



VILLA LEONARDO  GAMBIN



WELCOME

WELCOME TO OUR HOME



Dear Friend,

It is my privilege to welcome you to Villa Leonardo Gambin. Thank you for choosing to visit us, and I appreciate your interest.

I know that there is a lot to consider when looking for the right home. We are here to help you and your family make informed decisions about your care so that you can enjoy peace of mind.

Villa Leonardo Gambin helps you live fully every day by promoting your mental, physical and emotional health and enabling you to live as independently as possible. We take time to select the best employees who can deliver the compassionate and professional care that matters to your well-being. We also work with healthcare partners in the local community to access quality services, products and resources.

Living at Villa Leonardo Gambin means being part of one big family, with residents, families and team members all working together. We are here to offer support so that you can spend quality time with your loved ones, grow and experience new opportunities, interests and friends through a variety of leisure programs designed to make your days as rich as possible.

Our interdisciplinary team of dedicated health professionals and trained team members use best practices to deliver quality care and services 24 hours a day, 7 days a week. The work we love to do is driven by the needs of the people in our care and commitment to continuously improve the quality of care and services we provide.

You are a unique person, and we will design a unique plan of care based on your needs, personal requirements and desires. Our team members spend time with you and your family, understanding what is important so they can help you to be your best.

Thanks again for taking the time to tour our care community. Should you have any questions, please do not hesitate to contact me at your earliest convenience.

Yours truly,

Sonia Roul
Administrator

OUR MISSION, VISION AND VALUES



OUR VISION

The Villa Leonardo Gambin community is a caring environment where people come together to create & celebrate a purposeful, exceptional, quality of life.

OUR MISSION

Create and Celebrate a Purposeful, Exceptional, Quality of Life

OUR VALUES

RESPECT

Creating a trusting and supportive environment for residents, families and team members.

POSITIVE ATTITUDE

Going the extra mile with a smile to enable us to excel and explore new possibilities in an environment of connection, communication and growth.

CONTINUOUS IMPROVEMENT & GROWTH

To continually identify and take action on an incomplete or unrealized idea.

COMMUNITY

Working together to support and look after one another and provide a sense of purpose.

TEAM WORK

Coming together to work hard and yield amazing results through providing individualized care for residents and one another.

EXCELLENCE

Working to go above and beyond to provide the best value to our customers and be best in class.

OUR CORE STRATEGY

Together we embrace possibilities for respect & happiness.

Availability of private, semi-private or basic accommodation varies between care communities. In general, all care communities have a dining room, lounge/common areas, activities and programs.

What is private accommodation?

A private room provides you with the opportunity to personalize your space and entertain visitors without disturbing a roommate. Private rooms also have their own bathroom.

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

A basic room provides a shared bathroom and accommodation for two to four people.

Will I receive more care and attention in a private room?

We create & celebrate a purposeful, exceptional, quality of life for **all** residents. All residents, regardless of accommodation type, receive the same quality care and attention.

What furnishings are provided in the rooms?

We provide a bed, mattress, pillows, bed linen, washcloths and towels, bedside table chair and wardrobe closet. Mechanical lifts are provided as required.

Can I personalize my rooms with furniture?

Please feel free to bring your own furniture, pictures, a favourite quilt or whatever special items will help you to personalize the room and feel at home, For safety reasons, the room cannot be overcrowded, and we can help you select suitable items so that everyone feels comfortable. We will test any electrical items you bring for safety before they go in the room.

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

All rooms have the capability for cable television and private phone lines which can also be used for computers. We will provide all information you need to easily arrange a new account and hook-up. Wall mounted televisions are not permitted.

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

You can leave the home for up to 48 hours each week, for casual absences or short trips, and still have a portion of your room subsidized. Vacations and casual absences of up to 21 days a year will require authorization by your doctor.

