



Ottawa Grace Manor

Tour Book

Salvation Army Ottawa Grace Manor



Giving
Hope
Today

1156 Wellington Street

Ottawa, Ontario

613-722-8025

OTTAWA GRACE MANOR

VISION

"The Ottawa Grace Manor will rank among the best long-term care homes in Ontario."

MISSION

The Ottawa Grace Manor is a Christian faith-based long-term care home providing residents with high quality care.

VALUES (I CARE)

Integrity: We are honest and trustworthy.

Compassion: We reach out to residents and families and care for them.

Accountability: We take responsibility for results achieved, report on them and take action.

Respect: We promote the dignity of all persons.

Excellence: We are committed to the pursuit of innovation and effectiveness and strive to be the best at what we do.

ORGANIZATION

The Salvation Army, an integral part of the Christian church, is an international movement (located in more than 100 countries) motivated by love for God and a practical concern for mankind. In 1904, the Salvation Army established a home for unmarried mothers on Daley Avenue, in Ottawa. In 1922, the home for unmarried women changed its location, and became a hospital for women at the corner of Parkdale and Wellington, which over time became the Grace Hospital. A need for restructuring within the Ontario Health Care system resulted in the Salvation Army Ottawa Grace Manor being built in 2002, replacing the Grace Hospital. The Salvation Army Ottawa Grace Manor is governed by a Board of Governance in conjunction with The Salvation Army (Ontario Division) Divisional Headquarters. Ottawa Grace Manor is licensed with the Ministry of Health and Long-Term Care, and has been granted accreditation by Accreditation Canada (2019-2022).

Ottawa Grace Manor (OGM) has five resident home areas with either 25 or 26 beds on each, for a total of 128 residents. The home area on the first floor (**Gladstone**) is a secure unit for residents with wandering tendencies. The two home areas on the second floor are **Queens** and **Parkdale** and the two home areas on the third floor are **Wellington** and **Rosemount**. Each home area is self-contained with its own dining, laundry and activity rooms as well as a nursing station. Balconies are located off the dining rooms on the second and third floors. A secure garden area is maintained by volunteers and contains tables, chairs and gliders.



MANAGEMENT CONTACTS

Members of the Senior Management team coordinate services of the Manor to ensure an effective and efficient operation in a climate which nurtures its mission, philosophy, and goals. The managers can be reached simply by calling our main number 613-722-8025, and either request the manager by name or extension.

Title	Name	Extension
Executive Director	Cameron McCallum	100
Director of Care	Fawn Furey	101
Business Manager	Karen Minna	102
Director of Spiritual Care	Major Erin Verhey	105
Director of Operations	Harry Fishenden	107
Volunteer and Activities Manager	<u>Robyn Orazietti</u>	135
Food Services Manager	Alifonso Hernandez	117
Director Employee Relations	Lynne Wigmore	222

NURSING

Nursing caregivers are made up of Registered Nurses (RNs), Registered Practical Nurses (RPNs) and Personal Support Workers (PSWs). Twenty-four-hour nursing care is provided for all residents.

Each home area is staffed as follows:

Days: 1 RPN, 4 PSWs

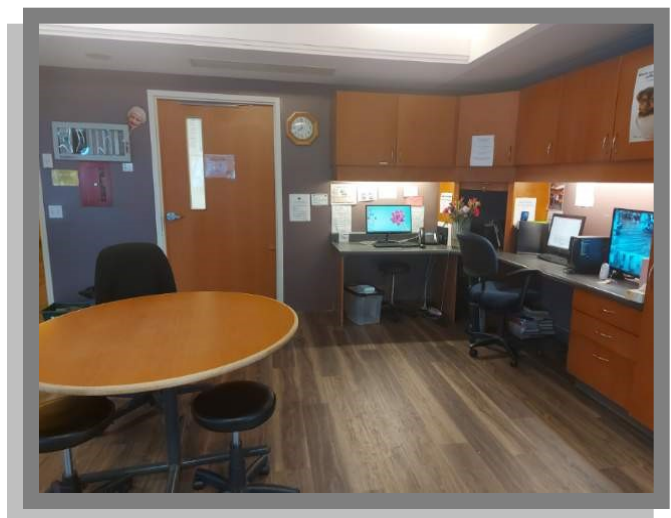
Evenings: 1 RPN, 3.5 PSWs

Nights: 1 PSW, 2 PSW Float

In addition to the above staffing levels:

1 RN floats the building 24 hours a day

1 RPN floats the building from 11pm-7am



Nursing Station

Personal Support Workers assist with daily activities of living, moving through a routine familiar to the resident. Our "doing with" approach is designed to enhance the opportunity to make meaningful choices and ensure individualized care for each resident.

Medications are administered by the Registered Nursing staff at scheduled times as prescribed by the attending physician.

Attending physicians visit the Manor weekly. Each resident is visited by the physician a minimum of quarterly, and a physician is on-call 24 hours a day. Residents may choose to keep their physician from the community upon the physician's agreement to sign a contract with Ottawa Grace Manor.

Baths and showers are offered twice a week (more frequently if necessary) and are supervised by nursing staff. We employ both male and female nursing staff and preferences for male or female attendants for personal services will be taken into consideration and accommodated when able.

Call bells are provided in each bedroom and washroom for resident use.



