipes known and experienced as traditional and/ or cultural to NFN.

A nutrition care plan is developed and/ or documented in the health record for a resident that requires a therapeutic diet.

The daily meal service consists of breakfast, lunch, dinner, and two snacks one of which must be in the evening unless a meal or snack is provided elsewhere.

Set mealtimes are posted in the dining room for breakfast, lunch and dinner and include a time frame that allows sufficient time for a resident to enjoy and finish their meal.

Residents are encouraged to have meals together in the dining room unless there is an identified need for a meal service in the resident’s room.

A resident in isolation has their meals in their room until the isolation period is lifted.

A resident scheduled to be absent from the facility during a meal service may in advance request a takeaway meal.

The meals and beverages are served using dinnerware, drinkware and cutlery provided by the home. This equipment is cleaned and sanitized after each use.

The use of disposable dishes, cups, or cutlery for meals and beverages is limited to emergency situations and isolation needs.

## NUTRITION

### Food Purchase, Storage, Preparation

Policy No,	10.B	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### Purpose

This policy provides guidelines for the purchasing, storage and preparation of food provided at the NFN Elders' Lodge.

#### Policy

NFN Elders' Lodge staff is certified as a Food Handler in Ontario and where required receive training to become certified or renew certification.

The NFN Elders' Lodge kitchens have the appropriate equipment to safely store food and beverages that require refrigeration, freezing or storage at room temperature. The refrigeration and freezer units are temperature checked daily with the results documented.

The NFN Elders' Lodge kitchens have the appropriate kitchen equipment, appliances, and utensils to safely prepare and serve food and beverages.

Inventory and order processes that consider the menu rotation, food delivery schedules, storage space and cost efficiencies are established for the food and beverage.

Food and beverage are stored in either the original container with the label legible OR stored in a food safe container clearly labelled with the product name and expiration or best before date.

Food and beverage are sourced from a reputable food service distributor or a recognized local store verified as a vendor with NFN.

A food preparation schedule based on the menu rotation is established.

Staff at each site is responsible to prepare the meals according to recipes and menu rotation.

Leftover or extra food prepared may be stored for future use in the refrigerator or freezer in food safe containers clearly labelled with the name of the food or recipe and the date it was prepared. This food is stored and disposed of according to food safe standards.

If an ingredient or food item is not available the NFN Elders' Lodge staff substitutes the ingredient, food item or recipe from the same food group and similar nutritional value.

In an emergency when food preparation is not possible or unsafe such as a power outage or kitchen equipment failure, restaurants or catered meals are ordered from businesses verified as a vendor with NFN and having food safe practices.

To account for kitchen food waste expired or spoiled food and beverage is documented with the item name, quantity and reason recorded. The item is then disposed of in the garbage.

Residents may store food and beverages in their room refrigerator. At a minimum, the resident refrigerators are checked monthly and expired or spoiled food disposed of in the garbage.

## **NUTRITION**

### **Kitchen Hygiene and Food Handling**

Policy No,	10.C	Approved	June 17, 2025
Pages	1 of 1	Revised	

#### **Purpose**

A clean and sanitized kitchen environment reduces the risk of food contamination, food poisoning and food borne illness. This policy requires the NFN Elders' Lodge to uphold good kitchen hygiene practices to protect its residents against illness associated with poor food handling and lack of cleanliness.

#### **Policy**

A NFN Elders' Lodge staff is certified as a Food Handler in Ontario and where required receive training to become certified or renew certification.

Staff follow safe food handling protocols as instructed during the Food Handler course.

The NFN Elders' Lodge Supervisor is responsible to establish and monitor a cleaning and sanitizing schedule for the kitchen. The schedule is posted in the kitchen.

Staff working in the kitchen always practice good hand hygiene (i.e. washing hands) before and after kitchen tasks as instructed during the Food Handler course. Signs are posted to remind staff about proper hand washing.

Hair covers and disposable gloves are available to staff for use during food preparation.

There is a sufficient supply of kitchen linens such as dishcloths, towels, and aprons to change as required to maintain safe food handling standards. The facility washing machine and dryer are used to launder the kitchen linens separately from other facility linens.

Appropriate cleaning tools, equipment and recommended sanitizing agents are used to clean and sanitize kitchen equipment, utensils, dinner ware, and surfaces including floors.

Scraps and refuse are removed regularly. Garbage is stored covered and away from the kitchen to reduce risk of pest infestation.

Staff report symptoms of illness or infection to the supervisor to assess if it is safe to handle food.

