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IMO'S SUNNYSIDE RETIREMENT HOME

CARE HOME INFORMATION PACKAGE

Welcome to IMO'S SUNNYSIDE RETIREMENT HOME

To:		(the "Resident")
To:		(the "Responsible Person")
From:	IMO'S SUNNYSIDE RETIREMENT HOME Telephone 905-796-8353 Fax # 905-452-8560 isunnysidelodge@gmail.com 97 Curtis Dr Brampton, ON L6Y 2J6	(the "Residence")

Information about the Licensee of this Retirement Residence

A license to operate the Residence has been issued pursuant to the Retirement Homes Act, 2010 to the following licensee:

Licensee Name: IMO'S SUNNYSIDE RETIREMENT HOME INC.

Licensee Address: 97 Curtis Drive Brampton, ON L6Y 2J6

Contact Telephone: 905-796-8353

Email: isunnysidelodge@gmail.com

1. Types of Accommodation

The following types of accommodation are available at the Residence for the monthly charges set out below:

ACCOMMODATION STYLE	MONTHLY CHARGE
Studio	Call for more information 905-796-8353
One Bed Per Bedroom	Call for more information 905-796-8353
Two Beds Per Bedroom	Call for more information 905-796-8353
Three Beds Per Bedroom	Call for more information 905-796-8353

(IMO'S SUNNYSIDE All-inclusive Package)	MONTHLY CHARGE
<ul style="list-style-type: none"> • Centralized medication administration • Assistance with bathing • Ambulatory assistance • Dressing assistance • Assistance with personal hygiene • THREE meals in the main dining room • Some therapeutic diets as prescribed by a physician may be available on consultation and additional fees may apply. • Wheelchair/Scooter Storage • Monitoring of resident well-being • Telephone • Access to lifestyle and socio-recreational activities as scheduled • 	Call for more information 905-796-8353

Additional Services

The following additional services are available to residents at the Residence on a fee-for-service-basis. Examples are:

SERVICE	FREQUENCY	CHARGE*
Hairdressing		
Foot Care		
Storage Locker		
Other services as per request		

Alternative Care Service Packages and Meal

Residents may purchase or apply for care services, other services, programs or goods from external care providers; request alternative external care services. Examples are listed below.

- weekly housekeeping
- complimentary room service up to 4 days during illness
- concierge Service
- some therapeutic diets as prescribed by a physician

I. Staffing Levels and Qualifications

DAILY STAFFING LEVELS:

MINIMUM: 1 DIRECTOR
2 EPRSONAL SUPPORT WORKERS (PSW)
1 GENERAL SUPPORT PERSONNEL

The Licensee will ensure that all the staff members who work in the Residence have the proper skills have qualifications to perform their duties. At the Residence, the following staff members are available to provide care and other services to resident:

Imo's Sunnyside Retirement Home Telephone: 905-796-8353 Email: isunnysidelodge@gmail.com

We have a minimum of 3 attendant staff who are available at all times and two staff members at night time.

II. Fire Safety

IMO'S SUNNYSIDE RETIREMENT HOME has automatic sprinklers in each resident's room – RHA s.54(2)(s)

Our fire safety systems and practices are compliant with the Ontario Fire Code and are monitored on a 24-hour basis. Smoke and/or heat detectors are provided in resident rooms, common areas and work/storage rooms. There is an automatic sprinkler system throughout the building, including in each resident's room. A fire suppression system is installed over the range in the main kitchen. Monthly fire drills are conducted requiring both resident and staff participation. All fire safety systems are inspected regulated on an annual basis by certified technicians.

III. Communication and Response System

The Residence is required under the Retirement Homes Act, 2010 to have a resident-staff communication and response system. The Residence has a resident-staff communication and response system in all residents' rooms and bathrooms. There are security alarms on all exterior doors from the building which, along with the resident-staff communication and response system, are centrally monitored.