FOOD SERVICES

Individual needs of residents are assessed to determine meal satisfaction, dietary sufficiency, and to review special dietary needs. (i.e., pureed and minced textures; thickened fluids; gluten-free and vegetarian diets). Substitutes and choices can be accommodated where health and availability permit.

Resident Food Committee meetings are held monthly, to review menus, sample various food items and make suggestions based on likes and dislikes. The menu changes seasonally and is rotated on a three-week cycle.

Meal Start Times:

Breakfast 8:30 am

Lunch 12:00 pm

Supper 5:00 pm

In addition to three meals daily, residents enjoy nourishing snacks and beverages in the morning, after-noon and evening.

Families and friends are encouraged to participate with cooking, baking, and dining experiences, and to utilize the facilities provided on the resident home areas. The servery in the City of Ottawa Community Room is also available for use. Families and visitors are invited to dine with residents during meal times. Meal tickets which can be purchased at the reception desk, for \$5.00 per meal (suspended d/t COVID restrictions)

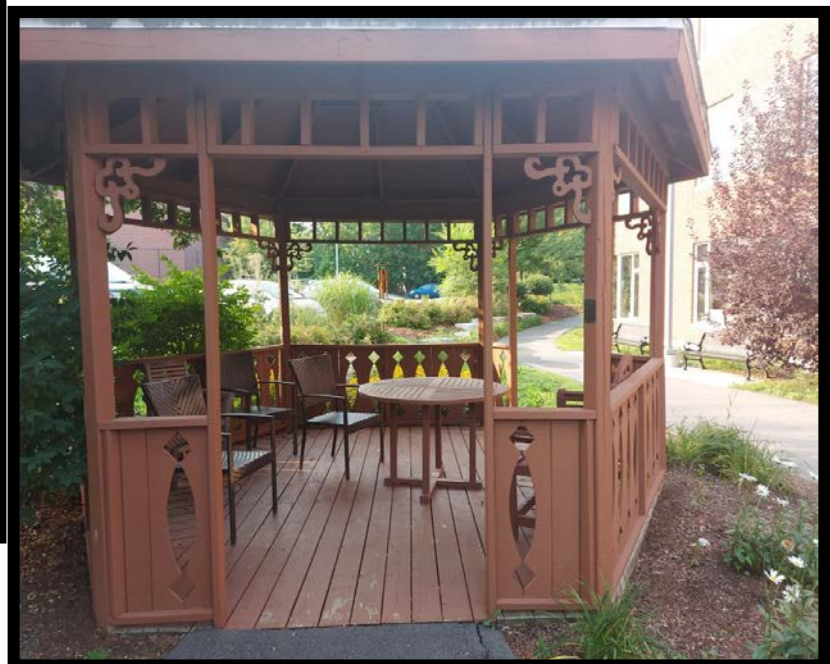
Special events such as BBQs, picnics, garden parties and candlelight dinners are held regularly. Family members are welcome!

*Bon
Appetit!*

GRACE MANOR GARDENS



Ottawa Grace Manor offers a secure, tranquil outdoor garden for our residents and their families. The gardens are maintained by our families and volunteers

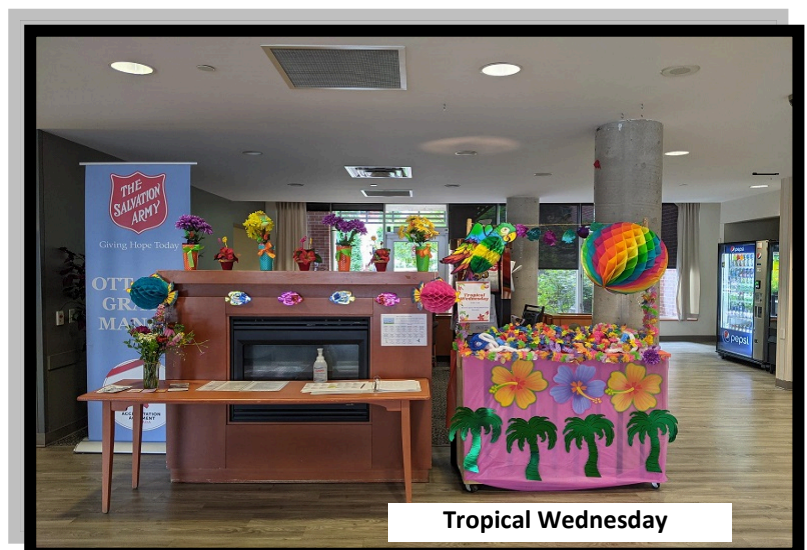


ACTIVITIES

The Activity Department provides a variety of recreational, cultural, and intellectual activities designed to meet the needs of individual residents. Residents enjoy the following activities:

- ❖ Hymn Sing
- ❖ Colouring Corner
- ❖ Crosswords
- ❖ New and Views
- ❖ Garden Visits
- ❖ Baking
- ❖ Fun and Fitness
- ❖ Music Spotlight
- ❖ Air Hockey
- ❖ Bowling
- ❖ Ladies Spa
- ❖ Green Thumbs
- ❖ Postcard Club
- ❖ Sensory Stimulation
- ❖ Sing-alongs
- ❖ Foam Fliers
- ❖ Short Stories games

Monthly activity calendars are available at the front desk, and are also posted outside the activity rooms on the home areas and on the bulletin boards across from the elevators. At the beginning of each month the activity calendar and the monthly newsletter are delivered to each resident's room.





