



Welcome To Shalom Village Long-Term Care

Directory of Resident,
Family & Community Services

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Welcome to Shalom Village

Shalom Village is a nonprofit seniors campus of care, founded by the Jewish community for the benefit of all seniors. Shalom Village operates within the context of Jewish Values, and welcomes and celebrates participants and residents of all faiths and backgrounds. While government funding supports our essential services, we are able to enhance those services and provide additional programs and activities thanks to the generous support of community donations made through the Shalom Village Foundation.

At Shalom Village we are guided by our Mission, Vision and Values. With our “AT HOME” approach to care, our goal is to help people maintain their quality of life as they move to Shalom Village. While individuals may require support with certain daily tasks, their lives are rich with meaningful experiences that define who they are. At Shalom Village, we strive to create opportunities for them to engage in activities that bring joy, purpose, and connection—empowering them to make moments that matter every single day. We believe that everyone should live in a home where they are valued, can live with dignity, remain a vital part of their community and feel “AT HOME”.

A.T.H.O.M.E

Acknowledge • Togetherness • Home • Organization • Memories • Enablement

We use the acronym AT HOME to provide a clear link between our mission, our values, and most importantly how our values are brought to life for all who live, work, volunteer or visit at Shalom Village.

This booklet will provide you with information about our programs, services and living arrangements. Please feel free to approach any of our Staff members with questions or concerns about your care or the care of your loved one.

Contact Us

Main phone: (905) 529-1613

Fax: (905) 529-7542

Website: www.shalomvillage.ca

Location

Shalom Village
70 Macklin St N.
Hamilton, ON, L8S 3S1

Visiting

Parking

Parking is available on-site. Periodically the parking lot is full, in which case overflow parking is available directly across the street at the community arena in the unpaved area located at the side of the building.

Visiting Hours & Access

Visitors may visit at any time of day and children are always welcome. All visitors are required to use the main entrance and sign in using the kiosk inside the sliding doors. While visiting, please be mindful of residents’ need for privacy and rest.

A unique code to the front door is always required to access the building.

PLEASE CONTACT THE CONCIERGE FOR THE FRONT DOOR ACCESS CODE

Concierge

The Concierge serves as the welcoming face for all visitors, introducing them to our AT HOME principles and safety protocols. They are located at the front reception desk in the main entrance of Shalom Village. The Concierge is the first point of contact for assistance, and will ensure your inquiries are directed to the appropriate person. In addition, the Concierge supports the administrative team with both financial/administrative and other confidential practices. The Concierge also provides information and direction to everyone coming into Shalom Village about current infection prevention and control (IPAC), safety, and holiday practices and guidelines.

Sign-in Kiosk

Anyone entering Shalom Village must first screen in. At Shalom Village, we use the kiosk located just inside the front door. People will scan in to identify themselves and record their answers to the self-screening questions. The kiosk will identify if anyone needs to see the concierge team (in the event of an outbreak or an exposure). Information regarding outbreaks or events in the home will also be posted on the kiosk. We also kindly ask all visitors to wear the name tag provided at the kiosk for the duration your visit in the home.

Information regarding outbreaks or special events will be displayed on the kiosk.

Our Two Long-Term Care Buildings: SVO & SVTOO

Levy Long Term Care Building ('SVO' the original building)

The two-storey Levy Long-Term Care building is comprised of three long-term care home areas, and one convalescent care home area each with two wings. This building is located to the right of the main entrance.

- **SVO 1st Floor Wings: Weisz and Zucker**
- **SVO 2nd Floor Wings: Gould and Goldblatt**

Gould Long Term Care Building ('SVTOO' the newer building)

The two-storey Gould Long-Term Care building is comprised of four long-term care home areas. This building is located to the left of the main entrance.

- **SVTOO 1st Floor Wings: Effort and Oak Knoll**
- **SVTOO 2nd Floor Wings: Mayfair and Ravens Cliff**

Vision, Mission & Values

Our Vision

Honouring Our Fathers and Our Mothers.

Our Mission

To provide opportunities for the continuity of life interests, values and relationships for those who need long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashrut (dietary laws). We want all those who need our services to feel AT HOME.

Our Values

We use the acronym AT HOME to provide a clear link between our mission, our values, and most importantly, how our values are brought to life for all who live, work, volunteer or visit at Shalom Village. The following describes our AT HOME approach and how we will live these values every day.

A Acknowledge: We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.

T Together: We will support each other and believe that together we can achieve anything.

H Home: We will create a feeling of comfort, trust, familiarity and safety that honours Jewish values and brings about each individual person's feeling of being at home.

O Organization: We will strive for learning, innovation, accountability, transparency, and excellence in all we do.

M Memories: We will share memories and create new ones through relationships, sharing, and celebrations.

E Enablement: We will empower, encourage and focus on each other's strengths to make possibilities possible and accomplish our goals.



Communicating Concerns

The employees of Shalom Village are dedicated to delivering the highest standards of care and service. We always strive to have you feel AT HOME with us. Please tell us if we have not met that standard. We welcome all suggestions, concerns, and questions.

How to Raise a Concern

The following guidelines have been established to ensure that we address concerns and questions in a timely and effective manner. You may contact the Charge Nurse, or any member of the leadership team as follows:

1. Charge Nurse:
SVO LTC: **ext. 372**
SVTOO LTC: **ext. 368**
2. Resident Relations Coordinator/Admission Coordinator: **ext. 370**
3. Associate Director of Care **ext. 308**
4. Director of Care: **ext. 364**
5. Administrator: **ext. 353**
6. CEO: **ext. 307**
7. Resident or Family Council (contact our Resident Relations Coordinator)

THERE IS ALWAYS A SHALOM VILLAGE LTC SENIOR LEADER ON CALL IN EACH BUILDING BY CALLING: 905-529-1613 SVO EXT. 372 | SVTOO EXT. 368

Alternatively, to raise a concern contact:

- The Ministry of Long-Term Care Action Line: **1-866-434-0144** (Toll Free)
- The Patient Ombudsman: **1-888-321-0339** (Toll Free)
- The Advocacy Centre for the Elderly (ACE): **1-855-598-2656** (Toll Free)
- The Privacy Commission of Ontario: **1-800-387-0073** (Toll Free)
- Drop in, in person/email/letter and/or anonymously

Confidentiality

If you raise a complaint with a team member, they will discuss the issue of confidentiality with you and how it will pertain to your complaint.

Timelines for Response: Ten Days

We will consult with you to establish a clear process, so you know what steps will be taken and when. Concerns and complaints will be documented. If at any time you feel that your issues have not been resolved, you may choose to escalate the matter.

Resident Care Conferences

Residents, families and caregivers are encouraged to participate in ongoing care, wellness requirements and wishes.

Following admission, a Care Conference will be scheduled approximately six weeks after arrival. The purpose of meeting is to review care requirements with the team at large. This is also an opportunity to provide additional information and discuss questions or concerns. The care plan may be modified at this time, and every effort will be made to address and accommodate requests.

Care Conference attendees from Shalom Village may include some (or all) of the following individuals:

- Attending Physician
- Nursing Lead
- Personal Support Worker
- Resident Relation Coordinator
- Food Service Manager
- Occupational Therapist and/or Physiotherapist
- Recreation Therapy Manager

Following the initial Resident Care Conference, Shalom Village health care teams regularly review and discuss care requirements, and a follow-up meeting may be requested.

A Care Conference will be scheduled on an annual basis, however, please note a meeting can be scheduled at any time at your request.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR TO SET UP A CARE CONFERENCE MEETING

Resident & Family Councils

Resident Council

Resident Council meets on a regular basis. We encourage residents to participate in voicing concerns and feedback, as well as sharing ideas and suggestions regarding all aspects of life at Shalom Village. Monthly meetings are advertised on the Activities Calendar and the minutes are posted on the Community Centre board.

Family Council

All family members, friends and resident caregivers are invited to participate in Family Council.

Family Council:

- Provides support and advocacy for residents
- Empowers, inspires, and encourages sharing of knowledge and experiences
- Presents education on relevant topics concerning residents, Long-Term Care Homes, Caregivers, and Medical Advances
- Informs Shalom Village leadership of issues and challenges, and provides input on decisions that affect residents, families, friends, persons of importance to residents, and staff
- Help to enhance resident quality of life
- Offer ideas and suggestions that benefit the entire Shalom Village community
- Create a meaningful connection between residents, families, friends, persons of importance to residents, and staff

You'll receive notice of meetings through email and minutes and announcements are posted on the Family/Resident education boards in each long-term care building.

Introducing the Dedicated Teams

The teams at Shalom Village are comprised of devoted individuals who care for and advocate on behalf of all residents.

**PLEASE REFER TO THE SHALOM VILLAGE WEBSITE FOR TEAM UPDATES:
WWW.SHALOMVILLAGE.CA**

Teams at a Glance

Executive Team

Chief Executive Officer; Executive Assistant; Chief Financial Officer; Human Resources Manager; Senior Director of Operations, Director of Assisted Living and Community Programs

Shalom Community Village-Assisted Living Apartments

Director of Assisted Living and Community Programs; Manager, Apartments & Community Services; Registered Nurse Apartments; Manager Goldie's to Home; Fitness Club Head Coach

Shalom Village Long-Term Care Team

Senior Director of Operations; Chief Nurse/Director of Care; Associate Director of Care; Resident Relations Coordinator; Registered Nurse Leaders; IPAC Manager; Educator; Recreation Manager; Fitness Club Head Coach

Environmental Service & Food Service Teams

Environmental Service Manager; Food Service Manager

Shalom Village Foundation Team

Executive Director; Director, Communications & Engagement

Student & Volunteer Team

Working in conjunction with a variety of team leads throughout Shalom Village

Teams Connectivity Policy

It is the policy of Shalom Village to ensure effective communication within the home.

For this purpose, a team huddle will take place to summarize the highlights since the last huddle to identify the issues requiring attention, updates regarding resident changes and operational issues.

The huddle will be led by the LTC Administrator or designate, and one leader of each discipline will attend. Where appropriate, the LTC Leadership may invite other members of the leadership team to be in attendance.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR FOR OUR POLICIES

Long-Term Care Teams: an Overview

Dedicated individuals with a wide array of professions and skills, comprise the Long-Term Care teams at Shalom Village. Together, they work closely to care for residents and strive for a holistic approach while considering and addressing the many aspects that contribute to quality of life and wellness.

