



MARIANHILL

Resident Handbook

Mission Statement

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Marianhill Values

Within the Christian community of Marianhill, honesty and empathy are among the prevailing qualities that form the foundation of our services and care. The healing ministry of Christ requires that these qualities be reflected in the Christian values of Marianhill and form an integral part of our daily conduct.

Hospitality

Invites us to create an environment marked by openness, warmth and acceptance for all.

Spirituality

Calls us to nurture the body mind and soul of each other and those we serve.

Integrity

Invites us to a life of honesty, respect and justice.

Dignity

Requires us to honour the sacredness of life.

Excellence

Challenges us to be innovative and accountable leaders in the care and services we provide.

RESIDENTS' BILL OF RIGHTS

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
 - iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,

i. the Residents' Council,

ii. the Family Council,

iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,

iv. staff members,

v. government officials,

vi. any other person inside or outside the long-term care home.

18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.

19. Every resident has the right to have his or her lifestyle and choices respected.

20. Every resident has the right to participate in the Residents' Council.

21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.

22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

27. Every resident has the right to have any friend, family member, or other person of importance to the resident, attend any meeting with the licensee or the staff of the home.

HISTORY OF MARIANHILL

Marianhill was founded in 1954 by the Grey Sisters of the Immaculate Conception and has since its conception aimed at providing quality care. Upon construction of the new General Hospital, the Grey Sisters of the Immaculate Conception converted the old hospital into a Home for the Aged called Marianhill, providing care for over 100 residents.

The present Marianhill was built in 1980-81. Marianhill is governed by a Board of Directors, consisting of men and women from throughout the community. The Board of Directors is accountable to the Catholic Health Corporation of Ontario, the Ministry of Health and to the public, and governs in the interest of Marianhill and those we serve.

Marianhill has evolved into a 200 bed facility. Marianhill offers long term and complex continuing care, including a palliative care unit, which serves the Pembroke area. The Dr. L.U. McCluskey Centre provides dementia respite services for individuals suffering from Alzheimer Disease or a related dementia. Marianhill also serves the community with adult day programs as well as the Marianhill Kiwanis Audiology Clinic.

Marianhill emphasizes independence, choice, respect for privacy, and dignity of the person. The Board of Directors and staff members strive to follow the example of St. Marguerite d'Youville by offering compassionate care within Marianhill and the community.

Marianhill is pleased to have the opportunity to work with individuals and organizations throughout the Upper Ottawa Valley. More than 160 volunteers support our work at Marianhill. We also benefit from the support of area service clubs, private donations and memorial contributions, which help us attain items that are not covered by government funding.

We welcome you to Marianhill!

Marianhill (Marguerite Centre 2nd Floor)

Marianhill is able to provide interim long term care for up to 30 residents at the 2nd floor of the Marguerite Centre 700 Mackay Street, Pembroke, ON

The phone number for this unit is (613) 735-1741

Family Council

Family Council meets regularly at Marianhill. More information may be obtained from Diane Burnet, Chair at (613) 735-6664.

Hairdressing/Barber Services

A hairdresser will be scheduled to provide this service on site at the Marguerite Centre. Appointments will be made through the Registered Nurse.

Mailing Address

The mailing address will continue to be to the Marianhill office:

Marianhill
600 Cecelia Street
Pembroke, ON
K8A 7Z3

Mail will be delivered each morning to the Marguerite Centre. .

Medical Care

Dr. Joan Tyler is the Medical Director for Marianhill. Residents in the interim beds will receive Medical Care from Dr. Evelyn Weatherston. The Registered Nurse will be available 24/7 and has access to Dr. Weatherston and other attending physicians on call. The Nursing Team remains under the supervision of the Director of Care, Susan Woodcock, and two Personal Support Workers are also on site to assist with your care.

Pastoral Care

Adrien Chaput, the Manager of Pastoral Care, will be providing this service to you while at the Interim long term care beds. Your personal beliefs and preferences will be respected by Marianhill, as outlined in the Pastoral Care Handbook.