SPIRITUAL CARE

Ottawa Grace Manor's Spiritual Care Department assists people in drawing upon their own religious beliefs and spiritual resources as they face challenges or crises.

Residents receive regular pastoral visits for emotional and spiritual support. A Chaplain is available to provide counseling and support to residents, families, staff, and volunteers and to conduct funeral/memorial services for residents.

A "Quiet Room" is located in the corner of the vestibule area on the main floor for the purpose of quiet reflection, spiritual renewal, and prayer. There is a locked prayer box in this room which is checked regularly by the Director of Spiritual Care.

Spiritual Care Activities:

- * Sunday Chapel Service conducted weekly on alternating home areas.
- * Roman Catholic Mass is celebrated the second and fourth Thursdays of the month at 10:30 am in the Community Room/Chapel. Rosary is weekly.
- * Hymn Sing is conducted weekly.
- * Services are held twice a year to commemorate residents and associates.
- * The Salvation Army Band visits the Manor on the first Sunday of each month.



PLACEMENT COORDINATOR

The Placement Coordinator facilitates pre-admissions, transfers, and discharges from the Manor.

ENVIRONMENTAL SERVICES (Maintenance, Housekeeping & Laundry)

Laundry services are provided for all residents, with the exception of dry cleaning and other specialized cleaning services. Housekeeping staff label and launder clothing at no extra cost.

Each resident home area has a laundry room equipped with a domestic washer, dryer, a sink, soap and iron/ironing board. Residents and families are welcome to make use of these facilities to enhance a "homelike" and familiar experience for the residents.

All bed sheets and linens (towels, etc.) are sent out to be washed; Ottawa Grace Manor has contracted services with an external company.

Grace Manor is fully air conditioned including in resident rooms. Temperature control as per Ministry of Health and Long-Term Care guidelines.

While our philosophy is to encourage residents to do as much for themselves as they are able, cleaning of residents' rooms is provided by housekeeping services, with some assistance by nursing staff.

FINANCIAL

Ottawa Grace Manor prefers that the resident accommodation rate be electronically withdrawn monthly. A statement will be sent monthly to the billing contact, itemizing what was withdrawn from the resident's account.

Trust Accounts can be opened for residents to cover hair appointments, outings, etc. The Trust Account gives residents access to their finances through the Business Office at the Manor. The amounts to be placed in a Trust Account depend on resident spending patterns. The Trust Account can be accessed during business hours, Monday to Friday.

RESIDENT SERVICES AND INFORMATION

ACTIVITY ROOMS

The activity room on each home area is available for gatherings or celebrations, hobbies and game-playing. The receptionist assists families and visitors when booking rooms. Tables and chairs are provided for general use in our non-smoking, alcohol-free environment. A computer and telephone are located in each activity room. There is no charge for their use.

ALCOHOL

Family and visitors are not permitted to bring alcohol onto OGM premises for any reason. In accordance with organizational philosophy, alcoholic beverages are only given when prescribed by the attending physician for medicinal purposes, and are administered by registered nursing staff.

FAMILY & FRIENDS COUNCIL (FFC)

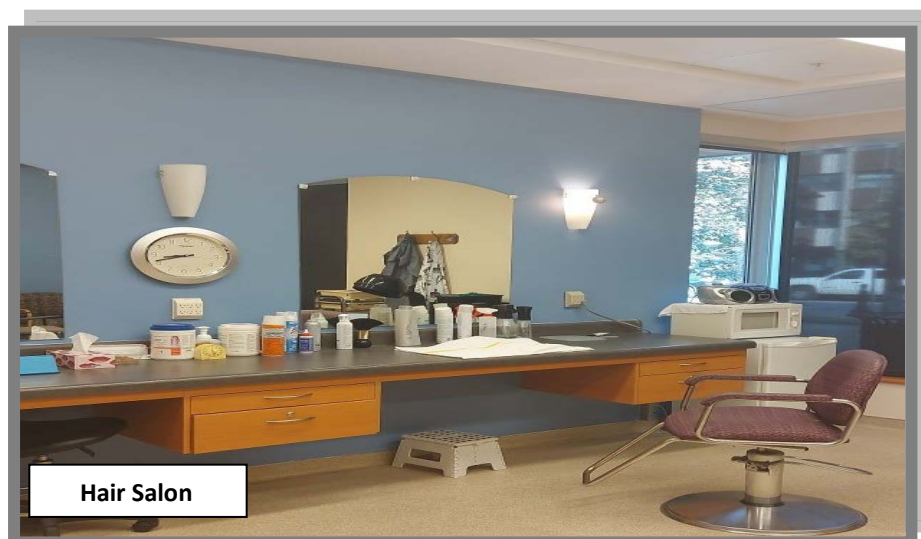
The Family and Friends Council meets the third Thursday each month for advocacy and support services, educational sessions, discussions of issues, problem solving and recommending improvements. All family members/representatives are welcome. Please see the bulletin board in the lobby for additional information. Family Council can also be reached at gracemanorfc@gmail.com

MAIL

Mail is delivered daily to each resident. Resident's outgoing mail with postage affixed may be dropped off at the Reception Desk.

Hairdressing

Available on site every Tuesdays between the hours of 9:30am-4:00pm.