Bulletin to Residents of Long-Term Care Homes: Important News Regarding Long-Term Care Home Accommodations Charges

Ministry of
Long-Term Care

WINTER 2022

Renseignements aussi
disponibles en français

Co-Payment Rate Increase Suspension

Due to the COVID-19 outbreak, the annual long-term care home resident co-payment rate increase will be suspended for the entire 2021-22 cycle and deferred for the first three months of the 2022-23 cycle from July 1, 2022 to September 30, 2022. The next scheduled co-payment rate increase will be on October 1, 2022.

Basic Accommodation Rates

On January 1, 2022, the co-payment that residents pay for basic accommodation in Long-Term Care (LTC) homes **will remain at \$62.18 per day per day.**

Preferred Accommodation Rates

The maximum charges will also be remaining at the current rate as of **January 1, 2022.**

The premium charged for semi-private accommodation will remain at \$12.78 per day, and the premium for private accommodation remain at \$26.64 per day.

The table below provides the rates that will apply until October 1, 2022 to all types of accommodation based on a residents' date of admission to the bed.

Type of Accommodation	Daily Rate	Monthly
Long-Stay Resident:		
Basic	\$62.18	\$1,891.31
Semi-Private		
Residents admitted to newer beds on or after July 1, 2015.	\$74.96	\$2,280.04
Residents admitted to newer beds on or after September 1, 2014, but prior to July 1, 2015.	\$73.89	\$2,247.49
Residents admitted to newer beds on or after July 1, 2013, but prior to September 1, 2014.	\$72.83	\$2,215.25

Residents admitted to newer beds on or after July 1, 2012, but prior to July 1, 2013.	\$71.75	\$2,182.40
Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012.	\$70.70	\$2,150.46

Private

Residents admitted to newer beds on or after July 1, 2015.	\$88.82	\$2,701.61
Residents admitted to newer beds on or after September 1, 2014, but prior to July 1, 2015.	\$86.96	\$2,645.04
Residents admitted to newer beds on or after July 1, 2013, but prior to September 1, 2014.	\$85.08	\$2,587.85
Residents admitted to newer beds on or after July 1, 2012, but prior to July 1, 2013.	\$83.22	\$2,531.28
Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012.	\$81.35	\$2,474.40

Short-Stay Resident (Respite Bed)	\$40.24	N/A
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NOTE: “Newer beds” – beds classified as “NEW” or “A” according to ministry design standards

“Older beds” – beds classified as “B”, “C”, “Upgraded D” or “D” according to ministry design standards

If you have requested a transfer from your current accommodation into a preferred accommodation bed, please call the LTC home administrator to confirm the rate that you will be required to pay. Preferred rates for semi-private and private accommodation in your current LTC home or in another LTC home may be different if you are offered a bed on or after October 1, 2022.

If you are currently paying less than \$62.18 per day because you are receiving a reduction in the basic co-payment, known as a “Rate Reduction”, then you continue to receive rate reduction. However, you are required to reapply when the current rate reduction expires on **June 30, 2022**. Staff at your LTC home will provide you with the application form and will help you to submit your application to the Ministry of Long-Term Care.

For more information on co-payment rates or the changes to the rate reduction application process, please speak with your home’s Administrator. Should you have any additional questions, please contact: LTC Homes Action Line at **1-866-434-0144**.

Is there nursing care 24/7?

Yes, around-the-clock nursing and personal care is provided for all residents. Your room and washroom is equipped with a call bell/alert system, which when activated sends a signal to one of our team members for assistance.

Can my family be a part of planning my care?

Absolutely. Your family can attend scheduled care conference meetings with you throughout the year. The first meetings will be on the day you move in, and the next one within 6 weeks; and annually thereafter. Additional care conferences can be held should the need arise.

How often will I receive a bath or shower?

We provide two baths or two showers per week as per Ministry of Health (MOH) regulations for Ontario.

Are personal hygiene supplies provided?

Daily grooming supplies including skin care lotions, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, facial tissue, toilet tissue, hair brushes, combs, disposable razors, shaving cream, and feminine hygiene products are all provided.

Can I keep my current doctor?

Our Medical Directors or Attending Physicians are here to serve you and become your family doctors. However, you may keep your own doctor or Nurse Practitioner providing they sign and agreement with us.