Senior Director of Operations

The Senior Director of Operations provides leadership and oversight of all LTC disciplines. They oversee operations and the coordination of systems and processes with an eye to ensuring compliance with ministry, legislative requirements as well as maintaining focus on excellence in resident-centred care.

Director of Care (DOC)

The Director of Care is responsible for the overall oversight of the nursing department to ensure that care and services are in line with best practices, policies, legislative requirements and resident wishes.

Assistant Director of Care (ADOC)

Reporting to the Director of Care, the ADOC manages the daily operations of the resident home areas and provides support and guidance to staff to ensure resident-centered, quality care.

Registered Nurses, Registered Practical Nurses & Personal Support Workers

This team supports and embraces the provision of high-quality care. They foster relationships with residents, their families, persons of importance and the Shalom Village group of teams at large to deliver care to our residents always bearing in mind residents' rights and needs adhering to and contributing to plans of care.

- **Registered Nurse (RN)**

RNs provide specialized clinical services including Trach Care, Advanced Wound Care, Catheters, Tube Feeds and IVs. They support clinical programs and quality of life initiatives and strive to continuously improve the quality-of-care services provided to our residents. RNs maintain plans of care in accordance with administration policies, physicians' orders and standards of the College of Nurses and are quickly able to identify, address and report any changes in the resident's well-being to the multidisciplinary team and Director of Care.

- **Registered Practical Nurse (RPN)**

RPNs provide safe administration of medication and treatments with a focus on accuracy, quality and meeting our residents' quality of life requests. RPNs follow plans of care in accordance with the standards of the College of Nurses and are quickly able to identify and report any changes in the resident's well-being to the leadership team members.

- **Personal Support Worker (PSW)**

PSWs adhere to plans of care in accordance with the care plan and direction of the care team. PSWs are quickly able to identify and report any changes in the resident's well-being to the Nursing leadership and their team members.

Infection Prevention & Control (IPAC) Manager

Working collaboratively with all leaders at Shalom Village, the IPAC Manager implements, sustains, and audits the Shalom Village infection prevention and control program. The Manager ensures program, practices and policies meet all regulatory requirements as currently outlined in the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes, Ontario MLTC. The IPAC Manager ensures all updated requirements are met.

Educator

The Educator is an educator with a capacity to inspire and implement informed lead practices, to engage in collaborative research projects, and to provide consultation with all staff.

Attending Physician

All new residents will be admitted under the care of one of our contracted physicians. Physicians are typically on-site on a weekly basis and are responsible for ongoing assessment and care of residents. Each Attending Physician under contract with Shalom Village is expected to meet the standards and criteria of their governing body.

Nurse Practitioner (NP)

The NP brings the knowledge and wisdom of their professional designation, and the standards and expectations of a wide array of government regulated acts, and their profession's governing body. The NP supports the Shalom Village at large, by working alongside our teams, providing direct care, leading and championing care improvements to help ensure each person is well cared for.

Personal Primary Care Provider

A Personal Primary Care Provider may be a medical doctor, or a registered nurse privately hired for a resident. Primary Care Providers must sign an agreement with Shalom Village to meet defined standards and requirements.

Physiotherapist, Physiotherapist Assistant & Nursing Restorative Care

These specialists administer rehabilitation programs based on assessed needs. The goal is to regain, maintain or improve strength, balance, coordination and mobility.

Finding Our Way—Nursing Restorative PSW

The primary role of the Finding Our Way Care Team PSW is to get to know and assess where cognitive impairment challenges the individual resident's ability to find calm, participate in life around them, and/or retain independence where possible in activities of daily living. They work with the External Behavioural Supports Ontario team and the staff team to create a living plan for each participant in the program that supports them to help *make every*

moment matter. This is designed to help them feel less anxious, reactive, responsive and to live comfortably in a group setting.

Resident Assessment Instrument (RAI)

The RAI Coordinator is responsible for maintaining the home's clinical documentation system, including required assessments and care plan assessments.

Resident Relations Coordinator (RRC)

As the initial and ongoing liaison with residents, families, persons of importance and Shalom Village teams, the RRC supports the transition to long-term care and coordinates a vast array of aspects involved in admission, administration and ongoing processes including interdisciplinary care conferences. Additionally, the RRC provides professional psychosocial and social work services to meet resident needs as identified through assessments.

Office Manager

The Office Manager can address or arrange to address questions pertaining to accommodation rates, eligibility for rate reduction programs, billing, resident trust account, and unfunded service charges. This role provides functional management and guidance to the administrative team members and their varied functions.

Food Service Manager

Variety, quality, pleasant dining experience, individual nutritional plans and resident wishes are at the forefront of the Food Service Manager's priorities in addition to strictly adhering to policies and Long-Term Care legislation. The Food Service Manager oversees a large team who prepare meals in-house ensuring safe food handling and storage.

The varied roles and members of this team hold recognized designations in their respective fields and contribute to seasonal menus, snacks, serving, purchasing, prep work, and cooking as well as supporting small, medium and large special events.

- **Registered Dietitian**

On a regular basis, the Registered Dietitian reviews menus as well as snacks with a view to ensuring meals are nutritious and provide variety. Resident nutritional requirements, complexity needs, and personal preferences are all considered.

Environmental Services Manager

The Environmental Services Manager oversees teams responsible for operational maintenance of the home and equipment inside and on the grounds.

The Environmental Services Team encompass a wide variety of indoor and outdoor structural maintenance as well as housekeeping and laundry services.

- **Housekeeping**

Team members ensure residents' rooms, common areas of Shalom Village, as well as working areas are clean, tidy with a view to safety as well as infection control.

- **Laundry**

Residents' linen and personal laundry are managed by this team. Each resident's personal items are labelled to lessen the likelihood of items being misplaced. Infection prevention and control practices are adhered to.

- **Maintenance**

Maintenance encompasses internal and external building aspects including ensuring the grounds and equipment in good working order and meet safety standards.

Recreation Therapy Manager

Working collaboratively with residents, families, friends and other teams, the Recreation Therapy Manager is responsible for the development and management of recreation therapy programs comprised of small and large special events, excursions, tailored music therapy assignments, as well as student and volunteer assignments within their team.

Shalom Village offers a wide variety of social and recreational programs ranging from one-on-one visits to small and large group events.

Everyone is encouraged to partake in activities suited to their individual interests. You may contact our Recreation Team to discover what your loved one's activity(s) of choice are and their level of participation.

- **Recreation Therapists**

Recreation Therapists develop and carry out a wide variety of programs by leading individual, small and large group gatherings. The uniqueness of each resident is kept in mind while developing programs and encouraging participation.

- **Programs**

Programs constantly evolve as we discover talent and interest amongst our residents, families, staff, and volunteers. Examples of both current and previous programs include:

- **Physical/Sensory Domain**

Reflexology, pottery, painting, stretch and strengthen, drum circles, sing-along, gardening, bocce ball, pet and small animal visits, walking club, ukulele intro, tai chi, movie night in our classic theatre, move-and-groove, special musical performers, etc.

- **Social Domain**

Bubie's group café time, men's club, entertainment, Kehila Kids (visits from children in the community), a wide variety of treat carts, BBQ luncheons, community outings on our Milli Mobile to restaurants, gardens, malls, events etc.

- **Cognitive Domain**

Short story reading, writing and book club, many games, crossword, puzzles, Montessori, reminiscing visits, ask the Rabbi.

- **Emotional Domain**

Spiritual programs, religious celebrations, ask the Rabbi, music programs, personalized visits.

The Club Fitness Centre—Head Coach

The Head Coach of 'The Club' Fitness Centre supports persons of various fitness levels ranging from those who are actively mobile to those who use a wheelchair to get around. The Fitness Coach develops a personal fitness plan based on the individual's needs and abilities in conjunction with other care team specialists. The coach uses a personalized approach to improve health with an emphasis on fun.

Music Therapy

Music Therapists play an important role in providing therapeutic support to individuals of all ages with a wide range of physical, emotional, cognitive, and social challenges. They use music as a tool to connect with their clients and create a safe and supportive environment for them to express themselves.

The role of a music therapist involves creating and implementing treatment plans based on each client's needs, using a variety of musical interventions. They provide individual and group music therapy services to clients of all ages. Music Therapists document progress and communicate with other teams.

TO REACH A TEAM MEMBER, PLEASE FEEL FREE TO DROP BY THE RECREATION THERAPY OFFICE LOCATED IN THE BASEMENT OF SVO BESIDE THE CLUB FITNESS CENTRE. ACTIVITY CALENDARS ARE POSTED IN EACH RESIDENT'S ROOM, BULLETIN BOARD ON EACH FLOOR AND THE WEBSITE

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR FOR MORE INFORMATION

Spiritual Support Rabbi/Chaplain

Working with all teams throughout Shalom Village, the Rabbi/Chaplain offers spiritual support for all residents, families and friends from all walks of life. Additionally, the Rabbi oversees and participates in regular Shabbat services and Jewish holy day services.

Students & Volunteers

Shalom Village appreciates a vibrant team of students and volunteers. Our goal is to encourage development through ministry mandated and special interest training as well as a wide variety of opportunities in a way that helps us achieve Shalom Village's mission, while also providing a rewarding experience.

The volunteer team is a diverse all-ages group that includes Shalom Village residents, family members, retirees and other motivated community members. The student team is similarly diverse and come from schools such as Mohawk College, McMaster University and others. Many students are working towards specialized designations.

Opportunities are varied and are continuously being reimagined and developed.

Student & Volunteer Requirements and Orientation

Before interacting with residents at Shalom Village students and volunteers are required as outlined by the Fixing LTC Act 2021 to provide the following documents:

- 'Vulnerable Sector Check' conducted by the Police Service in the region where they live.
- Two-step TB test results conducted at a clinic in the region where they live.

In addition to vetting prior to engagement, per Ontario Ministry of Long-Term Care, students and volunteers are required to complete an orientation program and regular online training.

FOR MORE INFORMATION, PLEASE CONTACT RECEPTION OR VISIT OUR WEBSITE



Residents' Bill of Rights

As published in the Ontario Ministry of Long-Term Care's *Fixing Long-Term Care Act, 2021*.

<https://www.ontario.ca/laws/statute/21f39>

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

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 & 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 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 & 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.

Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out “restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))

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.

Right to be Informed, Participate, & Make a Complaint

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.

