



Marianhill's Strategic Plan for 2024-2029 lays out four mission-centred directions to guide us as we continue to do the good work that makes a difference in the lives of so many.

Build Care for the People We Serve
Enrich quality, emotion-focused care in the Catholic tradition
Enrich the Community Experience

Projet de réaménagement
Marianhill



Marianhill

2024 - 2025 Annual Report

TABLE OF CONTENTS

2	About Marianhill
5	Chief Executive Officer
7	Director of Care
9	Director of Finance
11	Environmental Services
13	Dietary
15	Community Programs
17	Recreation & Volunteers
19	Pastoral Care
20	Human Resources
21	Residents' Bill of Rights



ABOUT MARIANHILL

Marianhill was founded in 1954 by the Grey Sisters of the Immaculate Conception when, with the construction of a new General Hospital, the former hospital building was converted into a 100-bed Home for the Aged.

In 1981, the current facility was completed and, in addition to the 100 bed Home for the Aged, the Sisters opened 31 licensed nursing home beds. As the years went by, Marianhill grew to include the current services for dementia respite care, hospice, apartments for retired Priests and Shalom for the retired Sisters.

In the late 1990's, the Catholic Health Sponsors of Ontario (CHSO) took on the role of ensuring the Sisters' Legacy at Marianhill. The Board of Directors and Chief Executive Officer are approved by CHSO. The Board is comprised of volunteer members who have the responsibility of governing Marianhill.

Ecclesia: Newsletter of the Diocese of Pembroke
Spring 2025



In Memoriam Reverend J. Kenneth O'Brien Priest of the Diocese of Pembroke 1948–2024

Fr. O'Brien passed away peacefully at the Pembroke Regional Hospital, fortified by the Sacraments of the Church on Tuesday, December 3, 2024.

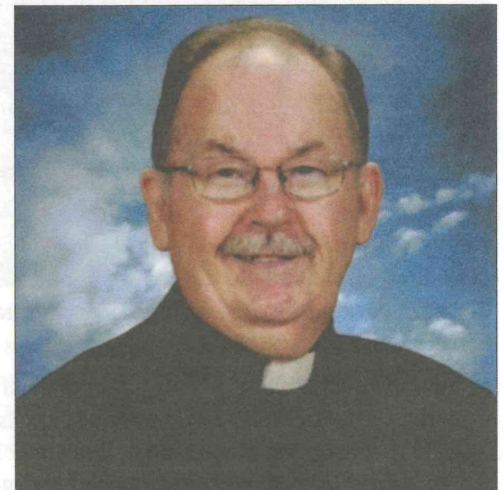
Father O'Brien studied at Resurrection College in Kitchener, Ontario, and at St. Peter's Seminary in London, Ontario.

He was ordained to the Priesthood in St. James the Less Church, Eganville on May 11, 1974. Father O'Brien served as assistant priest in Eganville, Most Holy Name of Jesus Parish, Pembroke, and at the Cathedral of St. Columbkille in Pembroke. Father O'Brien served as pastor of Chalk River, Stonecliffe, Osceola,

Cobden, Combermere, Latchford Bridge, Eganville, Pikwakanagan and Cormac.

In addition to his parish assignments, Father O'Brien ministered as Chaplain to Catholic High in Pembroke, Diocesan Spiritual Advisor of the Catholic Women's League, the Knights of Columbus and with great solicitude as Chaplain and Board Member of Marianhill in Pembroke for over 30 years.

Following retirement from parish ministry in November 2023, Father O'Brien provided pastoral care to the Sisters of St. Joseph and the other residents at Supple's Landing in Pembroke.



Vision

Marianhill is a dynamic, progressive presence in the Ottawa Valley that supports seniors through a diversity of innovative services and programs.

Mission

Inspired by the healing ministry of Jesus Christ and the life of St. Marguerite d'Youville, Marianhill provides love and compassionate care in the Catholic tradition to older adults within their homes, the community and Marianhill.



Values

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 leads in the care and services we provide.