IV. Resident Satisfaction

The Residence is committed to the delivery of quality accommodation, care and other services to all of our residents. In the event any resident, family member or person of importance to the resident wishes to comment on any part of the accommodation, care or other services which we provide, your compliments, suggestions concerns are or welcome.

A person who wishes to make a complaint to the licensee about the operation of the Residence, either verbally or in writing, should direct their concerns to a staff member that you are

comfortable with AS SOON AS POSSIBLE. If you are not completely satisfied with the response, you are welcome to escalate your concerns to:

Directors Imo's Sunnyside Retirement Home
97 Curtis Dr Brampton, ON L6Y 2J6

Local Phone # 905-796-8353
Fax # 905-4855260
email:isunnysidelodge@gmail.com

IMO'S SUNNY SIDE RETIREMENT HOME HAS A POLICY OF ZERO TOLERANCE OF ABUSE AND NEGLECT OF RESIDENCE.

The Licensee will ensure that every written or verbal complaint made to the Licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. The complaint shall be resolved if possible, and a response provided within 10 business days of the receipt of the complaint.
3. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response shall be provided as soon as possible in the circumstances.
4. A response shall be made to the person who made the complaint, indicating,
 - (i) What the Licensee has done to resolve the complaint, or
 - (ii) That the Licensee believes the complaint to be unfounded and the reasons for the belief.

V. Rights and Responsibilities

Residents' Bill of Rights

51. (1) Every resident of a retirement home has the following rights which constitute the Residents' Bill of Rights:

1. The right to,

i. know what care services are provided in the home and how much they cost,

ii. be informed in advance of any increases in charges for care services provided in the home,

iii. receive advance notice of a decision of the licensee of the home to discontinue providing a particular care service,

iv. have the licensee of the home take reasonable steps to facilitate the resident's access to any external care providers that the resident needs, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to continue to reside in the home, and

v. have the licensee of the home take reasonable steps to find appropriate alternate accommodation for the resident, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to cease to reside in the home.

2. The right to apply for publicly funded care services and assessments.

3. The right to be informed about and to apply for care services and assessments from an external care provider.

4. The right to have his or her choice of care services provided by staff who are suitably qualified and trained to provide the services.

5. The right to,

i. participate fully in making any decision concerning any aspect of his or her care,

ii. participate fully in the development, implementation, review and revision of his or her plan of care, and

iii. give or refuse consent to any treatment, care or service for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent.

6. The right not to be restrained except in accordance with the common law.

7. The right to be afforded privacy in treatment and in caring for his or her personal needs.

8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.

9. The right to have his or her lifestyle and choices respected and to freely pursue his or her social, cultural, religious, spiritual and other interests as long as the resident's lifestyle, choices and pursuits do not substantially interfere with the reasonable enjoyment of the home for all usual purposes by the licensee and other residents.

10. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Authority or any other person without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else. 2010, c. 11, s. 51 (1).

[Excerpted from: Retirement Homes Act, 2010 - Government of Ontario

<http://www.e-laws.gov.on.ca/>]

VI. Landlord and Tenant Board Contact:

By Phone

Call and speak to one of our customer service officers, Monday to Friday from 8:30 a.m. to 5:00 p.m. Customer service officers can provide you with information about the Residential Tenancies Act and the LTB's processes but they cannot provide legal advice.

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Call the Bell Relay Service at 1-800-855-0511

In person at the LTB:

Mississauga - Central Office
3 Robert Speck Parkway, Suite 520
Mississauga, Ontario L4Z 2G5
Fax: 905-279-7286 or 1-888-322-2841

**I ACKNOWLEDGE THAT THIS CARE HOME INFORMATION PACKAGE WAS
GIVE TO ME:**

Signature:

Print Name:

Resident/Relationship to Resident:

Date:

**IMOS SUNNYSIDE HOME IS LICENSED BY THE RETIREMENT HOMES
REGULATORY AUTHORITY SUBJECT TO THE RETIREMENT HOMES ACT
2010. IMO'S SUNNYSIDE RETIREMENT HOME INC. IS A NOT FOR PROFIT
CORPORATION.**