MEDICAL ASSISTANCE IN DYING (MAiD)

The Salvation Army is committed to the inherent dignity of every human being throughout the entire continuum of life. MAiD will not be provided at The Salvation Army Ottawa Grace Manor. Salvation Army care providers will sensitively and respectfully address a resident's request for information about MAiD. The Salvation Army will permit the assessment process to take place in The Salvation Army facility to determine if the patient/resident meets the legislated eligibility requirements for MAiD. This process will follow all legislative guidelines as set forward by the government and local health authority. Residents who meet the MAiD criteria and who wish to proceed with MAiD will be referred through their physician or the local health authority to an alternate health facility or private location that will accommodate their request.

PARKING

Free parking is available for visitors in the south parking lot. All visitors are required to record their license plate number when signing in at the Reception Desk.



Visitor Parking

PHARMACY

Ottawa Grace Manor contracts pharmaceutical needs through Medisystem Pharmacy. All residents are required to use the pharmacy contracted by the Manor. Residents are responsible for payment of medications that are not covered by OHIP or the resident's private insurance plan.

REHABILITATION SERVICES

The physiotherapist assesses each resident upon admission and provides physiotherapy based on what is required/funded by OHIP. Strengthening and exercise classes are held regularly and equipment such as exercise bikes and weights are available without charge. If personal devices and equipment are required, they are the financial responsibility of each resident.

RESIDENT COUNCIL

Residents meet monthly to raise and discuss concerns or suggestions related to life at the Manor. Residents may volunteer to sit on various committees in the Manor and/or to be general members of the Resident Council.

RESIDENT'S PERSONAL ITEMS

Ottawa Grace Manor understands and respects the rights of all residents to bring in their own personal belongings. However, items must not impede the nursing staff or others when delivering care to residents. Floors must be kept clear in order to permit the use of lifts, wheelchairs, etc. Should you have any questions, please check with the Director of Operations.

RESTORATIVE NURSING

Restorative nursing is a creative and collaborative process that has been adopted recently by OGM. It covers nursing interventions that promote the resident's ability to adapt and adjust to living as independently and safely as possible by focusing on physical, mental and psycho-social functions. The Restorative Care RPN evaluates and determines the suitability of residents who may benefit from this initiative. The PSWs are trained and supervised in order to implement the program with the residents. Measurable objectives, interventions and evaluations must be documented in each resident's care plan and in the clinical record.

RESTRAINTS

The use of physical and chemical restraints is not consistent with the philosophy of Ottawa Grace Manor, or the Patient Restraint Minimization Act 2001. Restraints are not used unless determined necessary as a last resort by Registered Nursing Staff and the Medical Director. Powers of Attorney are consulted. With the exception of an emergency, a Doctor's Order and Consent will be obtained prior to use of a restraint.

SMOKING

Ottawa Grace Manor is a smoke-free home and no tobacco products are allowed in resident rooms or on the property. OGM does not permit cigarettes, nicotine inhalers or e cigarettes to be stored on site. Any nicotine products would need to be brought in each time by family or friends when visiting. Residents wanting to use a tobacco product must be able to do so safely, off premises, without the assistance of staff. When applicable, residents will be assessed for safe smoking habits prior to admission.

SPECIALIZED SERVICES (EXTERNAL SOURCES)

To minimize inconvenience to residents, several in-house services are offered at OGM on a regular basis. Arrangements for these services can be made through the registered nursing staff. Residents are billed directly for these services which cover:

- Audiology Services
- Dental (check-ups, cleaning and minor dental procedures. Residents requiring sedation or more extensive work attend the Dental Clinic at the Civic Campus of the Ottawa Hospital);
- Foot-Care (specialized nurses provide care for diabetics, ingrown toe-nails, etc.);
- Optometry (routine eye exams, optical and eyewear needs).
On hold until further notice

TELEPHONE/CABLE/INTERNET

Grace Manor has cable television and internet services that residents may purchase for their room. Grace Manor does not provide resident telephone service. Telephone services must be purchased from an external telephone company.

TUCK SHOP

The Tuck Shop is open, on weekly basis, in the front lobby. Items for sale include stamps, cards, coffee, chips, chocolate bars, candy, etc. Snack and drink vending machines are located on the main floor and are available 24 hours a day.

VOLUNTEERS

Volunteer membership is open to family or other persons interested in becoming part of our volunteer base. Training is provided by Grace Manor staff. Volunteers are an integral part of the Grace Manor family and their presence enhances the quality of life for the residents by providing companionship, assisting with feeding, maintaining the garden and helping with activities and outings. All volunteers must undergo police check for the vulnerable sector. Inquiries can be directed to Robyn at ext. 135.

VISITING

Specific guidelines and practices are enforced, for all visitors, in order to keep our residents and staff safe.

