



County of Elgin Homes and
Seniors Services

Volunteer Orientation Handbook



Making a Difference in Our Communities

Table of Contents

3	Welcome
5	Mission, vision & values
6	Resident bill of rights
11	Volunteer rights
12	What to wear
13	Volunteer responsibilities
21	Pets in the home
22	Programs & therapy services
23	Infection control
25	Responsive behaviors
27	Emergency procedures
29	Violence and harassment
31	Accessibility for Ontarians with disabilities
34	Contact directory



Welcome

On behalf of the management, staff and residents of the County of Elgin Homes and Seniors Services we would like to extend a very warm welcome to you.

Elgin County has been providing care and support since 1875 when the first House of Industry was established. Over the years, service has been enhanced to include three long term care homes and community outreach programs across the County. The three long-term care homes Bobier Villa in Dutton, Elgin Manor in St. Thomas and Terrace Lodge in Aylmer, provide residential long-term care for over 245 individuals.

The County of Elgin Homes are members of OANHSS, the Ontario Association of Not For Profit Homes and Senior Services.

It is the County of Elgin Homes and Seniors Services goal to continue to be a leader in the provision of competent compassionate care. The homes work collaboratively with the local health service community to ensure that the needs of our existing and future residents are met within a network of comprehensive services.

We are pleased you have decided to become a volunteer at the County of Elgin homes.

Sincerely,

*The Management, Staff and Residents
County of Elgin Homes and Seniors Services*

Our Commitment to Volunteerism

We thank you for your interest in volunteering your time to benefit the residents of the County of Elgin homes. We commit to assisting you to ensure your volunteer experience with us is a positive one.

All volunteers receive an orientation specific to their volunteer position including all relevant policies and procedures. We welcome you to continue to view our volunteer postings.

The County of Elgin homes maintains a unionized working environment. It is imperative that volunteer positions enhance the residents lives through the provision of developed and approved volunteer job positions and do not replace the need for, or duties of paid employees.

Please visit www.elginhomes.ca for volunteer postings or to view the County of Elgin homes Recreation Calendars.

We welcome your feedback.

Tanya Noble
Manger of Programs and Therapy
519 631-1460 Ext. 192
tnoble@elgin-county.on.ca

Remember to share your talents

Let us know if you have a special hobby, interest or skill

County of Elgin Homes and Seniors Services

Mission

The County of Elgin Homes and Seniors Services is committed to creating a caring environment where residents and staff feel safe, respected and valued.

Vision

Through Continuous Quality Improvement, using best practice initiatives, we will be influential leaders in the provision of person-centered care within the long-term care sector.

Values

- R** Residents
- E** Education
- S** Staff
- I** Individualized Care
- D** Diversity
- E** Excellence
- N** Nutrition
- T** Teams
- S** Safety and Security

- F** Family
- I** Innovation
- R** Restorative Care
- S** Satisfaction
- T** Technology

Resident Bill of Rights

Long Term Care Act 2007

Home: the fundamental principle

1. The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met. 2007, c. 8, s. 1.

3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
 1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the residents' dignity.
 2. Every resident has the right to be protected from abuse.
 3. Every resident has the right not to be neglected by the licensee or staff.
 4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
 5. Every resident has the right to live in a safe and clean environment.
 6. Every resident has the right to exercise the rights of a citizen.

Resident Bill of Rights

7. Every resident has the right to be told who is responsible for and who is providing the residents' direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every Resident has the right to,
 - i) participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii) give or refuse consent to any treatment, care or services for which his or her 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 his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to
 - iv) to have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and have access to his or her records of person-

Resident Bill of Rights

12. 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.
13. 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.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or hospitalization of the resident and to have that person receive that information immediately.
 - iv. staff members,
 - v. government officials,
 - vi. Any other person inside or outside the long-term care home.



Resident Bill of Rights

17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself 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 VII, a member of the committee of management for the home under section 132 or the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. Any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.