Leadership Team



Linda M. Tracey
Chief Executive Officer



Diane Tennant
Director of Care



Shelley Clarke
Director of Finance

CHIEF EXECUTIVE OFFICER



Message from the CEO

We are happy to provide this Annual Report highlighting some of the accomplishments and successes of this past year.

With almost 20% of the population now over 65 years old, and this being the fastest growing demographic in Canada, our programs and services are needed as much now as they ever were; but we realize the importance of evolving to better care for seniors in our community.

To meet these needs, we have developed a new strategic plan for the next five years, and are working on implementing many of the objectives.

We have started our education and training focusing on person-centred, emotion-based care, which incorporates equity, diversity and inclusion. During this past year, we have also completed Phase 1 of the redevelopment project, launched a new performance appraisal program that is more encouraging for staff, launched a new staff HUB for communication, and started work on a robust quality improvement plan.

We continue to recruit new staff with a focus on the support areas, such as Environmental Service Workers and Dietary Aides, while hiring more full-time PSW's and RN's to enhance the direct resident care provided at Marianhill.

This year we were able to see progress on the construction of the new 92 bed addition. We have drafted an initial occupancy plan with the aim to have the first 64 residents relocated to two units in the new addition for November 1, 2025.

Our long-standing Community Services Manager Joanna Chisnell began her retirement in June 2025. We cannot understate the impact she has made to the hundreds of the community clients she has assisted in her role as CSS Manager these past 25 years, as well as the support she has given to other community service providers by working with committees, networks, and individually. Through the years she has supported dementia education both in community and in long-term care, and she has kept us focused on a “resident’s home” philosophy. We wish her all the best in her retirement.

Thank you to the Board of Directors for their support and governance, and to the management team and staff for helping make this a successful year! I hope you enjoy learning more about Marianhill and all of its programs as you peruse this report.

Never believe that a few caring people can’t change the world. For indeed, that’s all who ever have.

- Margaret Mead

Linda M. Tracey
Chief Executive Officer



DIRECTOR OF CARE

Staffing

This year we welcomed our new Hospice Coordinator Danielle O'Grady, Scheduling Manager Jennifer Godin, and Shelley Burchart as our new Assistant Director of Care. Also joining us were MDS RAI RPNs Anne Leclaire and Patricia Makarevicius, as well as 8 new international nurse hires, for a total of 33 international nurses hired to date. Two of our international nurses, Irene Agdan and Luzviminda Masanda, were successful in becoming RNs.

Physicians

On August 31, 2024, we wished Medical Director Dr. Strader well as he retired after six years at Marianhill. Dr. Ali Ziaee and Dr. Helia Ghanean joined us as attending physicians in October 2024, and Dr. Ziaee became our new Medical Director.

Dr. Ziaee and Dr. Ghanean were featured on CTV news, where they were interviewed at Marianhill about the process of becoming qualified to practice medicine in Canada as international doctors.

Collaborating for Palliative Care

The Collaborative Project seeks to improve the quality of life of Long-Term Care Home residents, their families, and healthcare providers by strengthening the palliative approach to care in LTCHs across Ontario. Over the past year, Marianhill worked with the CLRI and The Collaborative Project to review our palliative care policies and ensure best practices.

Diane Tennant
Director of Care



Innovation

The fourth pillar of Marianhill's Strategic Plan, "Leading the Way", asks us to seek opportunities for innovation to advance care and increase capacity. In alignment with this strategic goal, Marianhill has continued to plan for, trial, and implement new software and technology throughout 2024 and 2025 including:

HealthConnex IPAC Software

Implemented in June of 2024, the HealthConnex IPAC software was a step forward in Marianhill's Infection Prevention and Control program, offering real-time advanced electronic infection surveillance, outbreak management and reporting, and monitoring for hand hygiene and PPE compliance.

Preview ED

In April of 2025, Marianhill officially rolled out Preview ED, an observation tool that assists PSWs to identify and report signs and symptoms of health decline in residents so that early care can prevent transfers to the emergency department. Implementation of this tool is expected to reduce ED visits related to the identified health conditions by 25% in the first year. Data collection on the use of the tool is currently underway, and a quarterly analysis of the data will assess its effectiveness.