Resident Council

Wendy Sarazin, Recreation Coordinator, will arrange for regular meetings of the residents at of the interim beds. Any concerns or suggestions will be addressed by the appropriate department manager or the Chief Executive Officer as required.

Services

The Sisters are providing housekeeping, laundry, maintenance and dietary services to our residents. These services are described in the Handbook. Contact information regarding these services remains at the Marianhill office; however the Registered Nurse may be able to assist you with any concerns.

The Registered Nurse will complete all requisitions for any maintenance services that you may require while at the Marguerite Centre..

Smoking

Smoking is not permitted.

Telephone

Should you wish to arrange for your own telephone, it is your responsibility to contact Bell and make arrangements for installation, billing and disconnecting the service.

Television and Cable Service

Wall mounted televisions are available for rent from the Marguerite Centre which will be installed in your room by the maintenance department. The rental agreement for the television will be made with the Marguerite Centre. If you wish cable services, you are responsible to contact Cogeco Cable for setup, billing and disconnecting services.

Visiting Hours

All visitors are asked to use the auditorium door entrance to the Marguerite Centre. This door is generally locked, and you must use the “buzzer” to be given access. Visiting hours are between 9:00 a.m. and 8:00 p.m. Please make arrangements with the Registered Nurse if you would like to visit outside these times.

Parking is available in the back parking lot.

MARIANHILL INC.

Summary of Services Provided

Nursing and personal care provided 24/7;

Supplies and equipment for skin care, continence products, for infection control and sterile procedures;

Medical devices such as catheters and colostomy and ileostomy devices;

Supplies and equipment for personal hygiene and grooming, including skin lotions and powders, shampoo, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, toilet tissue, facial tissue, hair brushes, combs, razor/shavers, shaving cream, feminine hygiene products;

Equipment for general use such as wheelchairs (if a wheelchair is required on a permanent basis see note below), geriatric chairs, canes, walkers, toilet aids, and other self-help aids for the activities of daily living;

Meal service and meals, including three meals daily, snacks between meals and at bedtime, special and therapeutic diets, dietary supplements and devices enabling resident to feed themselves;

Social recreational and physical activities and programs, including related supplies and equipment;

Laundry, including labeling, machine washing and drying of personal clothing;

Bedding and linen, including comfortable mattress with waterproof covers, pillows, bed linen, wash cloths and towels;

Cleaning and upkeep of resident room and building

Cablevision, Newspapers

It is your or your family's responsibility to make the arrangements with the service supplier for start up and payment of these services. It is recommended that direct payments be arranged from your personal bank account. Please discuss this with your personal banking officer.

Arrangements can be made for Marianhill to pay personal bills from Trust fund accounts for a fee of \$1.00 per bill.

Coffee Shop

There is a coin automated coffee dispenser in the coffee shop and vending machines. The residents are provided snacks, tea, coffee, and juice between meals and during the evening on each wing.

Confidentiality

Marianhill may be entrusted with the knowledge of personal and private affairs of its residents. Under the declaration of confidentiality and code of ethics, all employees undertake not to divulge any of this knowledge at any time with any unauthorized person during the term of employment with Marianhill or thereafter, except in the course of duties as an employee.

Consent to Treatment

(in accordance with Nursing Policy B008. For further details, contact Linda Tracey, CEO at ext 321 or Susan Woodcock, Director of Care at ext 330.)

The health practitioner determines the capacity of the resident. The resident is capable with respect to a treatment if the resident:

- Understands the information that is relevant to making a decision concerning the treatment or personal assistance service.
- Is able to appreciate the reasonably foreseeable consequences of a decision or lack of decision.

If the resident is incapable, consent is obtained from the substitute decision maker.

The resident has the right to refuse any care/treatment offered within Marianhill and the resident's wish shall be given priority.