Incidents of food borne contamination and illness are reported to the NFN Elders Lodge Supervisor. Where required, the Community Health Nurse is advised and responsible to initiate a public health response.

**SOCIAL AND RECREATION**

**Social and Recreation Programming**

Policy No,	11.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

**Purpose**

Fostering connection with peers, family and community is beneficial to senior wellness. Doing this while contributing to physical, mental, and spiritual wellness describes the aim of senior social and recreation programming. This policy provides guidelines for the development and delivery of social and recreation services at the NFN Elders’ Lodges.

**Policy**

Residents have access to a social and recreation program that includes some on-site activities.

The NFN Recreation Program is responsible for developing a social and recreation program for the residents of the NFN Elders’ Lodge.

The delivery of a social and recreation program for the residents of the NFN Elders’ Lodge includes some collaboration with internal and external service providers.

The NFN Elders’ Lodge social and recreation programming offers:

- Activities that maintain or improve a resident’s optimal function and enjoyment of life
- On-site activities and coordination to access community-based activities
- Group interaction and individual participation
- Culturally based activities that include Nishnaabemowin and crafts
- Social activities supporting on-going or improved mental wellness
- Physical activities supporting on-going or improved fitness to reduce fall risk

A social and recreation schedule is posted in the Lodge.

Refer to the Resident Fees and Schedules for Social and Recreation Program for information on costs or fees.

## **VISITORS**

### **Visitors and Visting Hours**

Policy No,	12.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### **Purpose**

Creating an environment that enriches social connections for residents and visitors while maintaining care needs within an efficient work environment is essential for the NFN Elders' Lodge. This policy describes visiting and visiting hours.

#### **Policy**

Visitors are subject to the NFN Elders' Lodge Code of Conduct posted in the facility.

Visitors to the NFN Elders' Lodge enter and leave the facility through the main controlled entrance.

Visitors are understood to be visiting residents known to them. Soliciting of residents is not permitted.

Each visitor appears healthy and be free from any signs or symptoms associated with illness or infection. This may include but is not limited to cough, fever, vomiting or diarrhea.

Visitors under the age of twelve (12) years are accompanied by an adult who is at least eighteen (18) years of age.

Visiting hours are from 9 am to 9 pm each day including weekends and statutory holidays. All visitors vacate the facility by 9 pm.

In extenuating circumstances and on a case-by-case basis visiting hours may be extended with the approval of the NFN Elders' Lodge Supervisor.

Visitors are permitted in the suite of the resident for whom they are visiting, the dining room, the common room, the outdoor patio, and the public restroom. Visitors may enter staff offices with permission and in the presence of a staff member.

Visitors are not permitted to enter the kitchen, food preparation and storage areas, laundry room, therapeutic tub room, medication room, mechanical room, and janitorial room.

Visiting may on short notice be restricted or suspended during infectious outbreaks.

## VISITORS

### Visting Pets

Policy No,	12.B			Approved	June 17, 2025
Pages	1 of 1			Revised	

### Purpose

Pets offer social companionship and can enhance the well-being of people they interact with. A visiting pet policy ensures service disruption due to issues with pet behaviour, hygiene, and illness is minimized.

### Policy

This policy applies to personal pets, service animals and therapy animals.

Pet visits are permitted for pets that register with the facility and meet the following criteria:

- The animal is at least one (1) year of age; and
- Proof of the current recommended vaccinations is provided; and
- Proof of an exam by a veterinarian within the last 365 calendars days is provided; and
- The animal appears healthy and wound free with no coughing, vomiting or diarrhea or other signs of infection including worms and parasites within the last ten (10) days; and
- The animal is clean with nails trimmed; and
- The animal remains calm and friendly during the visit and does not exhibit or have a history of aggressive behaviour such as growling, biting, or jumping up on people; and
- The animal is leashed, harnessed, or in a pet carrier for the duration of the visit; and
- The animal must be under the care and control of a handler for the duration of the visit.

The following animals are not to enter or visit the facility: reptiles and amphibians; rodents (hamsters, gerbils, mice, rats etc.); farm and zoo animals; birds; and exotic animals.

Animals are permitted during visiting hours. Overnight stays are not permitted.

Animals are restricted from the kitchen, food preparation and storage areas, laundry room, medication room, mechanical room, janitorial room, public restrooms, and offices.

Animals except for service animals are prohibited from always entering the dining room and dining patio or the common space when food is being served or eaten.

Pets are discouraged from visiting residents undergoing wound or burn care or residents with animal allergies or phobias.

Residents and staff perform hand hygiene after direct contact with an animal.

All pet visits are suspended during outbreaks.