Provisio SEM Scanner

Trial use of the Provisio SEM Scanner, a tool for identifying residents at risk for skin breakdown, began on unit 1D in July of 2024. The scanner and sensor tips were placed in the unit, and the nursing staff were trained on the tool's use.

InterRAI LTCF

In December of 2024, Marianhill was selected to be an early adopter of the interRAI Long-Term Care Facilities assessment system, a suite of instruments that monitors and assesses resident status allowing for improved quality of care and informed clinical decision making.

After extensive preparation for the transition, the interRAI went live in Marianhill on April 1st, 2025. As an early adopter, Marianhill will be able to provide feedback to contribute to the development and refinement process of the transition process before the system is rolled out province-wide.

eMar Bar Coding

In May of 2025, Marianhill implemented electronic medication administration (eMAR) barcode scanning through PointClickCare. Used for oral medication pouches, the barcode scanning system is intended to facilitate documentation and reduce medication errors.

DIRECTOR OF FINANCE

Throughout the 2024/25 year, the Finance team worked to meet deadlines, provide regular financial updates and ensure all resident financial needs were met. With the redevelopment project well underway, there was regular reporting for Infrastructure Ontario through the Project Monitors as well as Board updates provided by the Team. We continued to support other departments through recruitment and onboarding of new staff, payment of invoices in a timely manner, payroll processing, and the supply and delivery of goods to the units on a daily basis.

A new member of the HR team was welcomed to provide support during a leave of absence. Everyone worked hard to ensure there were no gaps in service provided to the staff and managers of Marianhill.

With the rollout of Office 365 we continue to learn how to effectively communicate through Teams and utilize the capabilities

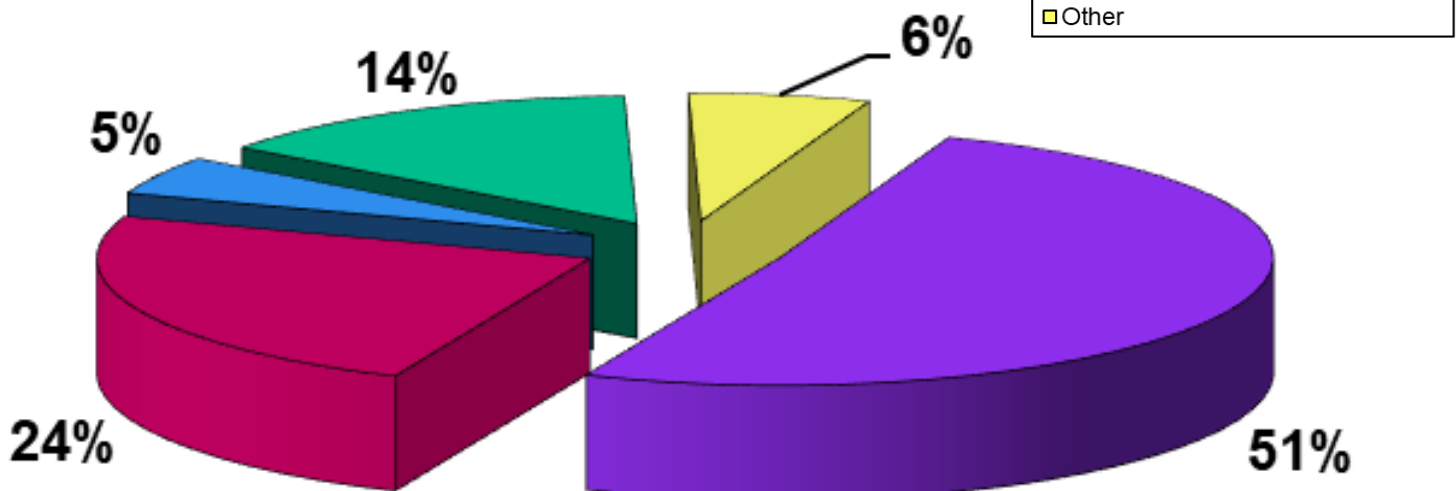
of One Drive, SharePoint, Outlook etc. in our everyday work routines. The entire year end file and supporting documentation was completed electronically and uploaded to SharePoint for the annual audit.