Dental Care

A Dental Hygienist and Dentist both provide services at Marianhill. An information package and consent form is available. Fees for an Oral Hygiene Assessment are based on the recommended Dental Hygiene Fee Guide. You can maintain your dental care with your own dentist. Dental appointments may be arranged on a regular basis.

Good oral hygiene has resulted in the prevention and treatment of oral diseases such as periodontal disease. Good periodontal health starts with you; visit a dentist at least twice a year for a thorough cleaning and oral examination. We recommend that residents have their dentures personally labeled. This can be done by a local dental lab.

Dietary Services

Three meals and three snacks are prepared on site in the main kitchen according to Canada's Food Guide and the Long Term Care Guidelines. For those frail residents needing to be fed, three unit dining areas are staffed to meet your individual needs. A three week cycle menu is followed to ensure a variety of foods are offered to you. Please check with the staff for designated meal times. Nourishments/snacks are delivered to the residents on each unit, and in their rooms.

Any food kept in resident's rooms must be sealed in a plastic container.

Residents are encouraged to participate in the meal planning process. A meal planned by the residents is offered monthly. A recreation programmer is available on your unit to assist you if you have any suggestions.

A registered Dietitian assesses the nutritional needs of all residents and ensures that therapeutic diets are provided if needed.

If you have any concerns please contact please contact:

Krista St. Cyr, Food Services Manager	Extension 317
Lisa McCann, Dietitian	Extension 373

SPECIAL OCCASIONS

If you would like to celebrate a special occasion please call the dietary department (Extension 317) for arrangements. Rooms are available upon request to accommodate larger groups.

Drugs and medical supplies: Marianhill cannot charge for non-prescription drugs, medication and treatment products and supplies obtained through Ontario Government Pharmaceutical and Medical Supply Services upon requisition.

Some non-prescription drugs, medication and treatment products and supplies not available through Ontario Government Pharmaceutical and Medical Supplies are not covered. Before ordering such items, you will be informed if a cost will apply.

A nurse call system is provided in your room and bathroom. Staff members have pagers and phones which notify that you have asked for assistance. Opened exit doors also ring through to the pagers.

Ethical Issues/Ethics Committee

The Ethics Committee is available to any staff, resident or family member for ethical consultative services. Staff members, residents and families are encouraged to refer issues/concerns to the Ethics Committee prior to or following a perceived violation of ethics. Referral forms are available on each unit and from the front office. The committee can also be reached by calling (613)735-6839

Linda M. Tracey	Chief Executive Officer	Ext. 321
Father Ken O'Brien	Chairperson Ethics Committee	Ext. 306
Adrien Chaput	Manager of Pastoral Care	Ext. 306

Family Council

Marianhill has Family Council to work co-operatively with the Home to enhance care to the residents and to provide support to the families and to liaise with similar groups in the community. The Family Council representatives and their phone numbers are listed in the Family Information display case. The council meets monthly in the Board Room at Marianhill.

Financial Services

The business office hours are 8:30 a.m. to 4:30 p.m. from Monday to Friday, excluding statutory holidays.

Accommodation rates are set annually by the Ministry of Health and Long-Term Care. It is expected that payments be made to Marianhill at the beginning each month.

There are several additional costs , which are not included in the accommodation fees. Examples of such costs are:

- Hairdressing/Barbering rates
- Personal telephone service and television cable service
- Dental care services
- Advanced foot care services
- Dry cleaning services
- Audiology services provided at the Clinic
- Companion costs for transportation to medical appointments (please see nursing staff for details)

The staff in the business office can assist with all your financial questions. In Ontario residents are guaranteed a comfort allowance; this means everyone is entitled to have the comfort allowance available to them after accommodation fees have been charged. To enable this there are a number of government financial assistance programs available to citizens aged 60 years and over including Rate Reduction and Exceptional Circumstance. The staff in the financial department will assist with these applications.