Shalom Village Policies

Zero Tolerance for Abuse, Neglect, Violence

Shalom Village is committed to promoting an environment of Mutual Respect. Our mission “to honour our fathers and our mothers” guides us to create a living and workplace where all residents and families, team members, visitors, students and volunteers are safe and

confident they will be treated in a respectful manner, free from any form of harassment, discrimination, abuse, neglect or violence.

IT IS THE RESPONSIBILITY OF ALL STAFF, RESIDENTS, FAMILY MEMBERS, VISITORS, STUDENTS, VOLUNTEERS, CONTRACTED HEALTH PROVIDERS AND SERVICE PROVIDERS TO WORK TOWARDS MAINTAINING A SAFE AND RESPECTFUL LIVING AND WORKING ENVIRONMENT AT SHALOM VILLAGE.

We have a zero tolerance for any behaviour by any person, including a team member, contracted health professional, family member, student, visitor, or volunteer that contravenes our mission. Any behaviour that creates an unsafe environment or is not respectful of a person or our values is not acceptable. Shalom Village uses the principles of a “Just Culture” when investigating and resolving such situations to promote a culture of disclosure and learning.

Duty to Report

It is the policy of Shalom Village that there is zero tolerance for abuse/alleged abuse and neglect. It applies directly to all staff, residents, family members, visitors, students, volunteers, contracted health providers and service providers i.e. anyone entering or on the premises of Shalom Village.

- All the above mentioned have an obligation to report any incident or suspected incident of resident abuse. Employees who fail to report any incident or concerns shall be disciplined. Shalom Village will investigate and respond to all such concerns or complaints.
- Every resident will be treated with courtesy and respect and in a way that fully recognizes the resident’s dignity and individuality and to be cared for free from mental and physical abuse.
- Refer to Abuse and Neglect Program for what constitutes abuse or neglect.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR FOR A DETAILED COPY OF THIS POLICY

**INDIVIDUALS MAY ALSO CALL THE MINISTRY OF LONG TERM CARE ACTION LINE:
1-866-434-0144 OPEN 7 DAYS PER WEEK FROM 8:30 AM UNTIL 7:00 PM**

The Whistle Blower Protections Act

This act protects residents, caregivers, visitors and our staff from any repercussions/retaliation due to reporting an incident. No action, legal or otherwise, can be taken for reporting incidents mentioned above. Shalom Village will not tolerate any acts of retaliation.

Shalom Village Policy

It is the policy of Shalom Village to foster and maintain an environment where employees can work safely and appropriately, without fear of retaliation. This policy has been adopted to ensure all employees understand they may report any wrongdoing that may adversely impact the organization, residents, families, other employees, or the community without fear of retaliation or a negative impact on employment status or visitation rights. Reports of workplace wrongdoing may be made to the Chief Executive Officer, Management Services Team, Senior Director of Operations or other department leaders.

It is a violation of Shalom Village's Whistleblower Policy for anyone to knowingly make a false complaint of wrongdoing or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and/or corrective action, up to and including termination of employment.

**PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR
FOR A DETAILED COPY OF THIS POLICY**

Harassment, Bullying & Discrimination

It is the policy of Shalom Village that every person has the right to be free from harassment, bullying and discrimination while at Shalom Village. Shalom Village is committed to maintaining an inclusive workplace that promotes mutual respect for the dignity and worth of each person. In this diverse and equitable workplace, all employees will have the opportunity to contribute fully to the organization's values. Harassment, bullying and discrimination based on the following are prohibited under the Ontario Human Rights Code:

- Race
- Sex (including pregnancy)

- Colour
- Disability or perceived disability
- Ancestry
- Sexual orientation
- Place of origin (where one was born)
- Age
- Ethnic origin
- Marital status (including same sex partnership status)
- Citizenship
- Family status
- Creed (religion)
- Gender identity
- Gender expression
- Record of offence, for which a pardon has been granted (in employment only)
- Receipt of public assistance (in housing/accommodation only)

Harassment, bullying and discrimination are unacceptable and any employee that is responsible for this type of conduct is subject to discipline up to and including termination. All employees have a responsibility to provide a workplace free from harassment, bullying and discrimination.

**PLEASE CONTACT THE ADMINISTRATOR OR THE CEO SHOULD YOU HAVE ANY
CONCERNS REGARDING THIS POLICY.**



Restraint Minimization

Reflective of our AT HOME values, Shalom Village is a restraint-free home.

Some residents may require a Personal Assistive Safety Device (PASD) for comfort and/or safety. These are applied based on an interdisciplinary assessment. No resident shall ever be restrained, physically or chemically, for the convenience of staff or as a disciplinary measure.

Prohibited Restrictive Devices

As per the Ministry of Long-Term Care, Fixing Long-Term Care Act, 2021, there are several Prohibited Devices that limit movement and are not to be used in the home:

For the purposes of section 38 of the Act, every licensee of a long-term care home shall ensure that the following devices are not used in the home:

- Roller bars on wheelchairs and commodes or toilets
- Vest or jacket restraints
- Any device with locks that can only be released by a separate device, such as a key or magnet
- Four-point extremity restraints
- Any device used to restrain a resident to a commode or toilet
- Any device that cannot be immediately released by staff
- Sheets, wraps, tensors or other types of strips or bandages used other than for a therapeutic purpose

Personal Assistive Service Devices (PASD)

A Personal Assistive Service Device (PASD) is a device used to assist a person with routine activity of living. A PASD may limit or inhibit movement and may restrain a resident but is not considered a restraint if the intent is to provide assistance with activities of daily living.

Our team will ensure that the resident's care plan indicates a measurable objective that explains the purpose of the use of the PASD and is limited to enable a resident's specific personal assistance service device is to be used and the timeframe for its use. The care plan must be communicated to all staff and followed consistently.

The resident's care plan must indicate how, when and why the device is to be used as a support to promote independence and quality of life. The care plan must indicate the removal of the device as soon as it is no longer needed to promote independence.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR TO OBTAIN A COPY OF THE FULL POLICY

Bed Safety Program

It is the policy of Shalom Village to have a resident bed safety program in place. The program is in place for the safety and security of our residents. Evidence and research indicate the use of side rails on a bed greatly heightens the risk of a negative event for residents living in long-term care. For this reason, Shalom Village will not have side rails on a resident's bed unless it has been determined by an assessment completed by the Interdisciplinary team.

The resident will be assessed for bed safety and the bed system will be assessed for entrapment risk annually.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR IF YOU HAVE QUESTIONS ABOUT BED SAFETY

Fire Safety for Residents & Families

Prevention is our passion. We believe that safety for all those who live and work at Shalom Village is a key value and strategic priority. By working together to keep each other safe, we can achieve our goal of creating a safe living and working environment.

If You Discover Smoke or Fire—Activate the nearest fire alarm or pull station and **REACT** as follows:

- R** Remove person(s) in immediate danger
- E** Ensure the door is closed
- A** Activate the alarm
- C** Call 9-1-1 and SAY: "This is Shalom Village 70 Macklin Street North (indicate letter of building*). We have a fire (give location within building)"

Building	Letter	Building Name
SVO (original building)	L	David & Ida Levy
SVTOO (new building)	G	Allen & Milli Gould

- T** Try to extinguish the fire **only if safe to do so, or evacuate** the area

General Information in the Event of a Fire

1. If you encounter smoke, crouch low as toxic gases and heat rise.
2. If time permits, cover your mouth and nose with a wet cloth.
3. Touch all doors before opening them. If they feel hot DO NOT OPEN. If the door is cool to the touch, open it slowly and be prepared to close it immediately if you feel a hot draft.

Fire in Your Suite

1. Alert everyone in your suite and leave.
2. Close the door and leave it unlocked.
3. Sound the fire alarm in the corridor by pulling down on the handle.
4. Leave by the nearest exit stairway. DO NOT use the elevator.
5. Close all doors behind you.
6. If you encounter smoke in the exit, use an alternate exit or seek refuge in a neighbour's apartment.
7. Call 9-1-1 and report the fire.
8. If you are totally unable to vacate your suite due to smoke or fire, pull the emergency cord which is provided in every suite and dial 9-1-1 to report the fire.
9. Move to your balcony, open the window.
10. Signal your position by waving a cloth and wait to be rescued.

If You Hear the Fire Alarm Sound or Code RED

1. Visitors and residents should remain where they are and await further instructions from staff.
2. Staff should report to the annunciator panel of the building that the fire is in and respond as instructed.
3. If the fire alarm changes to a continuous alarm, leave the building by the nearest safe exit.

Infection Prevention & Control

Infection prevention and control is a key resident safety practice where residents, families and visitors play a direct role. Here are a few ways you can help us with this important program:

1. Follow the 4 Moments of Hand Hygiene by using alcohol-based hand sanitizer or soap and water. Remember to follow proper hand wash/rub for at least 15 seconds.
 - i. Before initial resident/room contact
 - ii. Before participating in any care of the resident
 - iii. After resident or resident environment contact and when moving around Shalom Village
 - iv. After body fluid exposure
2. Influenza Immunization: Our residents and staff are vaccinated each year for influenza. Please speak to your doctor about immunization to protect yourself and our residents.
3. Please do not visit when you are sick. If you have a fever, productive cough should be no symptoms for 24 hours before visiting. Vomiting or diarrhea, please do not visit until these symptoms are resolved for 48 hours.
4. Practice safe coughing and sneezing by coughing/sneezing into your sleeve and not into your hands.
5. If a resident should require that visitors use a gown, mask or gloves, please speak with the nurse about the proper procedure.

Shalom Village is committed to fostering a safe environment for our residents, family, volunteers and staff. Through our Occupational Health & Safety Committee, we are working together to prevent occupational injuries and illnesses by promoting a safe and healthy working environment. This makes our home safe for our residents.

We value your input!

**PLEASE CONTACT THE INFECTION PREVENTION
AND CONTROL MANAGER IF YOU HAVE QUESTIONS.**

Living Arrangements at Shalom Village Long-Term Care Home

At Shalom Village we offer private or two different styles of basic rooms within our long-term care buildings.

Long-term care homes, once more commonly known as nursing homes, are licensed by the “Ontario Ministry of Long-Term Care” and oversight prescribed in the “Fixing Long-Term Care Act, 2021”.