The new stores area opened during the year. Products and supplies were transferred and arranged in the new location. The new loading dock and receiving area allows for spacious unloading and unpacking of large shipments. The finance team relocated to the former Living Classroom while renovations to the to their new location is underway.

The entire Finance team continues to work together and support each other during the construction and renovations at Marianhill. Adaptability and teamwork have resulted in another successful year.

Shelley Clarke
Director of Finance

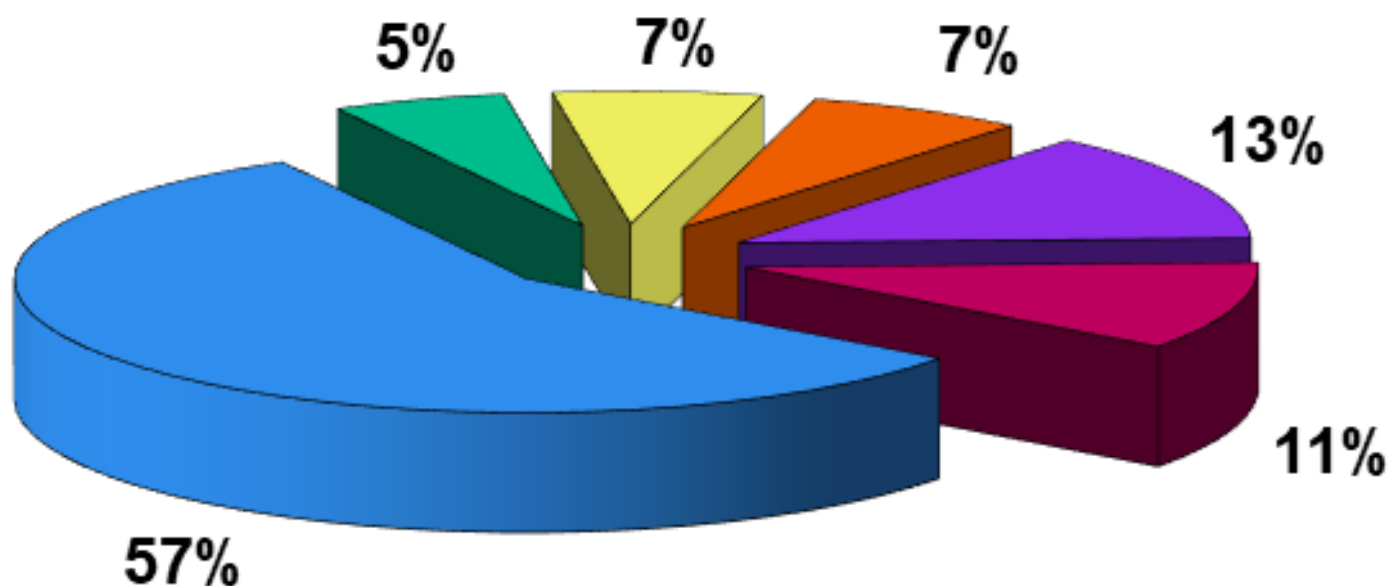
Revenue by Source 2024-2025 Total Operating Revenue \$22.45 Million