## **SUBSTANCE USE**

### **Smoking, Vaping and Tobacco**

Policy No,	13.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### **Purpose**

This policy applies to the lighting or smoking of tobacco, recreational cannabis, medical cannabis, and vaping products while considering the smoke-free environment.

#### **Policy**

NFN designates an outdoor smoking area on the grounds of the NFN Elders' Lodge for use by the residents, visitors, and staff. The designated smoking area is a minimum of 9 meters (30 feet) away from the facility including the outdoor patio and outdoor gathering place.

An NFN Elders' Lodge applicant is assessed for tobacco, vapour and cannabis use during the initial health assessment for admission to enable a resident care plan that supports a smoke and vapour free facility.

A notice is issued to residents, visitors, and staff that the NFN Elders' Lodges are smoke and vapour free facilities, excepting the indoor area designated for the lighting of traditional medicines.

Signs indicating smoking or vaping is only permitted in a designated area are posted at the facility.

The NFN Elders' Lodge Supervisor is notified in advance of the lighting of traditional medicines to ensure availability of the designated space and to assess risk level at that time in the facility.

#### **References**

<https://www.canada.ca/en/health-canada/services/smoking-tobacco/vaping.html>

## SUBSTANCE USE

### Alcohol

Policy No,	13.B		Approved	June 17, 2025
Pages	1 of 1		Revised	

### Purpose

In Ontario, a person of legal drinking age has the right to purchase and consume alcohol. This policy sets guidelines for the consumption of alcohol or its effects at the NFN Elders' Lodge.

### Policy

A residents or visitor consuming alcohol at the NFN Elders' Lodge are of legal drinking age in the province of Ontario.

A resident is responsible to purchase or arrange for the purchase of their alcohol. NFN Elders' Lodge staff are not to purchase or arrange for the purchase of alcohol for a resident.

NFN Elders' Lodge staff are not to consume alcohol when on duty or on-site within twelve (12) hours of a scheduled work shift.

Consumption of alcohol is restricted to a resident's suite and not permitted in common or shared areas of the NFN Elders' Lodges.

Where a medical order exists prescribing alcohol for a resident, that alcohol is secured in the medication room with each alcohol container(s) labelled with the resident's name and dosage. Medically ordered alcohol is administered as prescribed.

Where a medical order exists prescribing alcohol for a resident a NFN Home and Community Care staff may procure the alcohol on behalf of the resident. The resident is responsible for the purchase cost.

Behavioural issues due to impairment or intoxication due to alcohol consumption that result in the violation of the Code of Conduct are addressed accordingly.

## **SAFETY, SECURITY AND COMFORT**

### **Falls Risk**

Policy No,	14.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

### **Purpose**

The NFN Elders' Lodge will have measures in place to reduce risk of falls as described in this policy.

### **Policy**

NFN maintains the NFN Elders' Lodge facilities in good condition and prioritizes this for the prevention of slips and falls.

Applicants and residents are assessed for fall risk and where applicable resident care plans include strategies to reduce risk of falls. The frequency of assessment is determined by the NFN Home and Community Care Program.

Each fall occurrence is documented in the resident's health record. The documentation includes the reason for the fall and preventative steps taken to reduce further risk or occurrences.

Annually at a minimum a record of fall occurrences is reviewed by the NFN Elder's Lodge Supervisor and the Manager of Home and Community Care to assess for further mitigation of fall risk. Where required a mitigation plan for fall risk is established.

## **SAFETY, SECURITY AND COMFORT**

### **Wandering or Exiting**

Policy No,	14.B		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### **Purpose**

This policy describes the safety measures in place for residents at risk of wandering away from a NFN Elders' Lodge.

#### **Policy**

A NFN Elders' Lodge resident profile includes up to date emergency contact information and a photo that readily identifies the resident.

Each applicant or a resident is assessed for wandering or exiting risk.

The frequency of assessment for a resident is determined by the NFN Home and Community Care Program.

The care plan for a resident identified as at risk for wandering or exiting includes strategies to reduce risk of unsafe wandering or exiting.

A resident identified as at risk for wandering or exiting is further assessed for an alert system. Where the assessment deems the resident suitable for an alert system the resident is equipped with an alert device connected to the NFN Elders' Lodge and/ or emergency response services. The cost for the alert device equipment and the on-going service fees are the responsibility of the NFN Elders' Lodge if the resident remains a tenant.

A resident identified as at risk for wandering or exiting is registered with the local police vulnerable persons registry.

The NFN Elders' Lodge Supervisor is notified within 15 minutes of discovering a vulnerable resident has wandered away from or exited the facility and can not be located.