Shalom Village provides nursing and personal care on a 24-hour basis. Care is supervised by Registered Nurses (RNs), and Registered Practical Nurses (RPNs). Staff are specially trained to help those with cognitive impairments get the most out of life. What makes Shalom Village unique is our AT HOME approach to care. Our goal is to help people maintain their quality of life and independence. While an individual may need assistance with some activities of daily living, there are many other life experiences that they have come to value, and we aim to provide opportunities for them to continue to participate in activities that have meaning to them.

Residents may retain a medical physician of their choice that is compliant with the guidelines set out in the Fixing Long Term Care Act 2021 under Section 88. Alternatively, residents may be supported by a medical physician provided by the home.

WE BELIEVE THAT EVERYONE SHOULD BE ABLE TO LIVE IN A HOME WHERE THEY ARE VALUED, CAN LIVE WITH DIGNITY, AND HAVE THE OPPORTUNITY TO REMAIN A VITAL PART OF THEIR COMMUNITY.

Financial Information & Accommodation Rates

Subsidy or a rate reduction is available only with basic accommodation. You will need to supply the “Notice of Assessment” and our Finance Office will assist you with the application and completion of the Rate Reduction Form.

Accommodation Rates

Rates are determined by the Ministry of Long-Term Care and are subject to change every year.

Refund Policy

When a resident is discharged from the home, Shalom Village provides a refund of any account balance for the resident thirty (30) days after their discharge date, if applicable.

PLEASE CONTACT THE OFFICE MANAGER IF YOU HAVE ANY QUESTIONS. OR, REFER TO THE LONG TERM CARE ACCOMMODATION CO-PAYMENT RATES FORM IN YOUR ADMISSION PACKAGE.

Additional Room Information

Furnishings—Provided

All our long-term care rooms come furnished with a bed, dresser, night table and chair. Call bells are located in all bedrooms and washrooms in order to provide maximum safety.

Furnishings—Personal

We encourage our residents to bring in some of their own pictures and fire-retardant furniture made of easy-to-clean surfaces to aid in infection control. The goal is to maintain individuality and to make their place their own. There may be instances when a resident may require a mechanical lifting device and, in those cases, there may not be enough space for added furniture in the rooms. If at any time the Occupational Health & Safety Committee feels that a room is unsafe, they may make recommendations to change or remove objects.

Personal electric appliances and electronics must be reviewed and approved by our maintenance team prior to bringing into Shalom Village.

PLEASE CONTACT OUR ENVIRONMENTAL SERVICE MANAGER TO ARRANGE REVIEW AND APPROVAL OF APPLIANCES.

PLEASE CONTACT RESIDENT RELATIONS COORDINATOR TO FACILITATE HANGING ITEMS ON WALLS.

Goods, Services, Payment, Charges & Statement

Shalom Village will provide the goods and services included in basic accommodation or preferred accommodation (as applicable) to each resident in exchange for payment of the charges billed within each month for accommodation by the resident and/or the resident’s representative. We will provide the resident and/or the resident’s representative with an itemized monthly statement of the charges made to the resident within thirty (30) days after the end of each month. Shalom Village will give the resident and/or the resident’s representative at least thirty (30) days’ written notice of any increases in the accommodation charges.

Services Funded by the Ministry of Long-Term Care

The following programs and services are included as part of the Ministry of Long-Term Care funding and resident accommodation fees and are available to all residents at no additional cost:

- Nursing and Personal Care on a 24-hour basis
- Medical care provided by one of our attending physicians
- Supplies and equipment for personal hygiene and grooming
- Meal service including three meals daily, snacks between meals and before bedtime
- Special and therapeutic diets such as texture modified, dietary supplements and assistive devices for self-feeding
- Social, recreational, musical and physical activities and programs
- Laundry, including labelling, machine washing and drying of personal clothing
- Bedding and linen including mattresses, pillows, bed linen, wash cloths and towels
- Bedroom furnishings such as a bed, bedside table, dresser and chair
- Cleaning and upkeep of accommodation
- Equipment for toilet aids and other self-help aids for the activities of daily living
- Services as required under the Ministry of Long-Term Care, Fixing Long-Term Care Act, 2021

Additional Cost Services

Residents are not required to purchase care, programs or goods from the licensee and can purchase these things from other providers, with the exception of medication, under the regulations Ministry of Long-Term Care, Fixing Long-Term Care Act, 2021.

Shalom Village maintains an arm's length relationship with all contracted service providers who support residents in the home.

Some examples of "unfunded services" include:

- Hair styling
- Dental
- Podiatry/Foot Care Nurse
- Personal wheelchair and/or walker and maintenance
- Families/residents are required to purchase their own wheelchair or walker as every piece of equipment needs to be individualized for safety. Occupational Therapy Staff are happy to assist with obtaining Occupational Therapy services.
- Medication and supplements not funded by the Ministry

- Optometrist/audiologist services
- Cable television
- Internet and telephone connections (Shalom Village public Wi-Fi can be used without charge)
- Newspaper delivery
- Purchases at Shalom Village "Corner Store" or "Bubi's Café"
- Dry cleaning
- Massage/reflexology therapies
- Private duty care

PLEASE ASK A MEMBER OF THE CARE TEAM HOW TO ARRANGE MAINTENANCE OF A WHEELCHAIR OR WALKER.

Pharmacy Services

Treatments as prescribed by each resident's attending physician will be dispensed via the pharmacy that has been contracted by Shalom Village. Prescriptions can only be obtained through the contracted pharmacy.

PLEASE ASK A MEMBER OF THE CARE TEAM IF YOU HAVE QUESTIONS OR CONCERNS ABOUT MEDICATIONS OR PHARMACY SERVICES.

Private Duty Care

At Shalom Village we understand the desire to augment care and services provided with private caregivers. Private duty caregivers must meet the standards of performance established for the equivalent staff of Shalom Village.

PLEASE NOTE: PRIVATE DUTY CAREGIVERS ARE NOT PERMITTED TO USE MECHANICAL LIFTS IN THE HOME.

PLEASE CONTACT DIRECTOR OF CARE, OR ASSISTANT DIRECTOR OF CARE FOR APPROVAL OF PRIVATE DUTY CARE.

Leaves of Absence

Leaves of absence are governed by provincial legislation. During leaves, monthly accommodation payments are required to continue.

Daytime Outings

Residents are encouraged to go on outings with family and friends. Please notify staff when leaving and upon return.

Casual Absences—not to exceed 48 hours per week

Health permitting, residents may leave the home for up to 48 hours per week. For leave purposes, the week begins on Sunday. Ideally, notice should be given to the nursing team two days prior to the leave to consult the physician. For each casual leave, a release of responsibility form must be signed by the person accompanying the resident prior to leaving and upon return.

Vacation Absences—not to exceed 21 days per year

Depending on length of time a resident has lived at Shalom Village, one or more vacations of up to 21 days within a calendar year may be taken. Sufficient notice should be provided, and a release of responsibility form signed prior to and upon return, by the person accompanying the resident.

Medical Absence 30 days & Psychiatric Absence 60 days

These absences are for the purpose of continued hospital care. If absence is longer, the resident will be discharged from the long-term care home. If this happens, the resident will be placed in the “readmission” category on the home’s waiting list.

PLEASE NOTE ALL LEAVES OF ABSENCE MUST BE AUTHORIZED BY THE RESIDENT’S ATTENDING PHYSICIAN.

Trust Accounts

Shalom Village provides a non-interest-bearing bank account in which it deposits all money entrusted to its care by the resident or the resident’s trustee. We recommend that residents use this service rather than keeping large sums of money on their person.

TO OPEN A TRUST ACCOUNT PLEASE SEE THE OFFICE MANAGER, LOCATED IN THE MAIN ENTRANCE BEHIND FRONT LOBBY RECEPTION AREA

Personal Items to Bring to Shalom Village

The Room

We encourage residents and their families/caregivers to make the room as home-like as possible, therefore, you are welcome to bring photographs, artwork and other items to personalize the room.

Small items should ideally be hung on the walls using removable ‘damage free’ adhesive hooks.

Larger items may need the help and approval of the Environmental Services Team. The timeframe to accommodate approved items will need to be determined on a case-by-case basis.

PLEASE CONTACT RESIDENT RELATIONS COORDINATOR FOR ADVICE AND/OR FOR HELP ARRANGING FOR ITEMS TO BE HUNG.

Clothing & Laundry

As a general rule-of-thumb, enough daytime and nighttime clothing to last seven days should be adequate. Clothing to wear outside for different weather conditions is recommended.

During admission, we will arrange to have clothing brought in labelled. Clothing brought in after admission should be placed in a bag with the resident’s name, home area and list of items which should be given to a staff member who will arrange for labelling.

All clothing is laundered in industrial washers and dryers and should be able to withstand high temperatures. Delicate clothing requiring special care cannot be accommodated.

Families are welcome to wash personal laundry if that is preferred.

Here is a list of suggested clothing:

- 1 pair of shoes with safe soles
- 1 pair of slippers with non-skid soles
- 7 days of undergarments
- 7 days of day-time clothing
- 7 days of night-time clothing
- 7 days of socks/stockings (matching socks are recommended)
- Housecoat
- Sweaters
- Coats for different seasons



PLEASE DO NOT LEAVE CLOTHING OR BLANKETS THAT HAVE NOT BEEN LABELLED IN A ROOM OR ON THE PREMISES. THERE IS A LOST-AND-FOUND LOCATED NEAR THE LAUNDRY ROOM IF AN ITEM IS MISPLACED.

Toiletries

- Basic toiletries are provided without charge, for example: toothbrush, toothpaste, deodorant, soap, comb, brush, razor.
- You are welcome to provide your preferred toiletries at your expense if they are scent free.
- Items such as electric shavers and toothbrushes are at the resident's discretion and should be maintained by the resident, family or personal caregiver.

PLEASE SPEAK WITH THE NURSE IF YOU HAVE ANY QUESTIONS ABOUT TOILETRIES AND EQUIPMENT.

For Your Safety & the Safety of Others

Personal Items in the Room

Staff must be able to always access both sides of a resident's bed therefore the bed cannot be pushed against the wall. If at any time staff have difficulty providing care due to personal furniture etc. or room arrangement, the team will discuss options up to and including removal of some items.