Expenses by Department 2024-2025

Total Operating Expenses \$21.8 Million

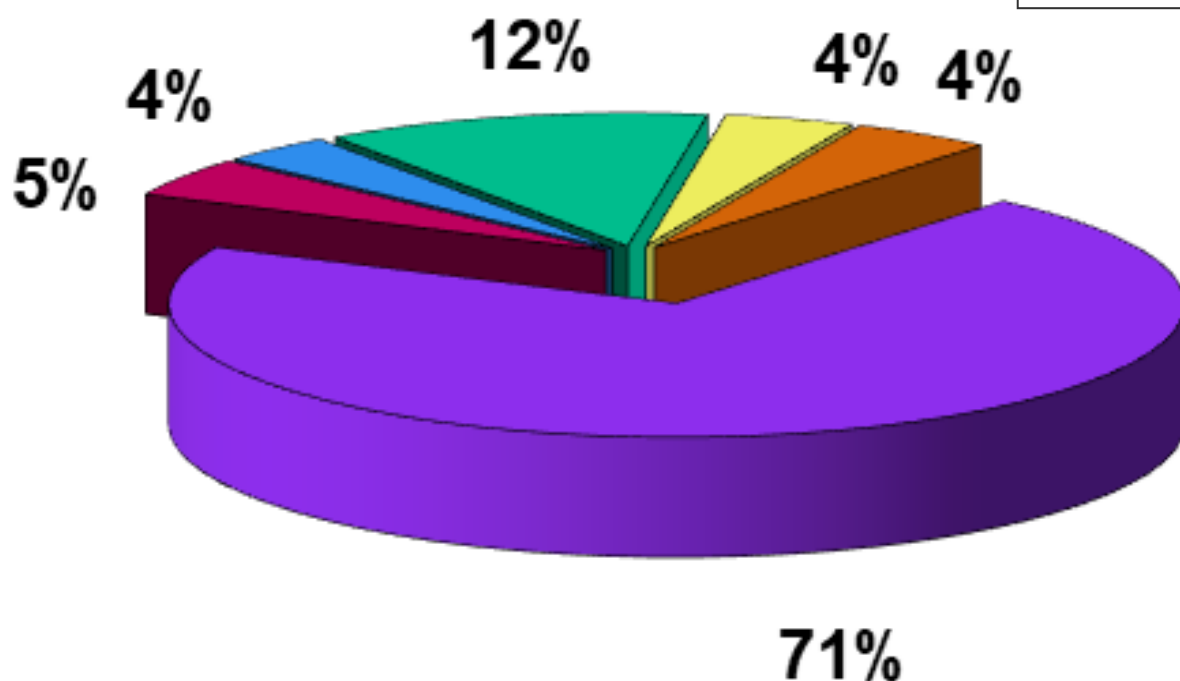
- Social Services and Activities
- Dietary
- Medical and Nursing
- Housekeeping and Laundry
- Building and Property
- General and Administrative



Expenses by Category 2024-2025

Total Operating Expenses \$21.8 Million

- Salaries & Benefits
- Building and Rent
- Equipment & Supplies
- Purchased Services
- Food
- Office, Admin & Education



ENVIRONMENTAL SERVICES

2024-2025 was another busy year for the Marianhill Environmental Services departments. Working with the Local CUPE 2764, we created the position of Environmental Service Worker in June 2025. The ESW replaced the previous positions of Housekeeping, Laundry Aides, and Janitors, allowing for more flexible scheduling and better coverage for all areas of the building.

With redevelopment in full swing, Melanie Jones continues to oversee the Environmental Services and Dietary departments, while Krista St-Cyr focuses on the Marianhill Redevelopment Project.

The Environmental Services departments of Maintenance, Housekeeping, Laundry, Janitorial and Dietary continue to provide the best quality of care to the residents of Marianhill and are looking forward to what this new year will bring us.

Krista St. Cyr
Senior Manager of Environmental Services

Melanie Jones
Interim Manager of Environmental Services



Capital Project Completions

Home Area	Project
Dementia Respite	<ul style="list-style-type: none"> • Replacement of the toilets in each room • Upgrade to all the door locks in each room
A-Wing	<ul style="list-style-type: none"> • Repair to the outdoor gazebo roofs in the main courtyard • Reopening the use of the basement Training Room for staff educational needs • Update to the Front Office area (removal of desk, repair to drywall) • LED lighting upgrade in the Main Dining Room and additional lighting added to the servery
C-Wing	<ul style="list-style-type: none"> • Replacement of roof top air handling unit on C-Wing roof • Update to Rooms 203-205-207: created an office in room 203 and made a basic room arrangement for 205-207
Kitchen	<ul style="list-style-type: none"> • Purchase of a replacement fridge in the main kitchen • Purchase of a fridge and freezer for use in the receiving area
Shalom	<ul style="list-style-type: none"> • Shalom chapel roof replacement • Shalom eavestrough and siding repair along G-Wing • Upgrades to door hardware and door security alarms • Painting of all bedrooms and corridors throughout the unit
Maintenance	<ul style="list-style-type: none"> • Completed our regular loop upgrade for the Siemens detectors for fire protection • Upgraded to using FireCloud app to monitor fire panel remotely