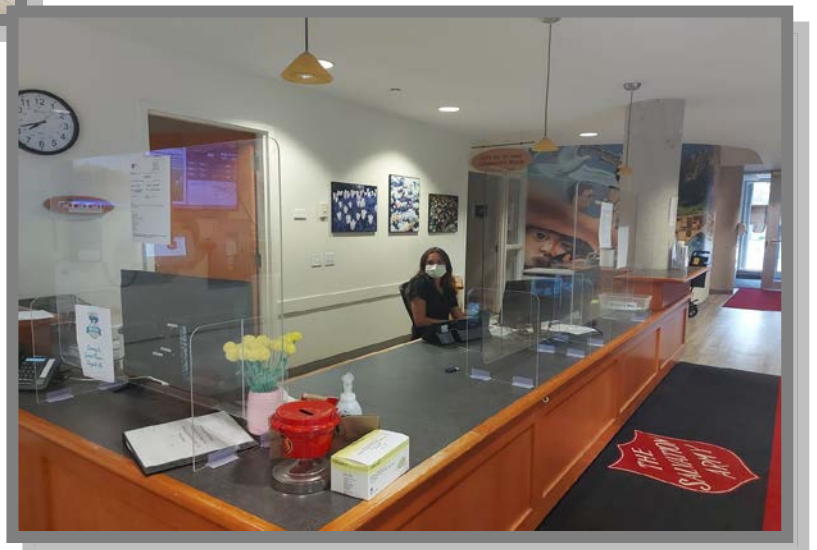
Masks are mandatory when visiting indoors. No cloth masks are permitted. Visitors will be given a procedure mask at the front door. Monthly education is conducted with each visitor on how to apply and remove their mask as well as correct hand hygiene.

Visitors can arrive as early as 8:30 am. We do not have a departure time limit; however, we do ask that visitors respect the sleeping times of their loved ones.



Main Lobby

Front Reception



Welcome to Gladstone



Our Specialized Dementia Unit



QUESTIONS AND ANSWERS:

1. How many rooms are private accommodations and how many are basic accommodations?

Ottawa Grace Manor has a total of 128 residents. There are 76 private accommodations (one bedroom with a private bathroom) and 52 basic accommodations (two bedrooms with a shared bathroom).

2. To which equipment do the residents have access?

The residents have access to the following equipment (some equipment may involve an additional cost to the resident):

- ♦ any equipment necessary to assist with transferring (i.e., lifts);
- ♦ any equipment necessary to prevent skin breakdown (i.e., therapeutic mattresses).
- ♦ any equipment deemed necessary by an occupational therapist to enhance independence and quality of life. (i.e., adaptive utensils).

3. What types of activities are available for residents?

Two activity calendars are produced each month. One is for Gladstone (first floor) and is geared towards residents with moderate to severe impairments. The second version outlines the activities planned for residents on the second and third floors.

4. Do residents participate in physical activities?

Chair and strength exercise classes (for residents who meet the criteria) are held twice weekly by the Physiotherapy and Life Enrichment Department. Some residents may be admitted into the restorative program by nursing.

5. How often do residents receive baths or showers?

All residents are offered a minimum of two baths or showers per week.

6. Do you offer overnight stays for out-of-town family members?

We have a cot that is available for family members to use if their loved one is ill or palliative. Currently, we do not have a guest room available.

7. Do you offer a day program to the community?

We do not offer a day program as we are not funded to do so.

8. Do you share areas of your building with the community for other functions?

We often let community organizations use our City of Ottawa Community Room, upon approval of the Executive Director-particularly for educational seminars or events of benefit to the staff and residents. Cost for room bookings is determined on a case-by-case basis.

9. How large are the building and the resident rooms?

The Manor's three-story building has a total area of 92,377 gross square footage. Each Private Accommodation has a bedroom of 150 square feet, a private washroom of 52 square feet and a closet of 6 square feet. Each Basic Accommodation has a bedroom of 140 square feet, a shared washroom of 52 square feet, a vestibule of 43 square feet and a wardrobe of 6 square feet.

10. Do residents have to change doctors when they move into Grace Manor?

Residents may keep their current doctor from the community, as long as the doctor is willing to sign a contract with the Manor. This contract includes, but is not limited to requesting that the doctor come to the Manor to visit the resident, and that the doctor be on call 24 hours a day.

11. How long is the wait list?

Home and Community Access Center mandate is to ensure health services are well-organized, appropriately funded and meet the health needs of the 1.3 million residents who call this region home. The LHIN manages the waiting list for all Long-Term Care Homes.

The wait list for admission to the Ottawa Grace Manor is constantly changing; therefore, we cannot give an exact or approximate waiting time. We recommend that you check with the Champlain LHIN (formerly CCAC) at 310-2222 or 1-800 538-0520 (toll free) to monitor your loved one's position on the waiting list.

12. Is respite/short stay care available?

All of Ottawa Grace Manor's beds are long-term care beds; respite/short stay/ convalescent care is not available.

13. What if a resident is admitted to Gladstone but does not require placement in this unit?

New residents are observed and assessed within six weeks of admission. If they do not require the secure feature offered by Gladstone, they will be transferred to another unit when a bed becomes available.

14. Is Palliative Care available?

Yes. Palliative Care is a multidisciplinary approach to specialized medical and nursing care for people with life-limiting illnesses. It focuses on providing relief from the symptoms, pain, and physical and mental distress at any stage of illness. At OGM, our goal is to improve the quality of life and provide support for both the residents and their families.

15. What is the status of staff retention?

We strive to ensure that Grace Manor's Human Resource management and programs, systems, policies and procedures support the potential of the organization's greatest asset-its people.

We have over 190 dedicated staff at Grace Manor, of whom 20 are original employees from opening day on September 18, 2002. Additionally, there are 28 staff with over 15 years of service, and another 25 people with more than 10 years of service. In summary, over 30% of our staff has been employed at Grace Manor for ten years or more.