Resident Bill of Rights

21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. 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.
25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. 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.
27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).



Volunteer Rights

1. Volunteers have the right to be treated with dignity and respect and as a member of the care team.
2. Volunteers have a right to have a job that is worthwhile to them which matches their interests, abilities, personal preference and education.
3. Volunteers have the right to receive an appropriate orientation and training for the job including County of Elgin homes policies and programs, which would impact their volunteer duties.
4. Volunteers have the right to be heard and provide feedback.
5. Volunteers have the right to receive recognition and appreciation.

Current volunteer opportunities

Volunteer visitor	Volunteer program assistant
Pet therapy	Horticulture assistant
Wii program	Computer Assistant
Marketing	Newspaper delivery
Hair Salon assistant	Volunteer receptionist
Gift shop clerk	Tuck shop volunteer
Pet maintenance	Clerical volunteer
Craft specialist	Volunteer mending
Special care volunteer	Volunteer golfing assistant
Volunteer recruitment	Fundraising
Special events	Adult day program volunteer
Reading partner	Continuing education partner
Games Partner	Seasonal Home Décor Volunteer

Volunteer Responsibilities

What to wear

Volunteers must maintain a professional appearance appropriate to their volunteer position. Some examples are as follows:

Acceptable Attire:

- Skirts, shorts and dresses are to be longer than knee length and appropriate for the volunteer position
- Jeans in good repair
- Capri pants
- Sleeveless summer tops
- Running shoes

Not Acceptable:

- Tight fitting clothing
- Midriff or stomach showing
- Low-cut necklines
- Tops with thin straps
- Shoes with open toe and/or heel
- Track pants
- Clothing with logos or sayings



The County of Elgin homes maintain
a smoke free environment

Volunteer Responsibilities

Name tags

Volunteers must wear the designated volunteer tag at all times when in the County of Elgin homes. Volunteer tags must be returned upon completion of your volunteer position.

Signing in

All Volunteers are required to sign in before assuming their volunteer duties. The sign in book is located at the entrance of the home.

Telephones

Public telephones are available for use at any time. Personal cellular phones are permitted in common areas. Use of a resident's telephone is not permitted and personal calls should be kept to a minimum wherever possible.

Individuals are not permitted to publicly post visual images of residents such as photos without authorization.

Business office hours of operation are as follows unless otherwise posted:

Monday to Friday 8:30am—4:30pm

The business office is closed weekends and statutory holidays

Messages received after regular business hours are retrieved the following business day

www.elginhomes.ca

Volunteer Responsibilities

Confidentiality

Through your volunteer duties at the County of Elgin homes you may be given or become aware of personal information about a resident which will assist you with your volunteer duties. Confidentiality includes but is not limited to:

- A resident's name and status as a resident within the home
- A residents religious affiliation
- Any information a resident or their family shares with you while completing your volunteer duties
- Information a staff shares with you while completing your volunteer duties
- Any part of a residents personal information

Pastoral and spiritual care volunteers

Volunteer based pastoral and church affiliated visits must be organized through the home.

Individuals are not permitted to discuss religious beliefs, preferences or hand out literature in the home.

Specific religious organizations who visit individuals or provide a specific religious service must follow the direction of the recreation department and/or Registered staff and adhere to the guidelines of the home.



Volunteer Responsibilities

Incidents

The County of Elgin Homes ensures safe practices. All incidents are documented and tracked. Incidents, which must be reported to a staff member immediately, are:

- Aggressive actions towards a resident staff member, family member or volunteer
- Incidents of choking
- Burns
- Injuries such as bruises, abrasions, cuts or scratches.
- Loss or damage to property belonging to a resident, the County of Elgin, staff, a visitor or a volunteer

Falls

If a resident falls or has fallen:

- Pull the resident call bell immediately, call for help
- Do not move the individual
- Provide support and reassurance to the resident
- Consult with the attending staff to answer any questions related to the incident

Safe food handling & food service

Residents within the County Homes may have a special diet which has been prescribed following a thorough and detailed evaluation by a registered dietitian.