Environmental Services Staffing

Maintenance

- 1** Full-Time
- 2** Part-Time

Environmental Service Workers

- 12** Full-Time
- 11** Part-Time



Dietary Staffing

Coordinator of Nutrition Services	Dietitian
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Amanda Pinto	Lisa McCann
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Dietary Staff

2	Full-Time Cooks	7	Part-Time Cooks
7	Full-Time Dietary Aides	10	Part-Time Dietary Aides
1	Contract Dietary Aide	2	Dietary Aide Master Rotations Unfilled

2024-25 Highlights

Staffing

The dietary department worked with the staffing agency Mimak to fill short shifts in the department with agency staff throughout the year.

The dietary department began the year with eight short lines; working in collaboration with the Human Resource department, we have ended the year with two short lines. As of March 31 2025, the dietary department will no longer need to rely on agency staff.

Residents Food Committee

The Residents’ Food Committee and Nutritional Care Coordinator continue to meet monthly. This forum provides Residents’ Council a place to discuss any issues or concerns they may have around their mealtime experience. The Residents’ Food committee members then choose the upcoming meals for the residents’ choice Breakfast, Lunch and Supper meals.

Public Health Inspection

The Renfrew County and District Health Unit continues to provide good inspection reports, stating Marianhill is a very well-maintained facility.

2024-25 Menu Updates

The Nutritional Care Coordinator has developed two four-week cycle menus this year. These menus were produced with an average of 6/7 weekdays of house-made breakfast items, 5/7 weekdays soup at lunch meal with 4/5 of these soups being house-made, 6/7 weekdays house-made entrée items produced from standardized recipes, and two house-made desserts at supper meals each week.

The Nutritional Care Coordinator worked with the Residents’ Food Committee to continually update the menus to satisfy the residents’ food wants and tastes.

Premade food items have been reduced significantly over the past year, and we continue to move forward with training of the cook staff in the production of house-made food items. In collaboration with our facility Registered Dietitian, we ensure that the menu is developed to meet the nutritional requirements of the resident population, incorporating healthy meal options that meet the residents’ current taste and food preferences.

The Nutritional Care Coordinator has developed several special menus that were prepared for holidays and special occasions throughout the year.

This year’s Christmas menu incorporated the theme “The 12 Days of Christmas” where house-made cookies were prepared and served daily at the afternoon nourishment snack leading up to Christmas.

Menu Stream

We continue to use Menu Stream & Synergy Software for our meal services. All dining rooms except Dementia Respite are equipped with an electronic menu board which displays the daily and weekly menus. Menus can be updated remotely using the Synergy on Demand software. Meal Suite software continues to play a huge role in providing a safe and pleasurable meal experience for our residents. The software is used to take meal orders from residents at table side using iPads; these orders are then sent to the dietary aide’s screen, and the software provides dietary service staff not only with the resident’s meal choice but with the resident’s current diet information, required modified textures, food likes and dislikes, and any individual required menu items.

Amanda Pinto
Coordinator of Nutrition Services

Food

219,000 resident & client meals served in 2024-2025 not including special functions and activities.

Equipment Purchased

Decision made to move forward with Diversey Dishwasher rental for the Main Kitchen.

Suppliers and Delivery Days

- Brum’s Dairy
Delivers Mondays and Thursdays
- Canada Bread
Delivers Mondays and Fridays
- Sysco
Delivers Thursdays
- Cardinal’s Fruit and Vegetables
Delivers Tuesdays and Fridays.