The NFN Elders' Lodge Supervisor is responsible to notify local police services when the resident is considered missing and inform them that the resident is registered with the vulnerable persons registry.

Each wandering or exiting occurrence is documented in the resident's health record. The documentation includes the time of in incident, potential reasons for the wandering and describes extent of the wandering.

#### **References**

[wandering-and-dementia-a-guide-for-caregivers-interactive.pdf](#)

## SAFETY, SECURITY AND COMFORT

### Temporary Absence

Policy No,	14.C		Approved	June 17, 2025
Pages	1 of 1		Revised	

### Purpose

Seniors living in a shared setting value the added safety and security the setting can provide yet appreciate the independence to come and go when they want. The NFN Elders' Lodge encourages this autonomy when it is safe to do so as described in this policy.

### Policy

A resident of the NFN Elders' Lodge can come and go from the facility if it is safe for the resident to do so.

A temporary absence involving at least one overnight stay away from the facility requires the resident to notify an NFN Elders' Lodge staff in advance and provide their intended return date and time. The resident is not required to provide a destination or reason for the temporary absence.

The NFN Elders' Lodge staff or NFN Home and Community Care staff is responsible to arrange sufficient medication for the resident for the duration of the temporary absence.

The NFN Elders' Lodge has a response protocol for residents that do not return by their stated date and time. The NFN Elders' Lodge staff is aware of the protocol.

If a resident does not return by their stated return date and time a NFN Elders' Lodge staff within one (1) hour makes and documents three (3) attempts to contact the resident for an update. If not able to reach the resident the NFN Elders' Lodge staff contacts the supervisor for direction.

The NFN Elders' Lodge Supervisor is responsible to initiate a response that may include but not be limited to reaching out to emergency contacts and contacting local police services.

## SAFETY, SECURITY AND COMFORT

### Elder Abuse and Neglect

Policy No,	14.D		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### Purpose

Elder abuse and neglect can occur in any setting. This policy sets expectations for increasing awareness, recognizing the signs, reporting and action when discovered.

#### Policy

NFN Elders' Lodge staff receive regularly scheduled training on the following:

- The types of elder abuse and neglect including financial, psychological, and emotional, physical, sexual, and financial
- The signs of or indicators for each type of elder abuse and neglect
- Reporting an elder abuse or neglect situation including but not limited to submitting a facility report, contacting the local authorities, and legal counsel.

Residents are provided with regularly scheduled learning opportunities about the awareness, prevention and reporting of elder abuse and neglect.

A resident who is a victim of or impacted by elder abuse or neglect has access to resources that support coping and recovery.

Staff and residents who witness elder abuse or neglect have access to debriefing support and where applicable, additional coping and recovery support.

The staff without interference are provided with the means to report elder abuse and neglect.

Where evidence confirms a resident is a victim of elder abuse or neglect the person responsible for the act of abuse or the lack of action resulting in neglect is banned and where applicable, evicted from the NFN Elders' Lodge.

Staff found to be perpetrating abuse or neglect against a resident of the NFN Elders' Lodge or other seniors will be subject to the *Nipissing First Nation Human Resources Policy* and reported to the appropriate authorities including regulatory bodies and/ or legal.

#### References

[Home - Elder Abuse Prevention Ontario \(eapon.ca\)](http://eapon.ca)

[Elder Abuse: It's Time to Face the Reality - Canada.ca](http://Canada.ca)

## **SAFETY, SECURITY AND COMFORT**

### **Building Security**

Policy No,	14.E		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### **Purpose**

The NFN Elders' Lodge is intended to be a safe and secure place to live. This policy outlines expectations for building security.

#### **Policy**

NFN Elders' Lodge staff is trained to respond to potential security incidents that could occur at the NFN Elders' Lodge.

NFN Elders' Lodge facilities are equipped with secure and controlled access points. All doors, windows and other access points have locking equipment in good working order.

NFN Elders' Lodge facilities are equipped with security systems to deter vandalism or crime.

NFN Elders' Lodge facilities are equipped with adequate exterior lighting to enhance visibility and deter vandalism or crime.

The NFN Elders' Lodge implements a regular security check protocol.

The NFN Elders' Lodge staff maintain controlled access to the facility. Residents and visitors use the main entrance and exit. Access to other entrances and exits is restricted except when required in the event of an emergency.

The resident's room has a locking door to enable a resident to secure themselves inside their room if it is warranted.

NFN Elders' Lodge staff can override the locking system at the NFN Elders' Lodge in the event of an emergency.