Volunteers may participate, under the specific direction of staff, in food delivery during recreation programs and special events. County of Elgin homes volunteers are not permitted to assist residents with dining.

Volunteer Responsibilities

Lifting, transferring & personal care

The County of Elgin homes ensure that each resident receives 24 hours nursing and personal care which is outlined in a detailed plan of care. The care plan is created in partnership with the resident, their family and the care team to ensure a residents preferences, abilities, likes and dislikes are honoured.

Lifting, transferring and provision of a resident's personal care require special training and a detailed knowledge of an individual's abilities and personal preferences.

Volunteers are not permitted to lift, transfer or provide personal care for a resident under any circumstances. If a resident requests assistance with or appears to require assistance, contact a staff member or assist the resident to access their call bell. Volunteers are not permitted to complete the following:

- Toileting, dressing
- Dining, food service
- Transfer from bed to chair
- Transfer from chair to chair
- A boost in their wheelchair
- Assistance with oxygen systems



Volunteer Responsibilities

Restraints

A restraint is anything intentionally used to limit the movement or behavior of an individual and over which the individual has no control. Some examples of restraints include seat belts, lap trays and tilt chairs.

- Do not remove a restraint which is in place while visiting a resident.
- Do not in any way restrain a resident at any time through the use of a seatbelt, device and/or any other means unless under the guidance of a Registered nurse.



Monthly program calendars are available at the homes or via the web at:

www.elginhomes.ca



Volunteer Responsibilities

Legal & financial matters

Please refrain from signing legal documents, witnessing legal documents or assisting with a resident's banking or financial matters.

Gifts, favors & service

County of Elgin employees or volunteers are not permitted to accept gifts, favors or service from any individual or organization in the course of the performance of civic duties other than:

- Normal hospitality among persons doing business
- Token exchanges as part of protocol
- Normal presentations made to persons participating in public functions

Computer use

The County of Elgin policy related to computer use must be adhered to at all times.

To view the County of Elgin Computer Policy please see the Volunteer Information board or visit www.elginhomes.ca.

Errands

Approval from a supervisor must be received before a volunteer is to complete an errand for a resident.

Volunteer Responsibilities

Scents in the home

The County of Elgin homes have a fragrance and scents policy in place.

Residents, family members, staff and volunteers are encouraged to refrain from excessive use of perfume or scented body sprays.

Room deodorizers and sprays are also discouraged as they can cause discomfort to individuals who are sensitive to scented products.



Health and Safety Committee

Each County of Elgin home hosts a health and safety committee which follows guidelines as set forth by the Ministry of Labour. The committee meets regularly to ensure the home remains safe and free from potential hazards.

All County of Elgin homes are W.H.I.M.S. compliant.



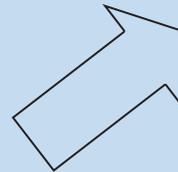
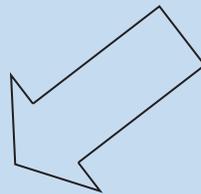
PLEASE REPORT ALL SAFETY ISSUES

Volunteer Responsibilities

Off unit visits and wheelchair safety

- Alert a staff prior to leaving a home area with a resident.
- Please return to the resident home area after you have completed your visit.
- Be mindful of a resident's ability level prior to walking a long distance or venturing outside on a hot or chilly day.
- Monitor outdoor obstacles such as pathways and curbs.
- If in a home garden area or outside area of the home, remain within a viewable distance of the home.
- Breaks are to be applied when in outdoor areas or on an incline. Always communicate the use of breaks with the resident.

Backward down an incline



Forward up an incline

Programs and Therapy Services

Pets in the homes

Family sponsored pet visit

A pet visiting a specific resident with a family member or friend.

Volunteer sponsored pet visit

A registered volunteer visiting the home with a pet as part of an organized volunteer pet visitation program.