COMMUNITY PROGRAMS

67 seniors and adults with disabilities got assistance with their bath or shower in their homes.

101 clients got assistance with light housekeeping, meals and laundry.

52 clients living at Fairfields in Eganville and Riverview Apartments in Petawawa had staff in their building assist them with personal care and homemaking.

152 caregivers in Renfrew County had a break while a Marianhill staff member was in their home looking after their family.

115 clients came to Adult Day Program, where they enjoyed a variety of activities while their caregivers had a break from their responsibilities.

73 clients came to the Dementia Respite Unit for a short stay to give their caregiver a break.

494 unique individuals in total were able to stay at home longer because of the support provided by the staff working in the Marianhill Community Programs.



2024-25 Highlights

Marianhill participated in the Apples to Apples project developing common standards between Community Programs in the Ontario Health East area. As a result, we won free registration and accommodations to the OCSA conference in Toronto in October 2025!

This year, we purchased the RAIZR chair, a device which assists a client up from the floor. The chair has been used twice so far, reducing the need to call the ambulance to help staff get a client up from the floor.

In June, long-time Manager of Community Services Joanna Chisnell retired. Christine Wassing stepped up to fill her role as Manager, and Stacey Martin was hired as the new Assisted Living Coordinator.

A major upgrade to the Community Programs will be the switch over to AlayaCare from the current Client Information Management System, which is slated for October 2025. This will allow for better communication with staff working in the community and will streamline the billing and payroll process.

Christine Wassing
Manager Community Services

Stacey Martin
Assisted Living Coordinator

Caitlyn Loewen
Community Services Coordinator



RECREATION & VOLUNTEERS

PARTICIPANT CONTACTS BY DOMAIN & ACTIVITY SIZE						
	Physical	Intellectual	Emotional	Social	Spiritual	Totals
1 on 1	542	306	1210	2975	233	5256
Small Group (1-4)	508	553	783	463	1976	4285
Medium Group (5-1)	2020	4145	2938	2226	157	11486
Large Group (9+)	1083	3277	4186	2013	1529	12088
Total	4153	8281	9117	7677	3887	3115

April 1, 2024 - March 31, 2025 participation in recreation activity.

Volunteers

For the 2024/2025 year, Marianhill's volunteer department had the majority of its hours provided by our placement students.

This year's placement students included 37 PSWs, 67 RPN students, 56 BSCN students, and 2 Social Service Worker students from Algonquin College. We also had 25 PSW students complete their consolidation working one on one with PSW staff, for a total of 105 hours each.

We also had 2 students from Fellowes High School complete a 2.5 hour daily placement assisting our PSW staff with duties such as making beds, assisting in the dining room, and passing out ice water. This opportunity allows the students to gain experience and knowledge in pursuing a career in nursing.

We continue to recruit, interview and onboard new volunteers as they apply. There was a total of 12 interviews held in the past year. We currently have 8 registered volunteers, as well as 9 groups of musicians that volunteer their wonderful talents on a regular basis.

Recreation

We always enjoy being able to have special events for our residents that they have recommended or that people in our community have volunteered to provide. We have held Dairy Queen days, special petting zoo events, children's choirs, welcome parties for new residents, monthly birthday parties, OSPCA visits, and much, much more.



Restorative Care

We consistently have an average of 50 residents on a restorative care program. Our two full time restorative care workers ensure residents have the opportunity to maximize their independence to the greatest extent possible with the assistance of the nursing staff. The continuity and reassessments of our residents ensures that each resident is able to maintain or improve functional and cognitive capacities in all aspects of daily living. Some programs include bed mobility, communication, range of motion, dressing and grooming, walking, eating and swallowing, and transfer training.

Residents may be discharged due to a decline in their health status or because they have met their goals!

Residents’ Council

We continue to have a very active residents’ council. Residents meet on a monthly basis and meetings are geared towards maximizing resident engagement and discussion. We have on average 10 residents that attend the monthly meeting.

The Residents’ Council Food Committee is a subcommittee that is separate from their regular meeting, giving them an opportunity to discuss only the food portion. They review the menus, meals and snack times, and pick one Residents’ Choice Breakfast, Lunch, and Supper every four weeks.