Here are few examples of items not permitted in residents' rooms:

- Bedding: personal mattress, sheets from home
- Furniture: coffee table, floor lamp
- Electric devices: heater, humidifier, blanket, heating pad
- Food equipment: refrigerator, microwave, cooker, toaster, kettle
- Floor coverings: mat, rug
- Sharp Objects or any hazardous objects
- Extension cords, power bars

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR TO DISCUSS PERSONAL ITEMS OR TO ARRANGE FOR MAINTENANCE REVIEW OF ANY OTHER ELECTRIC DEVICE, CORDS OR POWER BARS.

Smoking/Vaping Policy

As health providers and promoters of wellness, Shalom Village seeks to create a safe and healthy environment for everyone.

Shalom Village is committed to demonstrating leadership in supporting a smoke-free environment and seeks to protect everyone from second-hand smoke and reinforce our commitment to health promotion and disease prevention.

Clear signage indicates the home is a non-smoking environment in accordance with municipal by-laws. Smoking/vaping is strictly limited to designated outdoor locations on the home property, as determined by the CEO. This includes cigarettes, e-cigarettes and recreational drugs.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR FOR A DETAILED COPY OF SMOKING/VAPING POLICY AND FIRE EMERGENCY & SMOKING POLICY

Cannabis

While legislation has legalized cannabis in Canada, there are still safety concerns when living in a communal setting with residents of varying cognitive levels.

Medicinal Cannabis

Cannabis for medical purposes is prescribed by a physician and stored at the nursing station as per our Policy & Procedure and Ministry Legislation. Medicinal cannabis is limited to liquid. Smoking and vaporizers are not allowed for the safety of everyone.

Recreational Cannabis

Cannabis for recreational purposes may be kept in a locked box within a resident's room, only if the resident is cognitively able to manage the key to the locked box and notify staff when they have taken any cannabis. Staff members need to be aware in case of any side effects or behavioural changes. Residents must smoke or vape outside and not in their room as per smoking legislation.



Getting Ready for Move in Day

First Month

Ensure to set aside sufficient funds to pay for first month's accommodation.

Documents & Important Information

On move in day, you will need to have these items ready to show or give to the home's Resident Relations Coordinator:

- Ontario health card
- Cards for private medical coverage
- Void cheque to set up automatic payments for accommodation and other fees
- Emergency contact phone numbers
- Power of attorney documents
- List of all medications (or a list of current medications from the pharmacy)

What to Pack

Bring these items with you on move in day:

- Machine-washable clothing (the home will take care of washable laundry, but not dry cleaning)
- Medication
- Mobility devices or other aids that you own, such as a:
 - Cane, rollator or walker
 - Wheelchair
- Other personal aids, such as eyeglasses, dentures, hearing aids
- Personal toiletries
- Familiar items that will make the room feel like home, such as pictures, a bedspread or small pieces of furniture that will fit in the room

Make sure all personal items are clearly labelled with your name in case they are misplaced.

At Your Discretion

Cable Television Services

There are common areas throughout Shalom Village where TVs are available for residents to enjoy.

TVs and cable service may be purchased, installed and setup in a resident's room at the resident's expense. For cable, Cogeco should be contacted.

Wi-Fi & Internet

Free public Wi-Fi is accessible throughout the home, but signal strength and stability availability varies.

If you would like to have internet service within your room, residents or caregivers will be required to make arrangements with a service provider at your expense.

Phone & Cell Phone Services

Phone installation in your room or cell phone service must be arranged and paid for privately.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR FOR DIRECTIONS SETTING UP TVS, CABLE, INTERNET AND PHONE OR CELL PHONE SERVICES AND BILLING PROCESSES.

Foot Care, Dental Care & Eye Care Services Available On-Site

Visits to Shalom Village from external foot, dental and eye care professions round out the overall care that is available by appointment. These services are available at an additional charge.

PLEASE CONTACT THE RESIDENT RELATIONS COORDINATOR TO FIND OUT MORE ABOUT THESE SERVICES.

Maintaining a Kosher Environment

This section discusses kosher practice at Shalom Village as well as defining the areas within Shalom Village that must be maintained strictly kosher and those areas where it is not necessary to maintain kosher practices.

Kashrut Practices at Shalom Village

Shalom Village strives to be as inclusive as possible. With this in mind, Shalom Village endeavours to keep a high standard of Kashrut as determined by the Rabbi, which requires cooperation from all residents, staff, families, friends, students, volunteers and visitors on this matter.

Kosher Areas within Shalom Village Long-term Care

Shalom Village accomplishes Kashrut practices by keeping all common client areas kosher, including:

- Resident dining rooms
- Lounges
- Gardens
- Café
- Samuel's
- Theater
- Art room
- Internet and game room
- Any other communal spaces unless otherwise designated as being a non-Kosher space

This includes all utensils, refrigerators and microwaves.

Non-Kosher Areas within Shalom Village Long-term Care

Resident Rooms

Both apartment residents and long-term care residents and their family may bring any outside food into a resident's personal apartment or room. It is their home.

Staff Rooms

The staff rooms are designated non-kosher areas, and staff, students and volunteers may bring food for personal use provided it is eaten in this designated area.

Other Long-term Care Spaces

Basement

The Family Dining Room which may be booked for a special occasion with the understanding people may pass through it to access the adjacent garden.

Shalom Village Original Building (SVO)

- 1st Floor Namaste Room
- 2nd Floor Sun Room

Shalom Village—New Building (SVT00)

- 1st Floor The Potting Shed
- 2nd Floor The Potting Shed

Shalom Village Equipment in Kosher Spaces

Food from outside Shalom Village must never come in contact with any Shalom Village equipment in the areas designated as kosher such as:

- Trays
- Cutlery
- Microwaves
- Stoves
- Refrigerators

Non-kosher refrigerators and microwaves can be found in the some of the spaces designated as non-kosher.

**IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT RABBI AARON SELEVAN (CHAPLIN):
905-529-1613 EXT. 239**

Special Features at Shalom Village

Beit Knesset Shalom (Synagogue ~ Chapel)

Beit Knesset translated means "house of assembly".

Our synagogue ~ chapel is located in the basement where a Shabbat service is held once a month, as well as Jewish holiday services.

Holiday service times will be posted in the elevators, on the front bulletin board and the activity calendars for long-term care prior to the holidays.

Celebrating Jewish Holidays at Shalom Village

Shalom Village is committed to enriching the lives of those who live here which includes celebrating the joyous moments of life. The Book of Psalms (100:2) proclaims:

“Worship God in joy, come before Him in Song”

For many at Shalom Village, celebrating the joy of Judaism is an important aspect of their lives.

The following information is for residents, families, staff and volunteers at Shalom Village Long-term Care and Apartments. Its purpose is to help all stakeholders understand the fundamentals of Jewish days of celebration in order to practise adherence to these laws while at Shalom Village.

Respect for Holidays

Jewish Holidays commemorate events in the sacred history of the Jewish People as well as the sacrosanct connection to the Land of Israel. The holidays remind us of the gratitude we owe to God for the blessings in our lives.

During these festive times, Jews seek to live in harmony with God’s world by refraining from certain labours. The Torah teaches in Exodus 20:9

“you shall not do any manner of labour” on the Jewish festive days”

Thus, Shalom Village modifies regular activities to support the spirit and practice of these special days. There are many Jewish holidays throughout the year—almost every month!

What is good for the resident, Judaism wants also.

Shalom Village also is committed to providing an environment attuned to and fully respectful of all residents’ needs. Shalom Village values the cultural and religious diversity of its population. In addition to a Catholic Communion service which is held once a month, there is also a monthly interdenominational service.

Jewish Observances & Holidays

Judaism uses a lunar calendar consisting of months that begin at the new moon. Each year has 12 or 13 months to keep it in sync with the solar year. Holidays are celebrated on the same date of the Jewish calendar every year, but the Jewish year is not the same length as the solar year.

Shabbat: The Sabbath (Weekly Friday Sunset ~ Saturday Sunset)

Shabbat is one of the most important ritual observances in Judaism. It is celebrated every week from sundown on Friday until one hour after sundown on Saturday. Shabbat calls for rest in imitation of God’s rest on the seventh day after Creation. This day of rest begins by lighting candles before sundown in recognition of the coming of Shabbat, and by reciting a blessing over a cup of wine at the start of the Friday evening meal. This is practiced in all of our dining rooms.

Prayer services are held in the synagogue chapel on one Saturday of each month.

Tu B’Shevat: New Year for the Trees (February ~ Shevat 15)

The New Year for the Trees is when we rejoice in the fruit of the tree and the fruit of the vine. This is a celebration of the splendid, abundant gifts of the natural world which give our senses delight and our bodies life.

Purim: Saving the Jewish People from Haman (March ~ Adar 14)

Purim celebrates the failed massacre of the Jews in Persia, 2500 year ago, and is one of the most joyous and fun holidays on the Jewish calendar. Shalom Village celebrates this day with reading the story of Purim in the synagogue. The staff and some residents enjoy a lively costume parade.

Passover: Exodus from Egypt led by Moses (March/April ~ Nissan 15)

The Passover holiday lasts eight days. The first two and last two days are days on which we refrain from work and attend a prayer service. This holiday commemorates the departure of the nation of Israel from Egypt led by Moses over 3300 years ago. Passover celebrates the spiritual and physical freedom when we became a nation.

A special meal on the first night of Passover recalls the story of this exodus and is held in all of the dining rooms. This meal is called a “seder”.

Lag B’omer: Counting 49 days (April/May ~ Iyar 18)

We are obliged to count the days from the second night of Passover until the day before the holiday of Shavuot. These 49 days represent the days of preparation from leaving Egypt to the giving of the Torah.

Shavuot: Festival of Weeks (May/June ~ Sivan 6)

The second of three major festivals, the other two being Passover and Sukkot. Festival of Weeks commemorates the giving of the Torah at Mount Sinai.

Tisha B’av: Mourning destruction of the First & Second Temples (July/August ~ Av 9)

This is the saddest day in the Jewish calendar mourning the destruction of the First Temple in the year 586 BCE by the Babylonians and the Second Temple in the year 70 CE by the Romans.

Next to Yom Kippur, Tisha B’Av is the most important fast day in the Jewish calendar. The fast begins at sunset and ends the next evening with the appearance of the three stars.

Rosh Hashanah & Yom Kippur: Jewish New Year (September/October ~ Tishri 1 & 2 and Tishri 10)

First comes Rosh Hashanah, and nine days later comes Yom Kippur.

