

Dufferin Oaks

Long Term Care Home

WELCOME to Dufferin Oaks!

We are very honoured that you have selected our Home as your new home and are excited to have you join us. We have gathered some information and tips to help make your arrival go as smoothly as possible.

About us:

Dufferin Oaks is a non-profit Long Term Care Home owned and operated by the County of Dufferin under standards established by the Ontario Ministry of Long-Term Care. We are a three-storey home located in the heart of Shelburne at 151 Centre Street. One hundred and sixty (160) residents call Dufferin Oaks home. There are five separate home areas, each with its own nursing station, dining room, activation room, livingroom and den. In addition to the living areas in each home area, we feature an expansive lounge area just inside our Main Entrance with convenient access to our gift shop and beautiful courtyard.

A virtual tour video is available on our website:

<https://www.dufferincounty.ca/dufferin-oaks-long-term-care-home/tour-dufferin-oaks>

What does the first day look like?

When you arrive, you will be greeted in our reception area. Your picture will be taken so everyone can put a face to the name! Carts will be provided for bringing in your belongings (staff are available for assistance). We will label everything and then move it into your room.

While we're working on that, you, or your family member, will have meetings with representatives from our Business Office and Direct Care Team. These meetings can take anywhere from 1-2 hours, total, depending on how many questions you may have. Don't worry – if you think of something later, just ask – we're here to answer your questions! Contact information will be provided during the meetings. The Business Office meeting covers a number of items, including review of important information and policies and signing of required documentation and agreements. The Direct Care Team meeting will focus on care requirements, preferences and medications.

Even before you arrive, there are some things you can do to get ready for your first day:

- **Complete the Family Information Assessment Form:** This is a great resource to help us. We use this form for:
 - Personal preferences – help us get to know you!
 - Contact information. ie: Billing Contact, Emergency Contacts, Powers of Attorneys.
 - Demographic information like Citizenship, marital status, prior address, etc.

If you don't have time to fill it in ahead of time, please ensure it is completed on your first day.

- **Arrange your telephone, cable TV, internet services:** To arrange these services please contact Bell or Rogers directly. The Local Rogers Advisor is Carla Parkin, 1.866.552.0550, carla.parkin@rci.rogers.com.

- **Sign up to our email subscription**
<https://www.dufferincounty.ca/services/dufferin-oaks-long-term-care-home>



Click on "Dufferin Oaks E-mail Subscription", fill in the info and hit "SUBSCRIBE".

Dufferin Oaks E-mail Subscription

Keep up to date on activities and items of interest at Dufferin Oaks such as when our current activity calendar and newsletters are available, upcoming events, etc.

The personal information collected on this form is collected pursuant to the Municipal Act and will be used to share information newsletters with the recipient. Questions regarding this collection should be directed to the Clerk at clerk@dufferincounty.ca

<input type="text" value="Email Address *"/>	<input type="text" value="First Name *"/>	<input type="text" value="Last Name *"/>
Group *		
<input type="radio"/> Resident		
<input type="radio"/> Family Member		
<input type="radio"/> Volunteer		
<input type="radio"/> Staff		
<input type="radio"/> Family Council		
<input type="radio"/> Yes, I give my express consent to receive email messages from Dufferin County.		

Thank you for subscribing!

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DufferinOaks

Long Term Care Home

What to bring with you:



For security, please ask your loved ones to take care of your **valuables**, rather than bringing them with you.

- Health Card**
- Completed Family Information Assessment Form**
- Powers of Attorney** for both Personal Care and Property, if applicable.
- Void Cheque:** for setting up Pre-Authorized Payment.
- Income Tax Notice of Assessment (BASIC Accommodation rooms only):** A government subsidy may be available to individuals admitting to Basic Accommodation. Bringing your most recent Notice of Assessment will help speed up this application process. More information on the Rate Reduction Program will be discussed during your meeting with the Business Office.
- Medications (or current listing of them):** Remember to include vitamins, eyedrops, patches, inhalers, etc. HINT: Let your pharmacy know you're moving into Long Term Care so they can adjust their dispensing if necessary.
- Eyeglasses, Dentures, Hearing Aids, Electric Razors**
- Mobility Devices:** wheelchairs, walkers, etc.
- Clothing:** We are frequently asked about what clothing to bring upon admission. Please see the next page for more details on clothing.
- Furnishings:** Dufferin Oaks provides a bed, bedside table, wardrobe, one chair and bedding for each resident. You are most welcome to bring a few favourite items to personalize your room, just remember that space is limited. Our maintenance staff will hang your pictures and install wall mounted TVs (maximum 42 inch), etc. for you.
- Incontinence Products:** We provide incontinence products, so you don't need to worry about bringing any. If you want, you can bring what you have on hand to use it up.

What clothing to bring upon admission: Clothing should be machine washable/dryable as we do not offer dry cleaning services and don't want to damage anything. We suggest at least seven days of clothes (don't forget the nightwear) plus a couple robes, slippers, shoes and one set of seasonal outerwear (coat/accessories). You do not need to bring any hangers for your loved one's clothing. You are gently reminded that the wardrobes in your loved one's rooms do not have the capacity to hold all four seasons clothing, thus, you are kindly requested to remove the out of season clothing's to enable the housekeeping staff to hang all the laundered clothes.

Note about labelling: We will wash and label all your clothing when you get here. The clothes brought in by family members/ friends after the initial move in must be brought to reception or the nursing stations. Staff will ensure that the new belongings are delivered to laundry for labeling. A Record of Clothing & Personal Effects form will be completed by laundry/ Housekeeping at the time of labelling. Please do not leave your loved one's new clothes brought in at Christmas, birthdays, and other occasions with anyone but the receptionist/ front desk or at the nursing stations. In the event of missing clothing, please notify a staff member as soon as possible so that the housekeeping staff may look for the item. The Laundry department is not responsible for clothes which have not been received through the proper labelling process.