16. Does Grace Manor conduct satisfaction surveys?

Since 2013, we have conducted annual resident, family and employee satisfaction surveys to gauge satisfaction levels and to identify areas for improvement. Grace Manor also conducts Admission, Care Conference and Employee Orientation Surveys. We are always striving to provide the best care to the residents, as well as a provide a safe, pleasant work environment for our employees.



Menus

GRACE MANOR SUMMER/FALL - Week 2

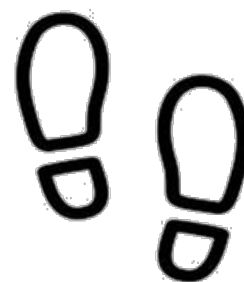
Service for 08/09/2021

Diet: Regular/ Texture: Regular

MONDAY	AUG 09	TUESDAY	AUG 10	WEDNESDAY	AUG 11	THURSDAY	AUG 12	FRIDAY	AUG 13	SATURDAY	AUG 14	SUNDAY	AUG 15
BREAKFAST													
Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Bacon * Pancakes Blueberries Cream of Wheat Peanut Butter Buttered White/WW Toast	Oatmeal Hard Boiled Egg Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Hard Boiled Egg Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Cheddar Cheese Slice Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Cheese Omelet English Muffin Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Fried Egg LS Bacon Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast	Oatmeal Scrambled Eggs Buttered White/WW Toast Cream of Wheat Peanut Butter Raisin Toast
LUNCH													
Barley Beef Soup Unsalted Crackers Battered Pollock Tartar Sauce Lemon Wedge Steak Fries Coleslaw Nanaimo Bar Grilled Swiss & Tomato Sndw Spinach Orange Salad Buttered White/WW Bread Orange Wedges	French Canadian Pea Soup Unsalted Crackers Shaved Beef Sndw on Wheat Tomato & Onion Salad Raspberry Gelatin Whipped Topping Bacon, Mushroom & Swiss Steamed Asparagus Buttered White/WW Bread Dod Honeydew Melon	Cream of Mushroom Soup Unsalted Crackers Hot Dog on Bun Tossed Salad Chocolate Ice Cream Sundae Turkey Salad Creamy Macaroni Salad Triple Bean Salad Whole Wheat Roll Strawberries Whipped Topping	Creamy Tomato Soup Unsalted Crackers Beef Cabbage Roll w/Tomato Prince Edward Vegetables Buttered White/WW Bread Rice Pudding Eggs Benedict w/Hollandaise Sc Romaine Strawberry Onion Salad Fruit Salad Deluxe	Unsalted Crackers Minestrone Soup Monte Cristo Italian Tomato Slices Lemon Tart Cottage Cheese & Fruit Plate Tea Biscuit Margarine Banana	Cream of Potato Soup Unsalted Crackers Chicken Burger on Bun Creamy Cucumber Salad Tomato Slices & Lettuce Tiramisu Mousse Egg Salad Sndw on Wheat Tossed Salad Cantaloupe Chunks	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes	Unsalted Crackers Roasted Onion Soup Beef Pot Pie Beef Gravy Fancy Blend Vegetables Buttered White/WW Bread Frosted Brownie Salmon Salad on WW Creamy Pea Salad Red Seedless Grapes
DINNER													
Glazed Ham Scalloped Potatoes Cheese Sauce Cauliflower Buttered White/WW Bread Blueberry Cheesecake Liver & Onions Whipped Potatoes Green Peas Beef Gravy Fruit Cocktail	Italian Baked Pollock Parslaid New Potatoes Fancy Blend Vegetables Lemon Wedge Black Forest Cake Mustard Chicken Garlic Noodles Braised Red Cabbage & Bacon Buttered White/WW Bread Chilled Diced Pears	BBQ Teriyaki Beef Ribette Roasted New Potatoes Asian Vegetables Buttered White/WW Bread Cherry Crisp Cheesy Rice Casserole Buttered Corn Chilled Peach Slices	Lemon Pepper Chicken Garlic Mashed Potatoes Green Beans Margarine Maple Swirl Ice Cream Pork Chop & Mushroom Sauce Baked Potato Wedges Sliced Carrots Buttered White/WW Bread Apricot Halves	Baked Fish & Dill Sauce Lemon Wedge Herb Roasted Potatoes Steamed Broccoli Buttered White/WW Bread Frosted Chocolate Cake Biscuit Topped Turkey Pie Turkey Gravy Sliced Beets Applesauce	BBQ Pork Ribs Baked Beans Coleslaw Cornbread Margarine Frosted Cupcake Bavarian Veal Mashed Potatoes Buttered Brussels Sprouts Chilled Tropical Fruit	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges	Roast Turkey Cranberry Sauce Turkey Gravy Mashed Potatoes Stuffing Steamed Asparagus Cherry Pie Roasted Vegetable Lasagna Caesar Salad Buttered White/WW Bread Mandarin Oranges

* shorted sausage, menu sub to bacon

- Please note that Whole Wheat Bread, Margarine, 125 ml Water, 125 ml Milk, 180 ml Coffee/Tea are served at every meal. Peanut Butter, Jams, Jellies, Marmalade and Honey are available at Breakfast.
- Nourishing Snacks are served in the morning, afternoon and evening.
- Menus are approved by the Resident Food Committee and by the Dietician. Menus are seasonal and operate on a 3-week cycle.



