



WHAT TO EXPECT AND HOW TO STAY SAFE AT THE FOUR SEASONS LODGE LONG-TERM CARE HOME

Welcome to the Four Seasons Lodge Long-Term Care Home

To help you and your family understand what to expect at the Four Seasons Lodge Long-Term Care Home, we have provided answers to some of the most commonly asked questions we receive.

Our mission is “**caring for every person like a loved one, within a connected system,**” and our team is committed to giving you and your family the best care possible.

Who is Caring for Me?

Your team of care providers will include:

- A Doctor (MD) who has responsibility for overseeing your care and treatment.
- Nurses (RPNs) and Personal Support Workers (PSWs) will be providing your daily care. They will give you your medications, help with daily activities if assistance is needed, etc.
- Other members of your care team can include a Registered Dietitian, Dietary Aides, Volunteers, as well as those providing Physiotherapy, Occupational Therapy, Recreation, Housekeeping, and more.

Making Four Seasons Lodge Your Home

We encourage you to treat The Four Seasons Lodge like your home. If there is any way our team can help to make you or your visitors more comfortable, or assist in setting up larger family functions, please contact our Recreation Worker.

The Importance of Hand Washing

Hand washing is the best way to prevent the spread of germs. You and your visitors should wash your hands frequently with the waterless alcohol hand sanitizer found throughout the home. Your care team members will also wash their hands before and after providing care to you and other residents.

Parking

Parking fees can be paid at either of the kiosks located inside the Main Entrance to the organization or the Emergency Entrance.

Electrical Appliances

All electrical appliances (hairdryers, laptops, etc.) brought into the Four Seasons Lodge Long-Term Care Home must be examined by our Maintenance Department in the interest of fire and electrical safety.

Dietary Requests

The Four Seasons Lodge Long-Term Care Home respects that people have different dietary preferences and restrictions for many reasons. If you have any dietary requirements, please speak with a nurse, doctor or Registered Dietitian about your needs and our team will do our best to accommodate your needs.

Resident and Visiting Pets

We have a pet cat named Cesar. He is fully vaccinated and well cared for by our residents and team members. Should you wish to have a special pet from home visit you, please contact our Recreation Worker to make arrangements and provide documentation of vaccination and health.

How to Stay Safe at the Four Seasons Lodge Long-Term Care Home

If you are feeling weak or unsafe at any point, please let a nurse or PSW know.

- If you are in a room or bed, please use your call bell.
- If you are anywhere else ask a friend/family, or if necessary, another visitor to get help.

Please remember to use your walker/cane appropriately and to abide by the mobility method our Physiotherapist has set for you to help prevent falls and injury.

Keeping your skin healthy and intact is also important. If you have questions about how our team will assist you with your skin and wound care needs, please ask any member of the team.

What is a CODE RED?

If you hear “**Code Red**” announced overhead it means that the fire alarm has been activated. If you hear “Code Red”, or any other type of code announced, please await further direction from our team and remain calm.

Smoking Policy

The Four Seasons Lodge Long-Term Care Home is a smoke free home and no smoking or vaping is allowed on the property.

Residents’ and Family Council

Our Residents’ and Family Council gathers on the third Thursday of every month at 2:00 pm. The Council is open to all residents and family members, and provides an opportunity to promote resident rights, autonomy, and decision making. The Council serves as a means by which you are encouraged to provide valuable input and feedback on programs, activities, and share in the management of your home. Minutes from all Residents’ and Family Council Meetings are posted within the home.

Your Feedback Matters!

Your feedback helps drive change and identify areas we can improve.

We also encourage you to recognize any of our team members who you feel have gone above and beyond in providing your care.

If at any point you or your family have questions, concerns, or compliments about the care you are receiving, please speak with any member of our team. Our team members may be able to resolve any issues directly, or escalate the issue as needed for resolution.

Initiating a Complaint

For a complaint or grievance, please contact our Director of Care. If the Director of Care is unavailable, please contact our Administrator.

Escalating Complaints to the Ministry

If your concern needs to be escalated to the Ministry of Long-Term Care, please call the Ministry’s Family Support and Action Line at: **1-866-434-0144**.

Contact List

For any questions regarding your care, please feel free to contact the following:

MAIN PHONE: 613-584-3333

Role	Extension
Director of Care	7401
Administrator	7101
Nursing Station	7305
Recreation	7301
Finance	7113

Join Our Patient and Family Advisory Council (PFAC)

Our Patient and Family Advisory Council serves in an advisory capacity to provide feedback and input related to the experience of our patients, residents, and their families across the hospital, long-term care, and family health team here at Deep River and District Health.

For more information on how to get involved as a volunteer member of the Council, please contact assistance@drdh.org.

Deep River and District Health
Attn: Four Seasons Lodge Long-Term Care Home
117 Banting Drive
Deep River, Ontario
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613-584-3333
www.drdh.org