This is the time to begin introspection, to look back at the past year to plan changes for the new year. One of the ongoing themes of the days between Rosh Hashanah and Yom Kippur is the concept that God has 'books' in which will be written the course of our lives for the next year. It is believed that although these 'books' are written on Rosh Hashanah and sealed on Yom Kippur, our actions can alter God's decree, and through repentance, prayer and good deeds we can ensure the judgement will be a good one.

Prayer services are held in the synagogue chapel on these days.

Sukkot: Festival of Ingathering (September/October ~ Tishri 15)

The word "Sukkot" means booths, commemorating the forty-year period during which the children of Israel were wandering in the desert, living in temporary shelters. It is also a harvest festival.

In honour of the holiday's historical significance, we are commanded to dwell in temporary shelters, as our ancestors did in the wilderness.

At Shalom Village we have three sukkahs where our residents can spend time together during the day having snacks and sharing stories.

Shemini Atzeret: Eighth Day of Assembly (September/October ~ Tishri 22)

After the week-long celebration of "Sukkot" an extra day is added called the "Eighth Day of Assembly". We take an extra day to devote ourselves to spiritual concerns before returning to our daily routines.

At Shalom Village, it is a day on which we gather in the synagogue to recite the Yizkor, or remembrance service, and remember those whom we have lost.

It is a day that is a mixture of joy and sorrow and reminds us that life is a constant mixture of good and bad, joys and disappointments.

Simchat Torah: Rejoicing with the Torah (September/October ~ Tishri 23)

Simchat Torah celebrates the completion of reading the Torah in its entirety and is accompanied by singing, dancing and celebration.

There are processions around the synagogue carrying the Torah.

Chanukah: Festival of Lights (November/December ~ Kislev 25)

The holiday of Chanukah celebrates the successful revolt against the oppressive King Antiochus over 2000 years ago. Miraculously, the oil of the candelabrum of the Temple burned for eight days even though the amount of oil was naturally able to last for one day. An eight-day festival was declared to commemorate this miracle by lighting a Menorah for eight days, a candle increased in numbers one day at a time.

Yom Ha'shoah: Holocaust Remembrance Day (April/May ~ Nissan 27)

This is the day we remember the Holocaust (known as the "Shoah" in Hebrew). It commemorates the death and destruction of six million Jewish lives and countless millions of people from various groups of races, ethnicity, religion, political affiliation, life-style choice, and those with a wide range of disabilities amongst others at the hands of the Nazis in World War II.

We also remember the righteous Gentiles (non-Jews) who saved the lives of many, often putting themselves and their families in great peril.

Yom Ha'Atzmaut: Israeli Independence Day (April/May ~ Iyar 5)

Israel Independence Day is the National Day of Israel, commemorating the Israeli Declaration of Independence in the year of 1948.

***IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT RABBI AARON SELEVAN (CHAPLAIN):
905-529-1613 EXT. 239***

***ALL RESIDENTS ARE WELCOME TO JOIN IN THE SERVICES AND TO USE THE
SYNAGOGUE ~ CHAPEL FOR QUIET AND RESPECTFUL CONTEMPLATION AT ALL
OTHER TIMES.***

Goldie's Place

Goldie's Place is a large bright multi-purpose space located in the basement of our home and is host to a wide array of special programs and events.

Community Day Program

While this program is not for our long-term care residents, Goldie's Place is an extremely popular and active day program for adults living in the community who have physical or cognitive impairments. Goldie's Place provides a secure, friendly environment, promotes health maintenance, and provides opportunities for socialization and caregiver relief.

Various recreational and social activities are offered, as well as health care and fitness programs. A healthy lunch and snack are served, and assistance is provided where necessary.

Goldie's Place provides a home away from home for adults who benefit from regular interaction with health and rehabilitative professionals. Activities are flexible and varied to meet the diverse needs of our participants. Social and health promotion programs are provided in concert with the Ministry of Health and Long-Term Care Adult Day Program standards.

Interdenominational Church Services

Interdenominational Church services are held once a month in Goldie's Place. All residents are welcome to join the services.

Large Group Events

Goldie's Place is also host to many large events in our home such as: Glee Club, Drama Club; Ladies' Auxiliary Tea fundraising; Hustle for Health fundraising; kiddish which is a light luncheon after Shabbat services often hosted by families and friends for special occasions.

Bubie's Café

Bubie's Café offers a variety of grab and go items as well as made to order light breakfast and sandwiches. There is always a hot soup of the day, as well as a daily special. Bubie's Café is a place you can enjoy on your own or with family and friends and always feel welcome.

The Milli Mobile

The wheelchair accessible Milli Mobile allows us to provide enjoyable transportation outings for our residents. In conjunction with the Recreation Therapy Team, Milli Mobile excursions consist of scenic drives, malls, restaurants, parks, gardens, donut shops, and events such as the antique car show, all while enjoying good conversation and music.



Hair Salon

The Hair Salon is located on the basement level. The Hairdresser is available Tuesday to Friday from 10 a.m. to 4 p.m. The salon is closed on Mondays, weekends and Jewish holidays.

**PLEASE MAKE APPOINTMENTS WITH THE HAIRDRESSER
BY CALLING 905-528-5377, EXT. 359.**

Corner Store

The Corner Store is our gift shop that is run completely by volunteers. The profits from the Corner Store go towards quality enhancement to Shalom Village. The Corner Store is closed on all Jewish holidays and weekends.

Art Room

The Art Room is a multi-purpose area where residents enjoy group art sessions in the form of painting on canvases, making cards and anything else that can be imagined.



Internet, Chat, Library & Game Room

This cozy informal space is located outside the Rabbi's office and is host to all the title suggests.

Classic Theatre

Residents can enjoy watching classic and new movies on a big screen in a theatre-like setting. Planned shows for the Classic Theatre are posted on the activity calendars in each LTC Home area.

Samuel's

Samuel's is a multipurpose space that is used for a variety of group activities as well as private functions.



The Club Fitness Centre

The Club Fitness Centre grew from a successful research project with McMaster University that demonstrated the dramatic impact that age-appropriate exercise can have on the quality of life experienced by older adults.

Funded in part with a grant from the Ontario Trillium Foundation, The Club Fitness Centre is equipped with Keiser low-impact weight training equipment, NuSteps, treadmills, bikes and a whole lot more

to keep people active. The Club Fitness team will devise a fitness plan suitable to individual needs and abilities.

In addition to more than 200 Shalom Village residents, The Club is open to all Hamilton region seniors 65 and over.

Long-term Care residents who have been assessed by members of their care teams and The Fitness Club team may make good use of this special feature.

Personal fitness plan

People of all fitness levels and abilities work out at The Club, from the actively mobile to those who rely on wheelchairs or walkers to get around. Our Head Coach and the team will develop a personal fitness plan based on each individual's needs and abilities. It is a personalized approach to better health with an emphasis on fun.



Friendly atmosphere

The Club Fitness Centre at Shalom Village has a friendly, social atmosphere that is welcoming to those who might not feel comfortable in a traditional health club setting. Many Long-Term Care Residents enjoy socializing over light beverages and snacks before their workout in the nearby Bubie's Café.

PLEASE CONTACT THE HEAD COACH FOR MORE INFORMATION

Beautiful Gardens

All of our beautiful gardens are available to residents and their families and friends.

Macklin Street Garden

This garden is located directly in front of the main entrance to Shalom Village.

Lock in Your Love Memorial Garden

This garden is located at the front of Shalom Village by the Levy building (SVO). Locketts can be acquired and affixed to special screens as a memorial.

Gussie Sobel Garden

Accessible through the basement of the Levy Building (SVO) this enclosed garden space is a lovely, lush oasis that often hosts special events.

SVTOO Garden

Accessible through the Gould Building (SVTOO), this larger garden space is a nice place to relax. It also hosts special events.



Making the Most of Visits

Below are some ideas for consideration when visiting:

1. Find a quiet place, if possible, so that you can be heard easily and where there are fewer distractions. Try the gardens, Namaste rooms, or lounge areas.
2. There are always refreshments for you to share with the person you are visiting; please ask any of the Staff for assistance.
3. Keep the conversation light. A few funny stories and a smile go a long way.
4. Reminisce about the early years of the resident's life. Help them remember the songs they sang and the friends they had, what they liked at school or any travelling they did.
5. If the resident only wants to talk about going home, find out what they remember of home and continue the conversation based on these memories. Perhaps they want to be reassured that home did exist and that the remaining memories are valid. This kind of remembering can reassure the resident and produce contentment.
6. If the person you are visiting experiences cognitive impairments, understanding is easier if you use short, simple sentences and speak clearly and slowly. You may need to repeat your sentences.
7. Bring in a labelled photo album and go through it with the resident.
8. Provide a visitors' guest book with a short description of the topics discussed for the resident to review, or Staff to use to help provide reminders of the visit.
9. Children and pets are welcome.
(Please see pet visit section.)
10. For variety, try a visit at mealtime. Call us in advance to arrange to join in a meal with your relative. Meal tickets can be purchased from the Finance Office or Charge Nurse on your floor.
11. Join us for special events which are posted on the monthly Community Centre calendar posted in residents' rooms and public locations.



Pet Visitation

At Shalom Village, pets are warmly welcomed to visit whether as part of an organized program or to visit a specific resident. Pet visits can create a stimulating environment, encourage the freedom to be playful and affectionate, and provide a deeper quality of life.

Pet Visitation Categories

Pets may be accompanied by families and friends, staff members, volunteers, and specialized animal visitation organizations. For pets visiting through visitation organizations, the health protocols of the organization will be vetted by Shalom Village to ensure appropriateness.

Pets visiting should:

- Have a good-natured temperament
- Not be identified as a higher risk species that are broadly identified in our Policy
- Not display any signs of illness or distress such as vomiting, diarrhea, persistent sneezing or coughing, open wounds, ear infections, pain, flea, or tick infestation
- Up to date vaccination
- Be kept on a leash for the duration of their visit

Families, friends, staff, and volunteers accompanying a pet must:

- Complete the 'Pet Handler Visitation Agreement' which will be kept on file at the reception desk along with yearly veterinary record
- Be respectful of residents (e.g. knock on doors before entering a room; ask if it is okay before approaching)
- Always remain with the pet
- Immediately remove the pet from an area if any resident experiences anxiety or fear and contact a Staff member if they need assistance
- Be responsible for cleaning up food, water and excrement inside the home and anywhere outside on the property

**FOR INFORMATION ABOUT PET VISITATION,
PLEASE CONTACT RECEPTION AT 905-529-1613 X 221**

Room Bookings for Special Occasions

It is our pleasure at Shalom Village to respond to your requests for use of rooms for special celebrations and events. You are welcome to book one of the following rooms:

Ruth Sherman Centre (Strictly Kosher) Rental fee \$75.00 (as at writing)

- The Ruth Sherman Centre is in the new building (SVTOO) with a seating capacity of 55.