Fire and Emergency

Fire drills are held monthly, once on each shift focusing on random scenarios. In the event of a fire drill, you are to remain where you are and take direction from the staff. The fire exits are all marked with lit signs, and fire extinguishers and hoses are throughout the building.

All exits are monitored and locked with a magnetic system. Doors alarm when held open. Should the fire alarm sound, all exits automatically open.

Foot Care Services

Marianhill staff provides basic foot care. Basic foot care covers areas of hygiene and nail care. Special foot care services are provided by

independent agencies. The cost of this service is your responsibility. The nurse on the unit will assist you in making the arrangements if requested.

Funeral Planning

On admission, any funeral plans that have been prearranged by the resident are noted in the resident's chart.

Hairdressing/Barber Shop

Hairdressing and barber services are available at the salon on the ground floor. Appointments can be made directly at the salon or via the nursing department. You can also book an appointment by calling 613-735-6839 ext. 379.

A price list is posted in the salon for your information. Payment is made directly at the salon or charged to your trust account. Gift certificates are available at the administration office.

Hazard Identification

Marianhill uses a red Hazard tag to identify any equipment/item that is broken and not to be put in use. Wet floor signs, and other signage may also be seen throughout the Home to advise of unsafe situations. Please respect these directions and do not use tagged equipment or walk on wet floors, etc.

Hearing Tests and Assessment

Appointments for hearing tests and assessments are made through a referral from your attending physician. Marianhill has an Audiology Clinic on site. Please call Audiology 613-735-6839 Ext 380 for information regarding the purchase of hearing aides, hearing tests, and repairs.

Housekeeping Service

Housekeeping service is provided on a regular basis. The cleaning of closets and drawers is the responsibility of the resident and/or Advocate. It is important to maintain closets in an organized manner.

Laundry Services

All personal machine washable items are laundered on site. Marianhill provides all bed linens, blankets, spreads, pillows and towels.

Personal Clothing

On admission, and when new clothing is purchased, the family/advocate is responsible for taking all personal clothing to the laundry room to be labeled. Marianhill is responsible for the application of labels. Clothing **must be** labeled. Marianhill is not responsible for unlabeled lost clothing.

Dry Cleaning & Clothing Repair

You are responsible for your dry cleaning and clothing repair. Arrangements can be made through the Laundry Department to have clothing sent to the cleaners and for clothing repair.

Leave of Absence/Vacation

A casual leave of absence of up to 48 hours per week is available. Please notify the registered staff on your unit at least 24 hours in advance to ensure your medications are ready for your leave. A vacation leave of absence of 21 days a year is also available.

Medical leave for the purposes of hospitalization is up to 21 days at a time. This leave is for medical, not psychiatric, care. Psychiatric leave for the purposes of hospitalization for assessment and treatment is up to 45 days.

During a leave of absence or stay in hospital, you are required to continue to pay for your accommodation including any services purchased (i.e. phone)

If the absence is beyond the number of days permitted by the Ministry of Health and Long Term Care and bed holding is not permitted, you will be discharged from Marianhill.

You may hold a bed for up to 30 days in addition to the medical and psychiatric leaves. You are responsible to pay for the accommodation charges as well as a bed holding fee. Should you wish to have a bed hold, the fee and required forms will be provided at that time. As of February 2009 the current bed hold fee is \$53.00 per day in addition to the accommodation fee.

Bed holding is not permitted to extend a casual or vacation leave of absence.

Mail

Mail is delivered and distributed from the Nursing Station to each resident's room. Redirection of the mail is your responsibility. Mail may be posted at the Front Office.

Medical Appointments

The Medical Director is Dr. Joan Tyler. She is also an attending physician at Marianhill. A number of doctors have privileges and see residents regularly at Marianhill. Should your physician not currently have privileges, please notify us as soon as possible to arrange for coverage for you or, in the alternative, to apply for physician privileges for your doctor. The physicians provide us with an on-call after hours schedule for coverage.