Pet therapy sponsored pet visit

A registered volunteer or program specializing in the provision of animal interaction facilitated by a trained therapy animal and their handler or owner.

In house pets

Animals which reside within the County of Elgin homes.

Service animals

An animal used to assist an individual with a disability.

All animals must hold a current certificate of vaccination for rabies completed by a licensed Veterinarian and be available upon request at all times while visiting. All pets must receive regular veterinary care, regular grooming and be in good health.

Prior to visiting with a pet, please refer to our pet visitation pamphlet.



Health and Wellness

Hand washing

The following simple guidelines will greatly diminish the chain of infection and protect residents, family members, visitors and staff.



Hand sanitizer is available throughout the home, in home areas, entryways, hallways, dining areas and washrooms.

Hand sanitizer is effective in killing germs and bacteria. If hands are visibly soiled hands should be washed with warm running water and soap.

Wash your hands or use the hand sanitizer:

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is unwell
- Before and after treating a cut or wound
- After using the washroom
- After blowing your nose, coughing or sneezing
- After touching an animal or animal waste
- After handling pet food or pet treats
- After touching garbage

Ensure that you wash all parts of your hand, including wrists, between fingers, finger nails and around rings.

Individuals should wash their hands or use hand sanitizer upon entering and exiting the home as well as throughout their visit to the home.

Health and Wellness

Healthy homes

To protect the residents, staff volunteers, visitors and the community at large the County of Elgin homes work in partnership with the local Public Health unit. The Public Health unit monitors illnesses in the community, within local health care facilities as well as global trends.

- It is recommended that individuals living, visiting and working in the home receive an annual flu vaccination.
- Note all posted signs that will alert you to an outbreak situation or a particular infection control issue.
- It is advised that individuals do not visit the home if they are not feeling well.
- Please consult with a staff member prior to visiting a specific resident or home area which is advising of a particular infection control issue.
- Questions related to outbreaks or infection control can be directed to a Registered Nursing staff.

www.elginhealth.on.ca



Health and Wellness

Responsive behaviours

The term “responsive behaviours” is used to describe a means by which persons with dementia or other conditions may communicate their discomfort with something related to:

- physical body (e.g., urinary tract or other infection)
- social environment (e.g., boredom, invasion of space)
- physical environment (e.g., lighting, noise, busyness)

Understanding the sources and underlying causes of a responsive behaviour is key to providing the optimal care for a resident.

Responsive behaviours often indicate an unmet need a person may have. Or, sometimes behaviours are a response to circumstances within the social or physical environment that may be frustrating, frightening or confusing to a person.



CODE WHITE

Alerts staff and visitors that there is a person exhibiting a potentially responsive or aggressive behaviour and that assistance is required.

Health and Wellness

Resources and additional information

Validation Therapy
www.vfvalidation.org

MAREP Dementia Education Series
www.marep.uwaterloo.ca

Alzheimer's Society
www.alzheimerelgin.ca

Gentle Persuasive Approaches
www.ageinc.ca



It is often difficult to know if an individual has the potential for exhibiting a responsive behaviour.

Always check with a staff member prior to visiting a resident.

Always be mindful of a mode of exit when in a resident's room or other area of the home.

Recognize signs and or behaviours that could precede a responsive behaviour such as raised voice, pacing, clenched fist , etc.

Always remain a safe distance from a resident while visiting.

Always stop and proceed with care and attention.

Health and Wellness

Universal Emergency Codes

Air Quality	Code Grey
Fire	Code Red
Internal Evacuation	Code Green
Missing Person	Code Yellow
Aggressive Person	Code White
Bomb Threat / Search	Code Black
Chemical Spill	Code Brown
Cardiac Arrest	Code Blue
External Disaster	Code Orange
Tornado	Code Purple

Please await instructions should you hear the announcement of an emergency code.

