

**Choosing to Live at
Woodhall Park Retirement Village**



Basic Information	Comments
Is facility a member of ORCA – Ontario Retirement Communities?	Yes, since 1991. We have passed the accreditation every year.
How many people can your building house?	Woodhall Park Retirement Village can house 65 people.
Is the facility nearby shopping, medical services and/or entertainment?	Yes. There is plenty of shopping, and medical services nearby. There is also a city bus stop located out front of the building.
Will DVA or private insurance pay any of my fees?	Whatever coverage you are currently receiving at home will continue at Woodhall. It is suggested for both services to contact your provider in advance to reassure yourself.

<p align="center">Personal and Health Care</p>	<p align="center">Comments</p>
<p align="center">Is any of the entry fee or deposit refundable due to death or other issues within a certain period of time?</p>	<p align="center">You will be reimbursed for any days in which the rent has been paid for in advance after the room has been emptied.</p>
<p align="center">Are there any refunds or credits for leaving for a vacation or entering a hospital?</p>	<p align="center">Yes. For vacations and hospital stays you will receive a discount after 14 days absence.</p>
<p align="center">What is the procedure for when fees are changed?</p>	<p align="center">We follow the rules and regulations of The Residential Tenancies Act</p>
<p align="center">Are residents with Alzheimer's or dementia accepted for admission?</p>	<p align="center">We accept early Alzheimer and Dementia residents as long as they are not wanders or a danger to themselves or others.</p>
<p align="center">Are residents with mental health problems (depression) accepted for admission?</p>	<p align="center">Certainly.</p>

<p>May residents still see their own doctors?</p>	<p>Yes you are very welcome to keep your own doctors.</p>
<p>How will physician and facility communicate about resident's care?</p>	<p>The nurse and the DOC communicate regularly with the doctor and each other a meeting will be arranged for an update with the family or resident whenever necessary.</p>
<p>Are assessments performed on residents to assess needs? How often?</p>	<p>Yes as often as needed and every six months.</p>
<p>If the resident needs additional care, can he or she stay at Woodhall Park?</p>	<p>Yes, This is determined on an individual basis with DOC, family and resident.</p>
<p>Do residents receive preventative care such as yearly flu shots?</p>	<p>Yes we recommend and provide flu shots.</p>

<p>What other health care is available at the facility (physical therapy, occupational therapy, wound care, respite, social services, etc.)?</p>	<p>Physiotherapy, respite, convalescent, foot care, audiology, lab, x-rays, ultra sounds are available in house. We are always trying to bring in more services as needed.</p>
<p>Is there a beauty parlor or barber?</p>	<p>Yes. It is open 2 days a week. The salon will work with men and women.</p>
<p>Are there laundry services? Is there an extra cost?</p>	<p>Yes the laundry room is available free of charge for personal items. Woodhall washes bedding and towels. There is always extra service available if you choose to use it for a small fee.</p>

Residents	Comments
Are residents encouraged to be as independent as possible?	Yes they are.
Are residents' rights posted? Does the facility follow a resident's bill of rights?	Our resident's Bill of Rights are posted in the middle corridor of the building. ORCA and the RHRA ensures that we maintain and follow these rights at all times.
Do residents have the right to come and go as they please?	Yes they can come and go as they please because this is their home.
Is mail delivered promptly and unopened? Can residents have subscriptions to magazines and/or newspapers?	Mail is delivered about three times a week to the rooms along with newspapers and magazines if requested. We can also hold mail for families if requested.

Staff	Comments
Does the relationship between staff and residents appear to be polite, warm and respectful?	Yes, see for yourself on your tour.
Is the staff friendly, considerate and helpful?	<p>Yes, we take pride in our staff. A lot of our staff has been here for over 20 years and many since the building opened in 1988.</p> <p>The reason we have such a small turn around is because of the family we have created with each and every resident. We often become very close to residents and families.</p>
Are background checks completed for all staff?	Yes, staff and volunteers must provide us with a vulnerable sector check before beginning service.
Is there at least one full-time registered nurse (RN) on duty in addition to the Administrator or Director of Care?	Yes. There is an RN or RPN in the building 24 hours a day.

Is there a visiting physician?	Yes. We have a visiting physician available to us and can be reached at all times. Visits are made twice weekly unless there is a reason to visit more often.
Has the management team worked together for at least one year?	Yes. Our core management team of 7 members has been working together for at least two years.