Emergency response information is posted in clear view. It includes the emergency numbers to call and the location details for the NFN Elders' Lodge.

Building security breaches are documented and, at a minimum, reviewed annually. Recommendation changes to policies and procedures or processes to reduce risk of occurrences are discussed and where appropriate implemented.

## **SAFETY, SECURITY AND COMFORT**

### **Weapons**

Policy No,	14.F		Approved	June 17, 2025
Pages	1 of 1		Revised	

### **Purpose**

The NFN Elders' Lodge will have measures in place to reduce the intended or unintended risk of threat, intimidation, injury, or death caused by weapons.

### **Policy**

NFN prohibits the carrying or storing of any weapon or ammunition by any person within the NFN Elders' Lodge or on the grounds of the NFN Elders' Lodge.

NFN prohibits the actual use or intended use (threat) of any weapon or ammunition by any person within the NFN Elders' Lodge or on the grounds of the NFN Elders' Lodge.

This policy applies to all weapons including secured firearms.

This policy applies to all weapons including licensed and unlicensed firearms.

This policy applies whether an individual is firearm safety certified or not.

### **References**

[Criminal Code of Canada - section 2 - Definition of weapon \(criminal-code.ca\)](https://www.criminal-code.ca)

## SAFETY, SECURITY AND COMFORT

### Drinking Water Safety

Policy No,	14.G		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### Purpose

An NFN Elders' Lodge resident can expect a clean, safe, and reliable water supply.

#### Policy

The NFN Elders' Lodge water supply meets the current *Guidelines for Canadian Drinking Water Quality* established by Health Canada.

The NFN Elders' Lodge water supply is tested annually for microbiological, chemical, and radiological contaminants with a report on the test results provided to the NFN Director of Health Services for review.

The NFN Community Infrastructure and Planning Department maintains responsibility to regularly inspect the water source supply (i.e. pump house) connected to the NFN Elders' Lodges and immediately report a water quality issue.

Changes to the taste, odour or appearance of the water are promptly investigated and where required, testing or additional testing conducted.

A drinking water advisory is issued when the water supply to the NFN Elders' Lodge is not safe for consumption or other use. The NFN Elders's Lodge follows the direction of the local public health authorities responsible to advise on water quality guidelines.

The NFN Elders' Lodge always has access to an emergency water supply sufficient for a minimum seventy-two (72) hour period.

## SAFETY, SECURITY AND COMFORT

### Noise Control

Policy No,	14.I		Approved	June 17, 2025
Pages	1 of 1		Revised	

### Purpose

The management of noise in a shared living environment has been shown to enhance clarity and focus especially for seniors experiencing cognitive decline. Excessive and constant noise can contribute to stress in both residents and staff. Settings with limited soundproofing increase risk for confidentiality breaches. This policy provides direction on regulating noise.

### Policy

The NFN Elders' Lodge follows a noise management protocol that includes a quiet period and the activities that must be avoided or reduced during this period. This may include but not be limited to ensuring acceptable noise levels for the following:

- Level volume on devices such as televisions, radios, computers in shared spaces and resident suites
- The use of speaker phones or sound systems on various devices
- Conversation or speaking volume within the facility
- The interior operation of appliances or equipment that cause noise near resident suites
- The movement of equipment that causes noise near resident suites
- The exterior operation of equipment that cause noise around the facility

There is access to an acoustically sound space within the NFN Elders' Lodge where conversation, discussion or exchange can occur in a confidential setting.

Shared spaces and workspaces in the NFN Elders' Lodge facility have functioning doors that can be closed to reduce noise travel.

A resident may be required to use headphones or close their door to minimize noise travel.

An NFN Elders' Lodge resident with a preference for or need to use a higher volume on devices that produce sound is assessed for hearing impairment and where required referred for a hearing assistive device.

Staff at the NFN Elders' Lodge keep the volume of conversation at a professional level.

NFN must ensure equipment used at the NFN Elders' Lodge is in good working order and not creating unnecessary noise.

The NFN Elders' Lodge Supervisor is responsible to address noise concerns or complaint.

## **BUILDINGS AND GROUNDS**

### **Maintenance and Janitorial**

Policy No,	15.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### **Purpose**

This policy specifies the responsibility for the maintenance and janitorial services to be provided at the NFN Elders' Lodge.

#### **Policy**

The NFN Elders' Lodge facilities receive regularly scheduled building maintenance and janitorial services.

The NFN Housing, Maintenance and Facilities Department is responsible to develop and maintain a schedule for the building maintenance and janitorial services to be provided at the NFN Elders' Lodges.