Medical appointments ordered by the attending physician will be coordinated by the Nursing Department. Arrangements will be made for companions from various health agencies to accompany you if the family or Advocate is unable to attend. There is a charge for this service.

Medical Care

Regular visits/clinics are arranged through the nursing office for your Doctor. At Marianhill your medication is reviewed every three months by your physician and an annual physical examination is scheduled. A resident may remain under the care of their community attending physician providing he/she has admitting privileges to Marianhill.

The Nursing team is comprised of Unit Managers, Registered Nurses (RN), Registered Practical Nurses (RPN) and Personal Support Workers (PSW). A Registered Nurse is required in the building 24/7.

The Nursing team will notify the next-of-kin/representative in the event the resident is injured or if there is a change in the resident's health status. Current information for reaching the next of kin is required to help ensure a prompt response to any events.

Mobility Equipment

The appropriate wheelchair and walker will maximize your safety, independence and comfort. If you require a wheelchair or walker on a permanent basis the Occupational Therapist will assist you and your family to apply for your new equipment through the Assistive Devices Plan. (Financial assistance may be available).

Maintenance of wheelchairs and walkers is important to optimize your independence and safety and is the responsibility of the resident / family. Marianhill arranges for equipment to be inspected and minor repairs are completed at no cost to the resident/family. Should your wheelchair or other equipment require significant repairs, you will receive a quote for your approval before any work is completed. You are free to have your own provider inspect and repair your equipment at your convenience as well.

Pastoral Care

Pastoral care is available to all residents. An information booklet from the Pastoral Care Department is given to each resident after admission. The regular services are also listed on the monthly activity calendar, which is distributed to you.

Personal Furnishings

A nightstand, lamp, bed, chair and dresser are provided as part of the room's furnishings. The building services department must approve any personal belongings or furniture you wish to bring to Marianhill for safety reasons to ensure the room can be cleaned and care provided in a safe manner.

All electrical appliances such as radios, lamps, televisions, etc **must be** inspected by the Maintenance department prior to use.

Pet Visitation

Pets with a current record of vaccination are welcome visitors. It is the responsibility of the owner to have the animal under control at all times. The owner is liable for the action of their animal while visiting Marianhill.

Pharmacy

Marianhill has a pharmacy contract with Pulse Rx. Most medications are covered under the Ontario Drug Benefit Plan or supplied by the Ministry of Health. There is a dispensing fee for each prescription written by your Doctor. You will be billed monthly and payment is to be made directly to Pulse Rx.

Recreation Services

Activities are offered in large groups, small groups and on a one-to-one basis depending on the type of activity and the needs of each individual person.

Activity boards are placed throughout Marianhill announcing upcoming activities as well monthly activity calendars are circulated to all residents. Activities are open to your family and friends.

Resident Council

To enhance the quality of services and programs which Marianhill provides, a Resident's Council has been established. The Resident's Council represents all the residents of Marianhill, with the purpose of being a channel of communication in relating needs, opinions and ideas. The Resident Council meets on a regular basis with all meetings recorded.

Resident and Family Care Concerns

Marianhill is committed to providing the highest possible quality of service to our residents. If you have a concern or comment about the level of care provided to you/your family member, please raise that concern or comment

- Immediately with the staff member present at the time, or with the Charge Nurse for the unit; or

- With the Unit Manager responsible for the unit in person or by the telephone.

You may also raise your concerns directly with the Director of Care or the Chief Executive Officer. Telephone numbers are listed below.

Your concerns and compliments may also be documented on the *Resident/Family Concern Forms* that are available at the Reception Desk and at the Unit Stations. The form may be left at the Reception Desk or returned by mail. The form is forwarded to the appropriate member of staff who is responsible for recommending action to be taken to address the concern and prevent further occurrences. All forms are forwarded to the Chief Executive Officer and presented to the Management Team at their monthly meetings.