Residents' Rooms	Comments
How often are the rooms cleaned?	We provide daily housekeeping services.
What furnishings if any are included?	We provide a bed, nightstand, dresser, and chair. There is an extra charge to use our furniture. You are welcome to mix and match with some ours and some of your own, or you are welcome to bring in your own furniture.
Can residents have personal belongings and/or furniture in their rooms?	Certainly.
Does each resident have storage space in his or her own room?	Yes. There is plenty of closet space.
Do residents have access to a personal telephone, Internet and television?	Yes. It is the same as if you were in an apartment. You provide your own phone and connection. We do not have a switchboard. We are wired for internet either through cable or on the telephone lines. We have Rogers basic cable throughout the building that we install in your room should you wish to subscribe for a monthly fee with Woodhall Park.

Menus and Food	Comments
How many meals are served a day?	We serve three meals a day.
Do residents have a choice of food items at each meal?	We have two choices of entrees at lunch and dinner. We also offer seven choices on our alternative menu if the two offered are not suitable for any reasons.
Is the meal schedule flexible? At what times are meals served?	<p>Breakfast is open concept between 7:30 am – 9:30 am</p> <p>Lunch is assigned times between 11:30 – 1:30</p> <p>Dinner is assigned times between 4:30 – 6:30 pm</p> <p>We discuss in advance with each new resident what time they would prefer then we do our very best to accommodate the choice.</p>

Does the food look and smell good?	Please come for a meal so that you may see and taste for yourself.
Are special dietary needs accommodated?	We accommodate special diets as well as offer a vegetarian diet along with our seasonal menus that rotate over a five week period.
Are nutritious snacks available upon request?	Yes. We have 24/7 snack stations to serve residents and guests. There is also a bowl of fresh fruit available in the dining room every day.
Can a meal tray be delivered to a resident's room?	Yes. We will happily offer tray service free of charge when a resident is ill for up to 14 days before we look at extra charges.
Is there a Region of Peel Health Inspection sign in the window?	Yes, there is one in the front window. Please have a look.

Activities	Comments
Are residents encouraged, not pushed, to participate?	We never push anyone to participate in any activities, but yes we do encourage participation.
Are activity schedules varied and include resident's interests? Do residents provide input?	We offer many, many activities monthly. A calendar for the month is posted in the craft corridor. We always love to get input from residents and we do our very best to accommodate their wishes.
Does the facility have pleasant outdoor areas for resident use? Patios to garden? If necessary, does the staff help residents go outside?	Yes, we offer a gazebo out front and canopy in the back. Our building is surrounded with gardens. Staff or volunteers are always able to assist residents who wish to go outside.

<p>Does the facility have an active volunteer program? Are volunteers from the community? Are they screened?</p>	<p>Yes. We are very active with the community offering volunteer placement. All volunteers must provide a vulnerable sector check for us.</p>
<p>Are dogs and/or cats allowed?</p>	<p>Animals are allowed to visit if their shots are up to date and only caged animals such as birds, fish are allowed to live in the building. The St, John Pet Therapy group are regular visitors in our building.</p>
<p>Does the facility accommodate religious or spiritual needs?</p>	<p>Yes. We have weekly church services from many denominations.</p>
<p>What is the visiting policy?</p>	<p>There are no certain times considered as visiting hours. Remember this is your home. We have a door bell and telephone at the front door available if you return after we lock the door at night.</p>

Safety and Security	Comments
Are residents given their own key to their suite for internal security?	Yes. Everyone has a key to their suite if they choose to lock their door.
Does the facility meet regional and provincial fire codes?	Yes. Our fire plan has been approved by the Brampton Fire Department.
Are there fire safety systems? (For example, smoke detectors, fire extinguishers and sprinklers are in each room.)	The building is fully equipped with a well maintained fire equipment and a sprinkler system. We have extinguishers, hoses, alarms, sprinklers and heat sensors in all rooms and hallways. The kitchen is fully equipped with its own sprinkler system.
Is there an emergency evacuation plan? Is it posted?	<p>Yes. Evacuation routes are posted.</p> <p>In case of fire routes are posted.</p> <p>The building evacuations are held every 3 years.</p> <p>The fire plan is reviewed with every resident shortly after they move into Woodhall Park.</p>
Does the facility hold regular fire drills?	Yes. We hold regular monthly drills.
Are there handrails in the hallways and grab bars in the bathrooms?	Yes the building is equipped with both of these safety devices.

Transportation	Comments
How does the facility handle transportation for appointments?	This is a family responsibility; however, the DOC can inform you of some resources.
Is transportation available for non-medical appointments such as shopping and cultural events?	Yes we have a regular bus company that we use for such outings.
Is there parking available?	Yes. All parking is free of charge.