The NFN Housing, Maintenance and Facilities Department is responsible to develop a fee schedule for building maintenance and janitorial services provided at the NFN Elders' Lodge.

Janitorial services are required for the corridors, vestibules, staff and clinic offices, staff and public restrooms, common room, maintenance room, garbage room, janitorial room, all building windows and doors and others as identified.

The NFN Elders' Lodge staff and NFN Home and Community Care staff are responsible for the housekeeping and cleaning of the resident suites, laundry room, therapeutic tub room, kitchen pantry, kitchen counters and shelves, dining room furniture, and others as identified.

## Buildings and Grounds

### Parking

Policy No,	15.B		Approved	June 17, 2025
Pages	1 of 1		Revised	

### Purpose

The NFN Elders' Lodge maintains a parking lot for residents, staff, visitors, and delivery vehicles as described in this policy.

### Policy

A well maintained and designated parking lot at the NFN Elders' Lodge indicated by lines, curbing, markers, or signs is available.

Parking at the designated parking lot is available at no cost to residents, visitors, and staff.

A resident is eligible for one assigned parking space provided the vehicle is registered and insured in their name. Proof of registration and insurance is provided to the NFN Elders' Lodge Supervisor.

Staff is provided with unassigned parking in the designated parking lot. Overnight parking is permitted when staff is on duty.

Visitors are provided unassigned parking in the designated parking lot for the duration of their visit. There is no overnight parking allowed for visitors without permission.

Accessible parking is available in designated parking spaces for individuals with the proper government-issued accessible parking permit. The permit is clearly visible for the duration of the parking.

Recreational vehicles such as snowmobiles, mini-bikes, four-wheelers, or any other unlicensed or uninsured motorized vehicles are not permitted to park in the NFN Elders' Lodges parking spaces.

The NFN Housing, Maintenance and Facilities Department is responsible for the maintenance of the parking lots at the NFN Elders' Lodges.

Please refer to the snow removal policy for more information.

## **Buildings and Grounds**

### **Snow Removal**

Policy No,	15.C		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### **Purpose**

The prompt clearing of ice and snow at the NFN Elder's Lodge property is essential to service access and the safety of residents, staff, and visitors.

#### **Policy**

The removal of snow and ice is prioritized to maintain essential service access at the NFN Elders' Lodges where the residents are seniors, and staffing occurs 24 hours per day.

Snow removal equipment is in good working condition and available to remove snow and ice in areas such as driveways, parking lots, entrances, exits and walkways. Additional methods to keep areas free of ice, such as sand or salt application are undertaken.

The NFN Housing, Maintenance and Facilities Department is responsible for the snow and ice removal at the NFN Elders' Lodge including the costs associated with doing so.

With notice from the NFN Housing, Maintenance and Facilities Department it is the responsibility of owners of vehicles to remove their vehicle for the parking lot snow removal to occur.

## EMERGENCY PREPAREDNESS

### Emergency Preparedness Plan

Policy No,	16.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### Purpose

This policy outlines the necessary elements for the NFN Elders' Lodge emergency response plan.

#### Policy

An emergency response plan is identified or developed for the NFN Elders' Lodges. The emergency response plan considers disaster response, pandemic response, and critical incident response.

Where applicable an emergency response plan for the NFN Elders' Lodge aligns with the current NFN plans for emergency response, pandemic, and critical incident response.

NFN Elders' Lodge and the visiting NFN Home and Community Care staff receive training on emergency response and the NFN Elders' Lodge emergency response plan.

In the event of an emergency the NFN Elders' Lodge aims to remain self-sufficient and maintain essential services.

- For a power outage the NFN Elders' Lodge maintains essential services for a period of 72 hours including the provision of clean drinking water and food for all residents and staff that remain on-site.

The NFN Elders' Lodge emergency response plan includes the following:

- A staffing plan ensuring sufficient human resources to maintain essential services and respond to emergency measures such as evacuation
- An evacuation or relocation plan should it not be safe or possible to remain in the facility
- A smoke or fire escape plan for the facility including egress from a resident room and window
- An access plan where all spaces occupied by a resident can be unlocked and where emergency exits and windows are not obstructed
- A holding in place or lockdown plan should individuals be ordered to remain on-site
- Identification of an alternate power source for the continuance of essential equipment and services
- A communication plan for individual, family and community notifications and an alternate means of relaying information should internet, phone or power be unavailable
- A contingency plan for resident medication should it be inaccessible, destroyed or need to be relocated

## QUALITY ASSURANCE

### Quality Assurance, Continuous Improvement and Risk Management

Policy No,	17.A		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### Purpose

Quality assurance describes an understanding of what works well, where improvement is possible and when change is necessary. It involves checking that procedures and processes are meeting needs. This policy sets the expectation that the NFN Elders' Lodge has a quality assurance process, with the intent to manage and minimize risk.