THE NEXT STEPS

Thank you for your interest the Salvation Army Ottawa Grace Manor!

Selecting a long-term care home is a difficult and important choice. If you have any other questions about Ottawa Grace Manor, please do not hesitate to contact the Placement Co-ordinator, Cynthia Stiller, 613-722-8025 (106).

If you or a loved one would like to inquire further about selecting Ottawa Grace Manor as a home for your loved one, please contact the Home and Community Care Access Center at 310-2222 or 1-800-538-0520 (toll free). All applications to long-term care homes are coordinated by the HCCAC. They can provide more detailed information about how to apply for and select a home, and also how to prepare for the move. Further information about long-term care homes in Ontario can be found at the Ontario Ministry of Health and Long-Term Care's website: www.health.gov.on.ca, or by phoning the Ministry's INFO line at 1-866-532-3161 (Toll-free in Ontario only).

AFFORDING LONG-TERM CARE

If a resident's income (after taxes) is not sufficient to pay for the Basic Accommodation Rate, there is a subsidy available to reduce only the Basic Accommodation Rate. Ottawa Grace Manor's Business Office will work with the family to complete the rate reduction application form. The reduced rate application for a Basic Accommodation must include a copy of the most recent Notice of Assessment from Revenue Canada. The resident must file an Income Tax Return to Revenue Canada in order to obtain a Notice of Assessment.

COSTS OF ACCOMMODATION

Ministry of Health and Long-Term Care (MOHLTC) sets the accommodation rates for Long Term Care (LTC) homes. Long Term Care homes are required to provide at least 30 days written notice of a proposed increase in accommodation rates and the amount of the proposed increase. The MOHLTC provides funding for homes. The amount paid by residents for their accommodation is referred to as the "co-payment".

ACCOMMODATION RATES (Effective July 1, 2024)

	TYPE OF ACCOMMODATION*	CO-PAYMENT DAILY AMOUNT	CO-PAYMENT MONTHLY AMOUNT
Basic Accommodation	Two (2) bedrooms, shared bathroom at Ottawa Grace Manor	\$ 66.95	\$ 2036.40
Private Accommodation	One (1) bedroom, private bathroom at Ottawa Grace Manor	\$ 95.65	\$ 2909.36

***Ottawa Grace Manor does not offer a semi-private accommodation rate or a short-stay/respite care program.**

(LTC Homes Action Line :) 1-866-434-0144

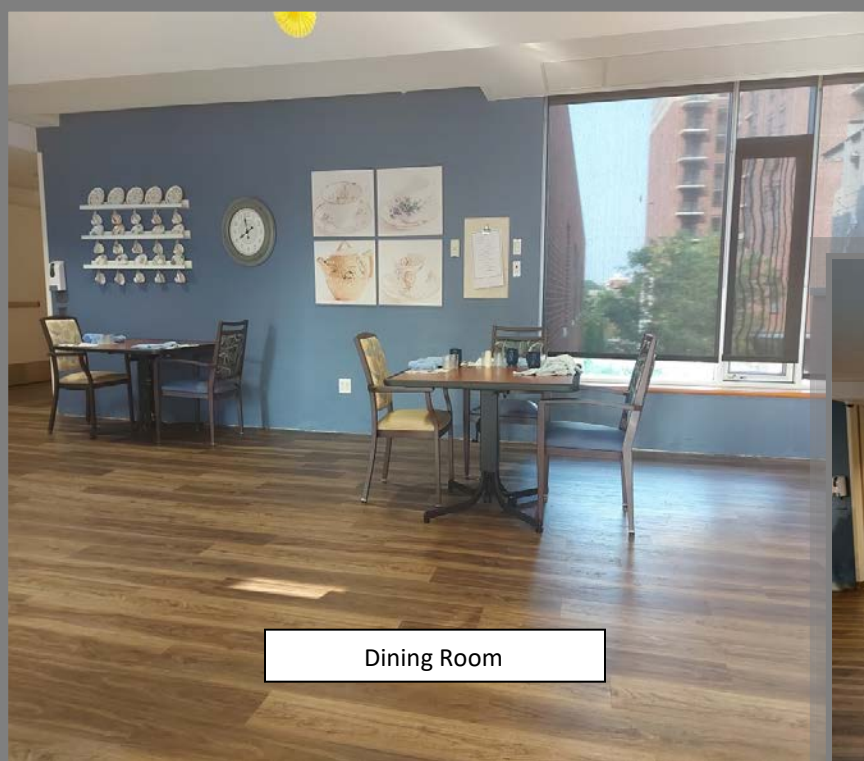
Accommodations and Common Areas



Basic Accommodation Bedroom



Private Accommodation Bedroom



Dining Room



Sitting Room

Each bedroom includes a bed, dresser, storage closet, night stand with lamp, high back chair, bed side table, towels and linens.