The Family Dining Room (Non-Kosher) Rental fee \$50.00 (as at writing)

- The Family Dining Room is in the basement with a seating capacity of 13. Please note that while this room can be reserved, it is also the access to the Garden so people may pass through.

Guest Room (Non-Kosher, restricted use) Rental fee \$50.00 (as at writing)

- The guest room has a capacity of 2.

PLEASE CONTACT OUR OFFICE MANAGER FOR MORE INFORMATION ABOUT BOOKING.

PLEASE CONTACT THE CONCIERGE FOR A LIST OF LOCAL KOSHER CATERERS AND A COPY OF THE BOOKING AGREEMENT.

While the rooms listed below cannot be reserved, they may be used if they are not otherwise occupied.

Shalom Village—Original Building (SVO)

- 1st floor Namaste Room
- 2nd floor Sun Room

Shalom Village—New Building (SVTOO)

- 1st floor Potting Shed
- 2nd floor Potting Shed

PLEASE NOTE: THESE ROOMS ARE RESIDENT AREAS AND NOT PRIVATE AND PEOPLE MAY PASS THROUGH.

Non-Kosher food is allowed in these areas when the following procedures are followed:

1. Food may be heated/reheated/stored in the family dining room or Staff lounge only.
2. Shalom Village dishes, cutlery, and thermal coffee/tea containers are not to be used.
3. Dishes brought in by families can only be washed in resident's room or SVTOO potting shed.
4. Shalom Village barbeques are not available for use.

Palliative & End of Life Care at Shalom Village

At Shalom Village, we provide specialized care to individuals and families facing end-of-life. Shalom Village celebrates life and living, but also recognizes that the end-of-life may be approaching. Palliative care helps residents to achieve the best possible quality of life right up until the end of life. We know that residents who are dying, are still living. We focus on the concerns of our residents and their families and friends, manage physical symptoms and provide emotional support. At the end of life, our focus is to ensure dignity and comfort.

Towards the end of life, we provide additional supports including:

- Spiritual guidance from the Shalom Village Rabbi/Chaplin or someone of your choosing
- Music therapy
- Namaste support
- Volunteer visits

We understand how difficult this time is for families and loved ones. Our teams are here to offer support to them as well. For families and loved ones we provide:

- Comfort Care Cart with coffee, tea, drinks and snacks
- Magazines
- Blankets
- Roll out chair/bed
- Guest room

Shalom Village Foundation

At Shalom Village, we recognize that every senior deserves the opportunity to move closer to care, while living life on your own terms.

When life makes some of those important 'terms' challenging, as it does, Shalom Village is here to help! The Foundation exists to support Shalom Village seniors, while also helping our donors fulfill their philanthropic goals. Whether you need support through Assisted Living Apartments, Long-term Care or you are looking for ways to stay connected and healthy, to extend your time living in your own home, Shalom Village has resources to support you. Funds raised by the Foundation support programs and services not funded by the government. Thanks to our donors, we can offer seniors more opportunities for social interactions in a warm and welcoming environment, with experts to help you live your life to its fullest. These resources are available under one roof, within walking distance of Westdale Village and Princess Point, with easy access to bus routes throughout Hamilton.



Our Mission

The Shalom Village Foundation works to transform the lives of Hamilton area seniors by raising awareness, engaging the community, and fundraising to support the many programs and services offered by Shalom Village. We work with volunteers and donors to make every day, the best day possible, for the seniors who depend on and benefit from Shalom Village programs & services.

Founded by the Jewish Community, for the benefit of all individuals throughout the Hamilton region, our Jewish values and traditions ensure that all residents benefit from the respect, compassion, and dignity inherent in the Jewish faith. Shalom Village welcomes and celebrates individuals from all backgrounds and faiths.

Our Vision

Making Possibilities Possible

Our Values: AT HOME @ Shalom

Honouring our Fathers and our Mothers.

In addition to living the Shalom Village values and to ensure that donors to the Shalom Village Foundation have full confidence in the foundation and its appeals, the following donors' rights are recognized. All donors have the following rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.



So Many Possibilities

When you donate to Shalom Village you can choose to direct your gift to one or more Possibilities Funds. This allows you to match your support to the projects and services that reflect your own philanthropic goals. The projects supported by the Shalom Village Foundation fall under the following Possibilities Funds:

Resident Possibilities

These are the things that directly benefit our residents. Palliative care, music, art and drama, fitness programs, alternative therapies, and Jewish Life at Shalom Village are included in this category. If you wish to be more specific in funding a unique activity, please speak with Kathleen Thomas or Laurie Pringle. They will be happy to work with you to identify meaningful ways your gift can make a difference in the lives of Shalom Village Seniors.

Staff Possibilities

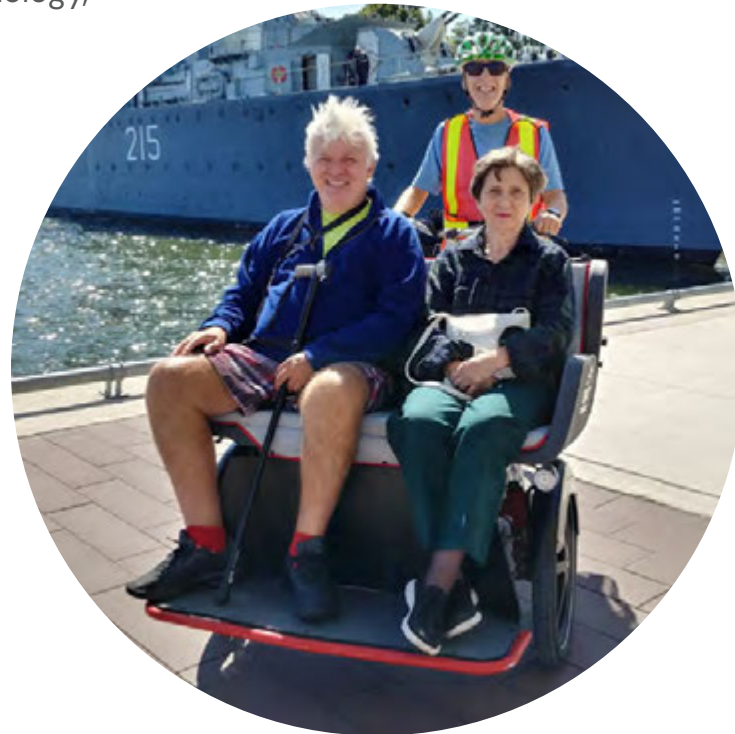
It's no secret that working in healthcare, and especially senior's congregate care, is challenging. Finding and keeping great staff members to care for our seniors is a top priority. The Staff Possibilities Fund helps us make Shalom Village a great place to work, while also ensuring our team members have the tools they need to provide the best possible care to our residents. This includes staff education, bursaries and staff appreciation.

AT HOME Possibilities

These are the physical things that make our house a home, including comfortable furniture and decor, gardens, technology, specialized medical equipment, and vehicles.

Wish List Possibilities

When we receive funds that are unrestricted, they are added to our Possibilities Wish List Fund that allows us to address our most immediate needs. This fund is critical to our ability to respond to urgent needs in a timely manner. We are always grateful for every gift we receive, and this is also true for the dedicated and supportive donors who help us "Make Possibilities...Possible" through our unrestricted fund!



Ways to Give

There are many ways to support Shalom Village seniors. Below we highlight some of the ways you can support our seniors. If you're interested in learning more, Shalom Village Foundation staff are happy to help you identify a custom giving opportunity to achieve your philanthropic goals and wishes.



Events

Ladies Auxiliary Tea

The Ladies Auxiliary Tea is a 44-year institution at Shalom Village. This fun-filled afternoon event takes place each fall, and is a volunteer led effort that is the "toast-of-the-town". If you'd like to participate as a guest or as one of our tea-caller volunteers, contact Kathleen Thomas for more information.

Carnival 4 Care

The Carnival 4 Care is an annual event that takes place on the last Sunday in May. This outdoor family-fun day, is an exciting event that includes participation by residents, family members, and the public. Participants enjoy family friendly games like giant Jenga puzzles, face-painting, fabulous foods, great prizes and more! It's a great way to raise money for our seniors, while also having some fun in the sun.

Other Ways To Give

Chai Club—Monthly Giving

Chai is Hebrew for "life". Many of our donors prefer to make small, monthly gifts to our Chai Club. Monthly giving is a great way to make a big difference and allows you to stay on top of your giving. You can just "set-it, and forget it", and we will take care of the rest. If your circumstances change, just let us know and we can modify the amount of your gift or cancel it altogether.

Bequests & Legacy Giving

Legacy gifts, whether through a will, or through other options, are vital to Shalom Village's life-saving work for seniors. Whatever the size of your legacy gift, it will help us strengthen the long-term financial security of Shalom Village. Together, with your legacy gift, we can ensure a profound and lasting impact on the care and services we provide for Shalom Village seniors well into the future.

For more information about bequests, gift of securities, life insurance or other legacy giving options, please contact Kathleen Thomas or Laurie Pringle at Foundation@ShalomVillage.ca to arrange a meeting to discuss your wishes.

Lock-In-Your-Love Memorial Garden

Many of our family members and residents want to remember someone who is no longer with us in a more visual and concrete manner. For people who want a special spot to remember a loved-one, we have the Lock-In-Your-Love Memorial Garden. Here you can purchase a \$50 heart-shaped lock and affix the lock to our Memorial fencing. Locks can be engraved with one or two names. Feel free to visit the garden to view some of our existing memorial locks and enjoy a peaceful break in the garden.



Send Shalom Village Tribute Cards

Are you looking for a special way to let your friends and family know how you feel about them? Would you like a thoughtful way to express your condolences or celebrate accomplishments and special occasions? We invite you to share your thoughts, moments and memories while also supporting Shalom Village seniors by sending a tribute card.