#### Policy

The NFN Elders' Lodge provides a high-quality service that meets the needs of the residents where the assurance of this quality is measurable and outlined in a framework.

The quality assurance framework identifies an implementation process where best or wise practice, regulatory requirements, performance indicators, targets, the information sources, and tools used to measure performance are considered.

The NFN Elders' Lodge commits to continuous improvement with a solution focused action plan designed to improve process and workflow. Where applicable new or improved processes are incorporated into standard operating procedures.

Engagement of residents, caregivers and staff in the quality assurance process and continuous improvement plan is a priority for the NFN Elders' Lodge. Participant anonymity is respected.

Feedback is structured (i.e. questionnaires, circles) and unstructured (i.e. compliments, complaints or opinions). It is collected in both verbal and written (paper and electronic) formats.

Data collected and analyzed to assess or measure quality and improvement is de-identified or anonymized and where applicable, aggregated.

A risk management plan for the NFN Elders' Lodge is developed and clarifies the level of risk for each element.

The quality assurance framework, continuous improvement plan and risk management plan are available and communicated to relevant parties.

Annually at a minimum, the quality assurance plan, the continuous improvement plan, and risk management plan are reviewed with reports prepared and submitted to administration.

The Director of Health Services is responsible to develop and monitor the implementation of the quality assurance framework and plan, the continuous improvement plan, and the risk management plan.

## QUALITY ASSURANCE

### Concerns and Complaints

Policy No,	17.B		Approved	June 17, 2025
Pages	1 of 1		Revised	

#### Purpose

This policy outlines what a resident can expect when seeking to address a concern about care or services at the NFN Elders' Lodge.

#### Policy

It is understood and recognized that a resident has the right to voice a concern or at times a complaint about the care and services they receive at the NFN Elders' Lodge.

A resident can voice a concern or complaint without fear or threat of reprisal.

A concern or complaint about a care or service received at the NFN Elders' Lodge is not intended to place blame, be construed as negligence or be cause for compensation. It is understood to be an opportunity to learn and improve.

A resident is encouraged to voice the concern or complaint at the time it arises and directly with the NFN Elders' Lodge staff. Each verbal complaint is taken seriously and the attempt to resolve the issue is immediate.

A complaint form approved for use at the NFN Elders' Lodge is made available to a resident that desires to make a written complaint or when the complaint is of a serious nature. The process for submitting the complaint in writing and response times are noted on the form.

A written complaint is acknowledged as received within two (2) business days.

An investigation and response in writing to a written complaint is received by the resident within ten (10) business days.

The concern or complaint and agreed upon resolution is documented in the resident's record.

If the resident is not satisfied with the response to a verbal or written complaint the resident is able to raise the issue with the NFN Home and Community Care Manager. If resolution is still unsatisfactory the issue is referred to the NFN Director of Health Services. If not able to resolve the NFN Director of Health Services will, in consultation with the resident, determine the next level of response.

An anonymized register of complaints or issues and outcomes is maintained for quality assurance and continuous improvement purposes.

## Appendix A – Financial Application and Rental Formula

Formula:  $0.30 * \text{total yearly income} = \text{rent contribution for the year}$

Total yearly income will be calculated based on the form on the following page.



Ministry of Health  
and Long-Term Care

Ministère de la Santé  
et des Soins de longue durée

Clear / Remplacer

## Determination of Available Monthly Income Form 4 Détermination du revenu mensuel disponible Formule 4

Homemakers and Nurses Services Act  
Loi sur les services d'aides familiales et d'infirmières visiteuses

### Applicant Information / Information de l'auteur de la demande

Name of applicant ( <i>first name, last name</i> ) / Nom de l'auteur de la demande ( <i>prénom, nom</i> )		Telephone/Téléphone ( ) -
Number, street name / Numéro et nom de la rue	City or Town/Ville	Postal Code/Code postal

Family Composition: Composition de la famille :	Montant/Nombre		Montant/Nombre	
	Adults /Adultes		Children 10 - 15 years Enfants de 10 à 15 ans	
Children 0 - 9 years Enfants de 0 à 9 ans		Children 16 and over Enfants d'au moins de 16 ans		

### Part 1 Monthly Income of Applicant and His or Her Dependents Partie 1 Revenu mensuel de l'auteur de la demande et des personnes à sa charge