Wendy Biernaskie
Recreation & Volunteer Manager

Mission Committee

The Mission Committee continues to spread the word and provide activities to support our mission throughout Marianhill. In October, the Mission Committee presented the St. Marguerite Awards, which are awarded to staff members who represent one of the values of Marianhill. The winners of the 2024 St. Marguerite Awards were:



Spirituality	Paige Parisien
Integrity	Irene Agden
Dignity	Kristin Kranz
Hospitality	Samjitha Soman
Excellence	Tammy McGregor

PASTORAL CARE

Upon entering through the main doors of Marianhill, all are welcomed by the vision of St. Marguerite in the stained glass window adorning the chapel doors. This beautiful space is always open for prayer, reflection, gathering and quiet conversation.

Mass is celebrated each Wednesday and interfaith services each Thursday. Marianhill was pleased this year to have Esther and Curtis Prins provide music ministry to the Thursday service.

Pastoral care continues to be a ministry embodying grace and hope for residents, their families and those who serve them. The Pastoral Care team recognizes that spirituality, in all its forms, is an integral part of the interdisciplinary approach to resident care. The team consists of Father Bill Kenney, Margaret Maloney and volunteers Colleen Musclow and Mary-Kate Duff. Father Ken O'Brien is greatly missed. May he rest in peace.

Residents continue to have the opportunity for visits and support, prayer time, sacraments and liaison with their own clergy or community faith leader.

Grief support was a focus this year, with the return in October of the monthly support group and the twice yearly memorial services held in October and April.

Margaret Maloney
Pastoral Care Manager



HUMAN RESOURCES

Human Resources continued to support recruitment and staffing efforts throughout the 2024–2025 year across all departments and job classifications. These efforts aimed to ensure continuity of care and support services. Over the past year, our overall staffing complement has increased.

- New Hires in 2024–2025:
 - 38 Full-Time
 - 14 Part-Time
 - 7 Community
- Some key positions filled this year included:
 - RPNs
 - PSWs
 - Dietary Aide
 - Housekeeping
 - Cook
 - Janitor
 - Unit Clerk
 - Community

We remain focused on filling vacancies promptly while attracting skilled and compassionate individuals to meet operational needs.

International Recruitment

This year, our workforce became more diverse with the successful recruitment of internationally educated professionals. Their presence brings valuable global experience and cultural perspectives that enrich our workplace and benefit both staff and residents. International recruitment continues to be a key strategy in addressing ongoing staffing shortages in healthcare.

Onboarding & Orientation

A comprehensive onboarding and orientation program is in place to ensure new employees are equipped with the tools and knowledge required to succeed in their roles and provide excellent resident care.

In 2024–2025, Human Resources implemented several improvements to increase efficiency in the onboarding process, including digitized paperwork and updated training materials.

- General Orientation Days Conducted: 19

All new hires participate in structured orientation sessions, followed by department-specific onboarding in collaboration with supervisors.

Attendance Management

Human Resources continued to monitor employee attendance in partnership with department managers. The team supported staff through wellness initiatives, accommodations, and ongoing communication to promote consistent attendance and maintain staffing levels. Attendance concerns were addressed proactively through coaching, case management, and support from external resources when needed.

Olivia Belton
Human Resources Coordinator



Residents' Bill of Rights

RIGHT TO BE TREATED WITH RESPECT

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential

and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.

11. Every resident has the right to live in a safe and clean environment.
12. 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.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their 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 their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and

iv. have their 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 their records of personal health information, including their plan of care, in accordance with that Act.

20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

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

22. 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.

23. 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.

24. 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.

25. Every resident has the right to be provided with care and services based on a palliative care philosophy.

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

27. 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.

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

29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves 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 IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.

iv. staff members.

v. government officials.

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





CONTACT US



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THANK YOU

**Thank you to our residents,
families, employees, volunteers,
supporters, government
agencies, contractors, and all
those who believe in and assist
us with our mission.**