Linda M. Tracey	Chief Executive Officer	Ext. 321
Sue Woodcock	Director of Care	Ext. 330
Marian Doering	Unit Manager, 1 st Floor	Ext. 329

Concerns may also be forwarded directly to the Ministry of Health and Long Term Care at (613) 241-4263 or 1-800-267-8588.

Restraint Policy

(see Nursing Policy R004; further details may be obtained from Susan Woodcock, Director of Care or Linda M. Tracey, CEO)

Marianhill has a policy of least restraint based on the recommendation of the Attending Physician and reviewed quarterly.

DEFINITION OF LEAST RESTRAINT: *“Least restraint means that all possible alternative interventions are exhausted before deciding to use a restraint.”*

Safekeeping of Resident’s Valuables

You are encouraged to ensure that all valuables i.e. heirlooms are safely secured and placed in a safety deposit box. Arrangements may be made to place monies in a trust account so that monies are not kept in your room. Marianhill is not responsible for any lost or stolen items.

Marianhill does not have any storage area available for general storage of residents' off season or other belongings. Arrangements to store these items off site must be made by the resident/family.

Safety & Security

Marianhill is equipped with smoke and heat detectors, with a direct emergency service alarm to the Pembroke Fire Department. A comprehensive fire safety plan is in place to ensure our residents' safety. Fire Alarm pull station boxes are located in the hallways. As per regulations, fire drills are conducted monthly.

Marianhill is equipped with a security system that locks all exterior doors automatically at designated times. For residents' safety the security system at Marianhill is fully activated and the front doors locked. The posted code (5683 Enter) is used to enter and leave the building.

If entering or leaving the building prior to the designated times, nursing assistance is required. A call system is located at the front door for this purpose.

Smoking

Marianhill is a Smoke Free Environment.

Residents must leave the property in order to smoke. Residents wishing to smoke off the property must be assessed as able to do this independently and safely.

Telephone

New residents who wish to have telephone service will be provided with a telephone and a new telephone number. The cost to the resident is \$ 50.00 for installation and \$26.00 per month. If long distance calls are placed then long distance charges will apply. A monthly statement will be issued for the telephone service. Should the resident prefer, the telephone charge can be deducted from the resident's trust fund. (an installation charge is applicable if residents request a room change).

Residents who want their phone number published in the Bell Telephone directory may call Bell and have their number listed for a fee.

Therapy Services

A Physiotherapist provides an assessment and develops a restorative program for each resident able to benefit from this therapy. This service is provided at Marianhill by LifeMark. Other therapy services can also be arranged (Occupational Therapy, speech language, et al)

Trust Accounts

A trust account may be established with Marianhill's Finance Department to assist with payment for services such as foot care, beauty salon, etc and to provide access to funds for personal spending. You may arrange to have pension cheques deposited directly to your trust account.

Additional information regarding trust accounts may be obtained at the administration office, Monday to Friday 8:30 a.m. to 4:30. p.m. excluding statutory holidays. Statements of your trust account are provided each quarter. It is recommended that the balance of your trust account not exceed \$500.00.

Marianhill's Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to Marianhill and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (such as sending patients satisfaction surveys),
- teach,
- compile statistics,
- fundraise to improve our healthcare services and programs,
- comply with legal and regulatory requirements, and
- other purposes permitted or required by law.
-

Your Choices

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protect your privacy and only use your personal health information for the purposes you have consented to.

How to Contact Us

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

Linda M. Tracey, CEO and Privacy Officer, Marianhill Inc.
600 Cecelia St. Pembroke, ON K8A 7Z3
613-736-6839 Ext. ???
Email: ltracey@marianhill.ca

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

Information and Privacy Commissioner/Ontario
2 Bloor St. East, Suite 1400, Toronto, ON M4W 1A8
Phone: 416-326-3333, 1-800-387-0073 Fax: 416-325-9195
Email: info@ipc.on.ca www.ipc.on.ca