1. Net Earnings (*Adults*) Less Exemptions (*Exemptions Not To Exceed 25%*) / Gains nets (*adultes*) moins exemptions (*jusqu'à concurrence de 25%*)

\$ \_\_\_\_\_ - \_\_\_\_\_ % \_\_\_\_\_ \$ \_\_\_\_\_

2. Boarder Revenue / Revenu de pensionnaires \$ \_\_\_\_\_ X 40% \$ \_\_\_\_\_

3. Renter Revenue / Revenu de locataires \$ \_\_\_\_\_ X 60% \$ \_\_\_\_\_

4. Pensions / Pensions \$ \_\_\_\_\_

5. Employment Insurance or Training Allowance / Assurance-emploi ou allocation de formation \$ \_\_\_\_\_

6. Separation or Maintenance Allowance / Allocation de séparation ou de subsistance \$ \_\_\_\_\_

7. Other (Specify) /Autre (préciser) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. Lines 1 to 7 (see note) / Revenu total - Lignes 1 à 7 (voir remarque) \$ \_\_\_\_\_

Note: Exclude allowances received under section 3 of the *Children's Special Allowances Act* (Canada) and benefits provided under section 4 of the *Universal Child Care Benefit Act* (Canada).

Remarque : Exclure les allocations reçues en vertu de l'article 3 de la *Loi sur les allocations spéciales pour enfants* (Canada) et les prestations fournies en vertu de l'article 4 de la *Loi sur la prestation universelle pour la garde d'enfants* (Canada)

**Part II Monthly Budgetary Items (Family)**  
**Partie II Postes budgétaires mensuels (famille)**

1. A monthly amount for basic needs being the monthly amount payable under Schedule C to Regulation 366 of Revised Regulations of Ontario, 1990 (General) made under the *Family Benefits Act.* / Montant mensuel pour les besoins essentiels équivalant au montant mensuel payable en vertu de l'annexe C du Règlement 366 des Règlements refondus de l'Ontario de 1990 (General) pris en application de la *Loi sur les prestations familiales* \$ \_\_\_\_\_
2. Fuel / Combustible \_\_\_\_\_
3. Special Diets / Régimes alimentaires spéciaux \_\_\_\_\_
4. Total of Items 9, 10 and 11 / Total des postes 9, 10 et 11 \$ \_\_\_\_\_
5. Add 20% of Item 12 for contingencies / Ajouter 20 % du poste 12 pour les imprévus \$ \_\_\_\_\_
6. Sub-total - Lines 12 and 13 / Total partiel - Lignes 12 et 13 \$ \_\_\_\_\_
7. Rent / Loyer \_\_\_\_\_
8. Mortgage Payments (*Principle and Interest*) / Paiements hypothécaires (*capital et intérêts*) \_\_\_\_\_
9. Property taxes / Impôts fonciers \_\_\_\_\_
10. Travel and transportation / Frais de déplacements et de transports \_\_\_\_\_
11. Drugs / Médicaments \_\_\_\_\_
12. Dental services / Services dentaires \_\_\_\_\_
13. Health Services (*Premiums or Actual Costs*) / Services de santé (*primes ou coûts réels*)  
 Advanced Age Items (*\$55.00 per month for each individual over the age of 65 years*) /  
 Postes pour personnes âgées (*55 \$ par mois pour chaque personne de plus de 65 ans*) \_\_\_\_\_
14. Debt Payments, as approved by the Welfare administrator /  
 Remboursements de dette, approuvés par l'administrateur de l'aide sociale \_\_\_\_\_
15. Other, as approved by the Welfare administrator /  
 Autre, approuvé par l'administrateur de l'aide sociale \_\_\_\_\_
16. \_\_\_\_\_
17. Total Monthly Budgetary Items - Lines 14 to 24 / Total des postes budgétaires mensuels - Lignes 14 à 24 \$ \_\_\_\_\_
18. Available Monthly Income - Line 8 minus Line 25 / Revenu mensuel disponible - Ligne 8 moins ligne 25 \$ \_\_\_\_\_

**Part III Certification**  
**Partie III Attestation**

I certify that all of the above information provided by me is correct / J'atteste l'exactitude de tous les renseignements fournis ci-dessus.

Signature of applicant / Signature de l'auteur de la demande	Date (yyyy/mm/dd) Date (aaaa/mm/jj)	Signature of Welfare Administrator / Signature de l'administrateur de l'aide sociale	Date (yyyy/mm/dd) Date (aaaa/mm/jj)
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Additional Comments / Remarques additionnelles

Print / Imprimer