How do you manage medical emergencies?

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

Are you able to meet my special care needs?

Yes. We review and assess your care needs when we receive your application from the HCCSS, and in discussion with you develop care options that best suit your needs.

Are meals and snacks included?

All meals and snacks are provided each day, including therapeutic diets and dietary supplements if required.

What is the food like?

Three nutritious and appetizing meals (breakfast, lunch and dinner) are provided daily and planned, with Mediterranean influences, in accordance with Canada's Food Guide. They are designed to offer you two choices per meal, and three snacks per day. If you require a therapeutic diet, our dietitian will work with you to create a special meal plan, including any dietary supplements and assistive devices you need.

What is your policy on restraints?

We have a Least Restrain Program in our home with the goal of having a restraint-free environment.

What is your policy on abuse?

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

GENERAL INFORMATION

SERVICES

When can my family and friends visit?

This is your home, and we want you to enjoy your independence and spend quality time with family and friends. We secure our main doors in the evening to ensure the safety and security of all residents, and ask that if you return late at night that you please call and notify us of the time you are returning. A team member will open the door for you when you ring the doorbell. We do encourage visitors to purchase a proximity card for easy access to the home.

Can pets come in for a visit?

Yes. We require families to initially bring the pet's immunization records to the front desk (for the resident's file) to ensure the pet has had all of its shots and has a friendly temperament. All pets have to be supervised and not left unattended. Dogs must be leashed at all times.

What is the Residents' Council?

The Residents' Council is a resident only forum for you and other residents to actively participate in our planning and decision-making process. During scheduled meetings, you can provide constructive feedback on the quality of care and services provided, share information with fellow residents, help to plan special events in the community, and receive updates regarding issues affecting the care community like reviewing MOH Quality Inspection reports.

What is the Family Council?

The Family Council is a voluntary group of family and friends of residents living at the care community. It provides a strong line of communication between residents and our administration, with meeting minutes and relevant information posted on the Family Council information board.

What leisure and recreational activities are there?

There are many cultural activities for a variety of tastes and interests, with social and interactive programs available on a daily basis. Our schedules are posted throughout the community, and our team members available to help connect you with programs you will enjoy. The freedom of choice on how you spend your time is entirely up to you and there is no pressure to do something you are not interested in or feel uncomfortable doing.

What about my religious and dietary needs?

Our community is predominantly Italian descent, and we will try to accommodate your requirements to the best of our ability. We will review any specialty diets, such as diabetic, pureed, or gluten free prior to you moving in. Religious services and support are available within the home and throughout the community.

Are menus posted?

Yes, menus are posted outside the dining room in both English and Italian, and are rotated weekly. You are also presented with two show plate options for each meal to help make your selection.

Do you do my personal laundry?

Yes, a laundry service is provided for all residents.

How often are rooms cleaned?

Rooms are cleaned daily as well as the shared areas of the home.

APPLICATION & MOVE-IN PROCESS

Applications cannot be processed directly at the Villa Leonardo Gambin office. All long-term care applications are submitted through the Home & Community Care Support Services (HCCSS). Applicants must be over 18, possess a valid Ontario Health Card, and have care needs that can be met in a long-term care community. There is no application fee.

Here is a quick-step guide to the process:

- **Complete an application for long-term care through the Home and Community Care Support Services (HCCSS) by calling 310-2222. They will assess your needs to determine your eligibility.**
- Decide what type of accommodation you would like to apply for (basic, semi-private or private)
- The HCCSS will ask you to provide them with a list of up to five long-term care homes.
- Tour your chosen long-term care homes (if possible) in advance before making your final decision.
- The HCCSS will send applications to your chosen list of long-term care homes.
- Once a long-term care home accepts an application you will be notified that you are on that home's waitlist.
- You will be notified by the HCCSS when accommodation becomes available - which could be at any of the long-term care homes on your list - and you have 24 hours to make a decision to accept.
- If you decline the offer, you will need to reapply for long-term care again, and will be placed back on the waiting list.