Shalom Village will send beautiful tribute cards on your behalf to acknowledge loved ones' milestones and special moments. Many community members send Shalom Village tribute cards for births, deaths, Bar Mitzvahs, Bat Mitzvahs, graduations, marriages, anniversaries, birthdays, holidays, holy days and other significant occasions. Cards are sent directly to the recipient and include your own personal message.

Cards are available in a variety of denominations:

Chai—\$18

Silver—\$25

Double Chai—\$36

Gold—\$50-\$99

Platinum—\$100-\$250

Diamond—\$250+

(Cash, cheque, visa or MasterCard accepted, postage included.)

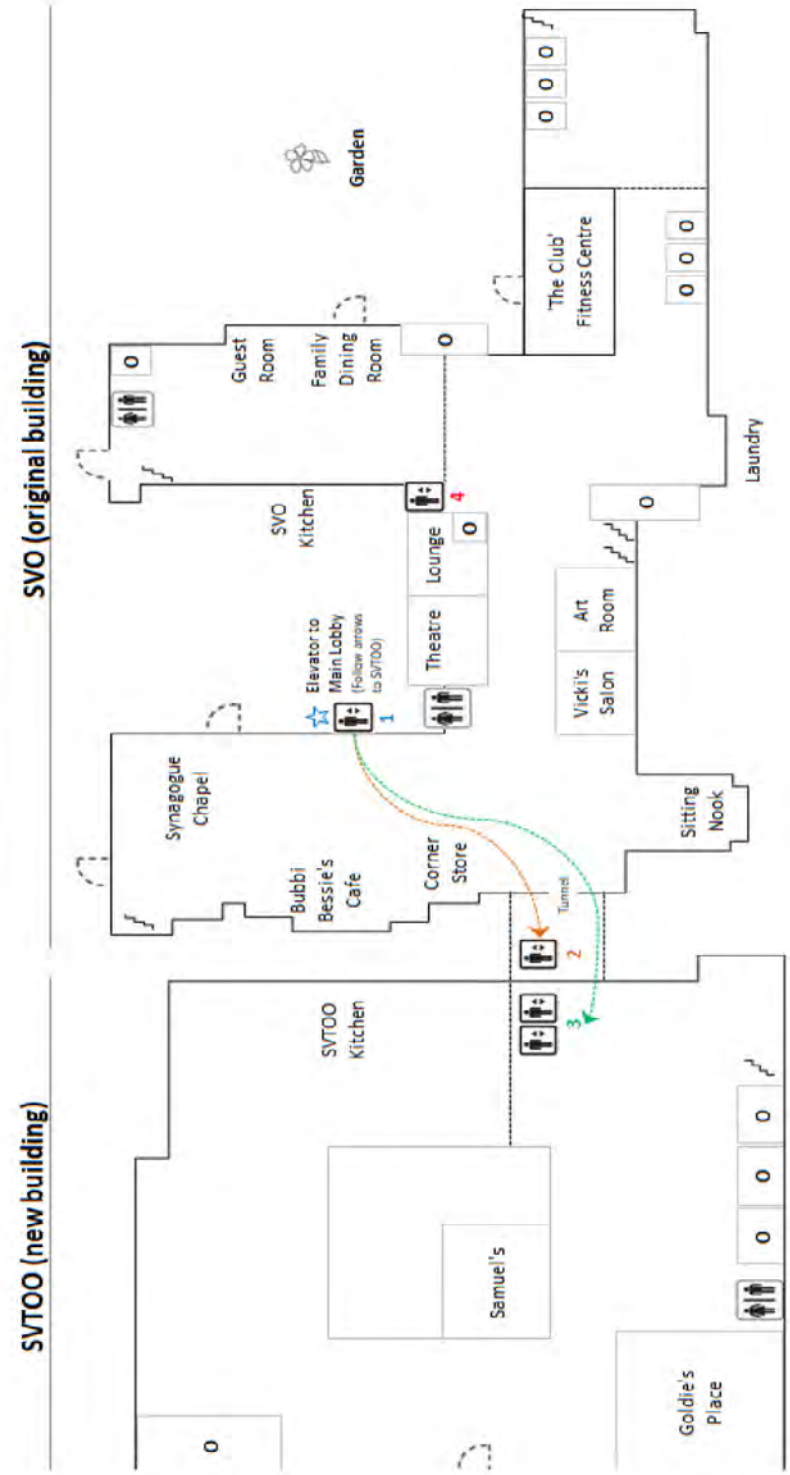
Funds raised through card sales go to our Possibilities Fund to help us make sure that every day at Shalom Village is a day well lived. Many of the wonderful things that make life at Shalom Village so special would not be possible without donor support.

***PLEASE CONTACT SHALOM VILLAGE FOUNDATION EXECUTIVE DIRECTOR:
905-529-1613 EXT. 264 FOR MORE INFORMATION AND TO DISCUSS
ANY QUESTIONS YOU MAY HAVE.***



Maps of SVO & SVTOO lower level, 1st & 2nd floors

Lower Level Map
As at January 2024 ~ subject to change



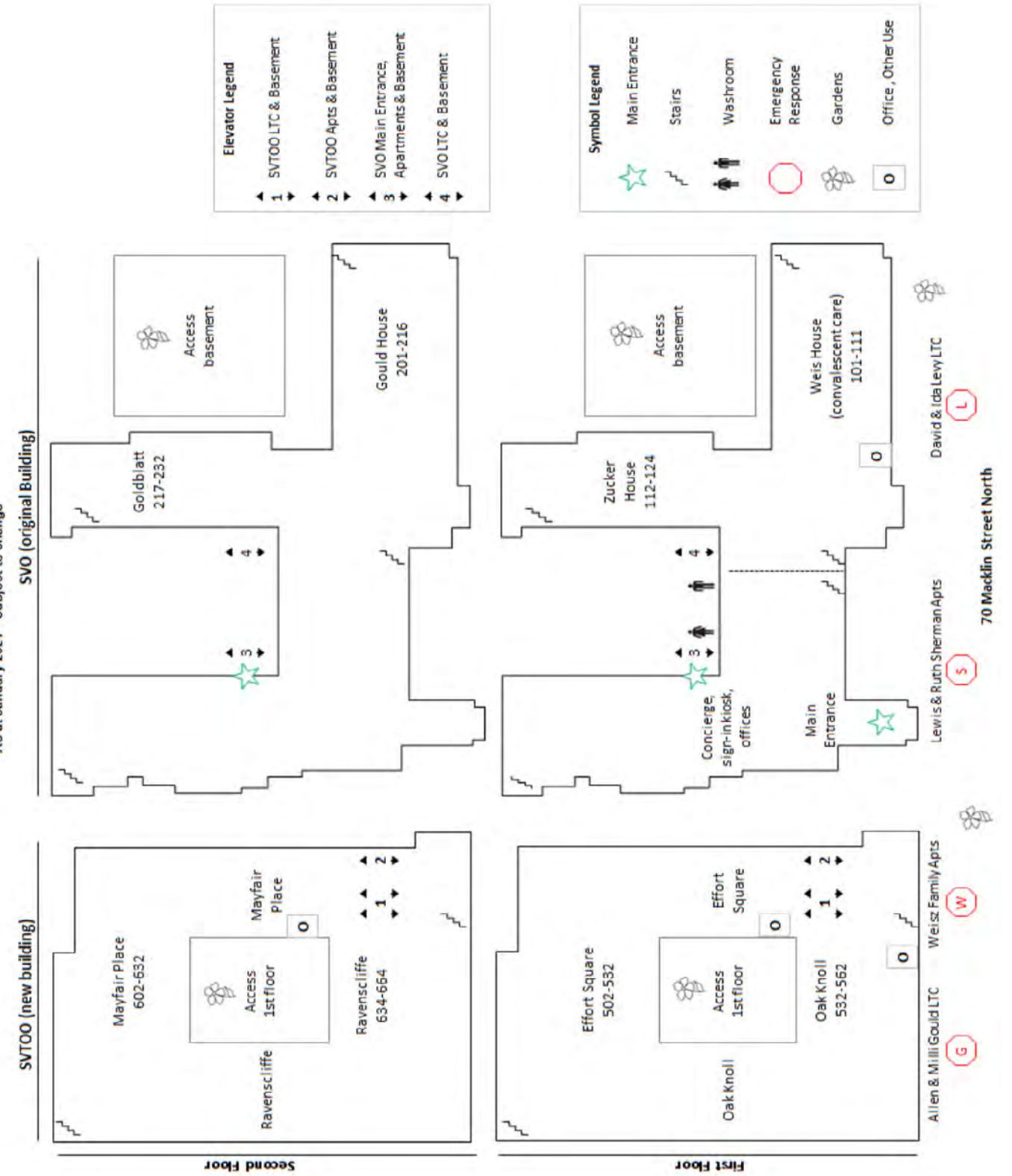
Elevators

- 1** SVO: Main Entrance & Apartments Suite #: 1st Floor 100's, 2nd Floor 200's, 3rd floor 300's
- 2** SVTOO: Apartments & **Ruth Sherman Centre 4th Floor** Suite #: 3rd floor 700's, 4th floor 800's
- 3** SVTOO: Long-Term Care Suite #: 1st floor - 500's, 2nd Floor - 600's
- 4** SVO: Long-Term Care Suite #: 1st floor - 100's, 2nd Floor - 200's

Symbols

- ☆ To Main Lobby & SVO Apartments
- Office, Other use
- ⬆️ Elevator
- ⬆️ Stairs
- ⬆️ Exit/Outside
- ♿️ Washroom

Long-Term Care Wings
As at January 2024 ~ subject to change





Welcome to Shalom Village Long-Term Care

At Shalom Village, we believe every person deserves to feel valued, supported, and truly at home. Founded by the Jewish community, Shalom Village is a nonprofit seniors campus that welcomes people of all faiths and backgrounds. Guided by our AT HOME approach—Acknowledge, Togetherness, Home, Organization, Memories, Enablement—we provide compassionate care, meaningful activities, and a safe, inclusive environment where life's special moments continue to flourish.

Inside, you'll find helpful information about our facilities, programs, visiting guidelines, and our mission to make everyone feel AT HOME every day. Whether you're a resident, family member, or visitor, we're here to support you.



Contact Us

Main phone: (905) 529-1613

Fax: (905) 529-7542

Website: www.shalomvillage.ca

Location

Shalom Village
70 Macklin St N.
Hamilton, ON, L8S 3S1