A shared washroom is part of the basic accommodation. Each washroom comes with separate storage space for each resident

Grace Manor Activity Calendar

Salvation Army Ottawa Grace Manor – Activities – July 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 – Canada Day 10:00 Beachball Volley 11:00 Party Prep 1:50 Canada Day Strawberry Social 3:00 Short Garden Visit	2 	3 10:00 Manicure 11:00 Garden /Individual Visits 1:50 Multi-Sensory Stimulation 3:00 Snack & Chat
4 10:00 Fun & Fit 11:00 Spiritual Sing 1:50 Puz 3:00 Ga Fri	5	6 10:00 Garden Visit/ Target Toss	7 1:50 Ice Cream Making 3:00 Board Games	8 10:00 Fun & Fit 11:00 Hymn Sing 1:50 Garden Visit/ Sensory Stim – Pictures	9 10:00 News & Views 11:00 Manicure 1:50 Friendly Visits 2:30 Record Requests	10 

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4 10:00 Fun & Fit 11:00 Spiritual Sing Along 1:50 Puzzles 3:00 Garden/ Friendly Visits	5 	6 10:00 Garden Visit/ Target Toss 2:00 Tuckshop 3:00 Resident Activity Planning Meeting	7 1:50 Ice Cream Making 3:00 Board Games 6:00 Evening Movie – One Week 6:15 Garden Visit	8 10:00 Fun & Fit 11:00 Hymn Sing 1:50 Garden Visit/ Sensory Stim – Pictures	9 10:00 News & Views 11:00 Manicure 12:00 McDonald's Lunch – by RSVP 1:50 Friendly Visits 2:30 Record Requests	10 
11 10:45 Worship Service (P) 	12 10:00 Fun & Fit 11:00 Individual Visits 1:50 Documentary: Canada Untold 3:15 Sing Along	13 10:00 Garden Visit/ Bowling 2:00 Tuckshop 3:00 Hand Massages	14 1:50 Afternoon Art 3:00 Green Thumb 6:00 Concert in Care at Home 6:15 Garden Visit	15 10:00 Fun & Fit 11:00 Hymn Sing 1:50 Garden Visit/ Sensory Stim – Pictures	16 	17 10:00 Mini Golf 11:00 Garden/ Individual Visits 1:50 Manicure 3:00 Multi-Sensory Stimulation
18 10:00 Fun & Fit 11:00 Spiritual Sing Along 1:50 Puzzles 3:00 Garden/ Friendly Visits	19 	20 10:00 Garden Visit/ Foam Fliers 2:00 Resident Council (CR) 2:00 Tuckshop 3:00 Reminiscing	21 – National Junk Food Day 1:50 Junk Food Bar 3:00 Brain Bounce 6:00 Barbara Streisand: Music, Memory, Magic 6:15 Garden Visit	22 10:00 Fun & Fit 11:00 Hymn Sing 1:50 Garden Visit/ Sensory Stim – Pictures	23 10:00 News & Views 11:00 Manicure 1:50 Friendly Visits 2:30 Olympic Opening Ceremony Screening	24 
25 10:45 Worship Service (P) 	26 10:00 Fun & Fit 11:00 Individual Visits 1:50 Short Stories 3:00 Memory Games	27 10:00 Garden Visit/ Ring Toss 2:00 Tuckshop 3:00 Hand Massages	28 1:50 Afternoon Art 3:00 Green Thumb 6:00 Evening Movie – Residents' Choice 6:15 Garden Visit	29 10:00 Fun & Fit 11:00 Hymn Sing 1:50 Garden Visit/ Sensory Stim – Pictures	30 	31 10:00 Basketball 11:00 Garden/ Individual Visits 1:50 Manicure 3:00 Multi-Sensory Stimulation

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Living with Grace through Resident Eyes By
David Doherty~ Grace Manor Resident



David Doherty

**Grace Manor
Resident**

Good day my name is David Doherty and I have been a resident of the Grace Manor for the past 10 years. I have been the Resident Council president for the past few months and I am finding it to be a very rewarding position.

It was my sister who chose this facility for me as she felt it was the best one in the city and would suit my needs. I feel that this is a very pleasant place; there are interesting shows, outings such as the tulip festival tour, and picnics in the parks, other programs such as the under 65. I like being able to play table tennis in the activity room with the activity coordinator. There is a great atmosphere downstairs on 1st floor in the lobby and in the community room where many activities occur.

I really feel that there are good people who work here. I like that this is a Christian run place as it is very inspiring. I like going to the hymn sing groups here and I visit with the spiritual care team. There are good people, who work here including the awesome volunteers. The food is healthy and tasty.



RESIDENTS' BILL OF RIGHTS



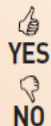
- ▶ To be treated with **DIGNITY** and **RESPECT**



- ▶ Participate in **MAKING DECISIONS** about your **CARE**



- Medication



- Case Conference

- ▶ Know **WHO** will **HELP** you



Because this
is **YOUR HOME**

- ▶ **INFORMATION**



- Rules



- Speak Out

- ▶ **NO ABUSE**

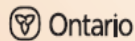
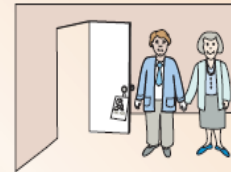


- Physical



- Mental Abuse

- ▶ **PRIVACY**





The Salvation Army



Mission and Values

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

HOPE

We give hope through the power of the gospel of Jesus Christ.

SERVICE

We reach out to support others without discrimination.

DIGNITY

We respect and value each other, recognizing everyone's worth.

STEWARDSHIP

We responsibly manage the resources entrusted to us.





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Done ☒