For more information, please call Villa Leonardo Gambin's, Director of Resident and Family Services at 905-856-3939

What happens after I accept the offer?

The HCCSS will recommend that you contact us to make arrangements for a move-in day. We will explain what you should bring with you, and discuss the move-in day care conference. Our care team will go over all your needs during the move-in care conference and we welcome you to tell us any important information about other requirements and wishes you have.

MINISTRY OF HEALTH INFORMATION & OVERVIEW OF LONG-TERM CARE

Long-term care homes are licensed, regulated and funded by the Ministry of Health and Long Term Care (MOHLTC). They offer more care than is available through either homecare or basic retirement residences.

Long-term care homes in Ontario provide 24/7 supervision and/or assistance with personal care, eating, bathing, medication management, and medical/nursing needs.

Currently the MOHLTC conducts unannounced inspections of all long-term care homes throughout the province, and publishes their reports online. This information is also posted within the care community along with a statement of residents' rights.

For detailed information or to report any concerns about specific communities, you can call The Long-Term Care Action Line at 1-866-434-0144 or visit <http://www.health.gov.on.ca/en/public/programs/ltc>

If interested in completing an application to Villa Leonardo Gambin, please call **your local Home & Community Care Support Services (HCCSS) Office** and someone will be happy to assist you.

When calling please have with you:

- The name of the person (your loved one) applying to reside in a long term care home
- Your loved one's mailing address (must have his/her postal code)
- His/her health card number

The Home & Community Care Support Services (HCCSS) numbers are:

HCCSS, Central
1.866.392.5446

HCCSS, Toronto Central
1.866.383.5446

HCCSS, Central East
1.866.804.5446

HCCSS, Waterloo Wellington
1.866.306.5446

HCCSS, Central West
1.866.370.5446

HCCSS, Mississauga Halton
1.866.371.5446

If you have any questions or concerns during the application process to Villa Leonardo Gambin, we will be more than happy to assist you. Do not hesitate to contact us at 905-856-3939.

Once again, thank you for your interest in Villa Leonardo Gambin.

GETTING READY TO MOVE IN

We want you to feel as comfortable as possible in your new home. Please bring clothing that you like to wear and feel good in, which is durable, loose-fitting, machine washable, and easy to get on and off.

Here are a few handy suggestions:

- Personal Items and Clothing
- One housecoat
- A pair of non-slip slippers, and comfortable shoes
- Undergarments (bras, slips, underwear, undershirts)
- Nightgowns or pajamas
- Socks
- Dresses
- Slacks and trousers
- Belt or suspenders
- Comfortable tops (shirts, blouses, cardigans and sweaters)
- Glasses, hearing aids, dentures (engraved with name, if possible)
- Cosmetics, toiletries
- Hairbrush
- Costume jewelry
- Electric razor
- Comforter and blanket
- Outdoor clothing (hat, coat, gloves, boots)
- Photos and other special items to help make you feel at home

ON YOUR FIRST DAY ...

PLEASE BRING

- Ontario Health Card
- Social Insurance Number (SIN)
- Verification of date of birth (passport, Canadian permanent resident card, birth certificate)
- Details of two people to contact in an emergency: primary and secondary contact
- Documentation of Power of Attorney (POA) for property, finances, and personal care.
- A copy of your most recent Notice of Assessment from the Canada Revenue Agency
- A current list of medications from your community pharmacy
- Personal medication supply for your first day
- Void cheque for Pre-Authorized Payment Plan
- A current chest x-ray and results
- Details of your advance care directive
- Blank cheque or cash if you wish to open a trust account
- Cheque for the first payment or for the first partial month

DON'T BRING

- Valuable jewelry or expensive art/antiques, etc
- Clothing requiring special/gentle washing instructions (dry cleaning)
- Scissors, nail clippers, pocket knives, or other sharp objects
- Hand tools, power tools, or gardening equipment
- Small electrical appliances (toaster, microwave, kettle, iron, humidifier, portable air conditioner, etc.)
- Cleaning chemicals
- Area rugs