Health and Wellness

Fire and emergency procedure

If you hear a fire or emergency alarm

Listen carefully to all overhead pages and be aware of your surroundings.

If you are alone or with a resident, remain where you are and await direction from a staff member or designate OR if you have knowledge of the whereabouts of the fire, exit the area to a safe zone and report to Registered Nursing staff.

It is important that in any emergency situation individuals stay calm. The County of Elgin homes have procedures in place to handle emergency situations. All individuals within the home must follow the instructions of the individuals in charge at all times.

In the instance of an actual fire or emergency, do not leave the property until directed by the fire department to do so.

What to do if you discover a fire:

- R Remove persons in immediate danger, if possible.
- E Ensure all doors in the fire area are closed.
- A Activate the fire alarm system using the nearest pull station.
- C Call 911.
- T Try to extinguish the fire or continue to evacuate.

CODE RED

Health and Wellness

Violence and harassment

The County of Elgin is committed to ensuring that it provides a safe environment for individuals to live, work and visit.

The provision of a safe environment includes ensuring that individuals remain free from acts of:

Abuse	Violence in the workplace
Harassment	Domestic violence
Unsafe work	

Harassment

It is the County of Elgin's policy that individuals will be free from harassment on the basis of sex, race, colour, religion, creed, national origin, citizenship, language, marital status, family status, pregnancy childbirth, sexual orientation, disability/handicap, political belief or any other prohibited ground of discrimination.

The County of Elgin will not tolerate any form of harassment or discrimination.

Abuse

Abuse is the unwarranted and/or inappropriate use of physical force, physical neglect, psychological abuse, psychological neglect, financial exploitation, sexual involvement, and failure to report any of the aforementioned causes.

1. Residents shall be treated with respect and dignity at all times by volunteers, staff and visitors.
2. **No form of abuse shall be tolerated.** All alleged incidents of suspected resident abuse shall be carefully investigated and disciplinary actions shall be taken as Necessary.

Health and Wellness

What is Abuse?

Abuse is the unwarranted and/or inappropriate use of physical force, physical neglect, psychological abuse, psychological neglect, financial exploitation, sexual involvement, and failure to report any of the aforementioned causes.

Physical Force

- Hitting, kicking, striking, slapping, shoving
- Pinching, beating
- Unauthorized or
- Unnecessary use of
- Physical restraints
- Physical horseplay

Psychological Abuse

- Threats
- Teasing, making fun of
- Verbal harassment
- Unnecessary isolation of an individual
- Sign language, mimicking

Sexual Abuse

- Touching and fondling
- Sexual involvement
- Rape

Financial Abuse

- Stealing an individual's money and/or belongings

Neglect (Denying Care)

- Failure to give proper nourishment
- Failure to allow or encourage residents participation in activities of daily living (ADL's)
- Failure to change incontinent residents
- Failure to attend to grooming needs, combing hair, cleaning teeth, ill fitting or torn clothing
- Over prescribing of medication or alcohol
- Denying resident's rights

Other

- **Failure to report any of the above incidents or suspected incidents**
- Damaging a resident's belongings

Accessibility for Ontarians with Disabilities (AODA)

The AODA's purpose is to achieve full access for all Ontarians by first developing and implementing and then fully enforcing Accessibility Standards on or before January 1, 2025.

AODA Vision

- Accessible Ontario in 20 years or less
- Inclusive of buildings, communications, services and employment.
- Education to change attitudes, values and behaviours
- Full participation for people with disabilities
- Dignity, quality of life and a strong economy for all Ontarian's

General Etiquette & Common Courtesies

- Offer to accommodate special needs for all customers.
- Do not make assumptions about abilities/hidden disabilities.
- Treat all people with dignity, respect and patience.
- Ask before you provide help—don't just jump in.
- Talk directly to the person, not their companion.
- Relax, speak normally and make eye contact.
- Respect boundaries and personal space.

The word "disabled" is not an adjective, not a noun. People are not conditions. It is therefore preferable not to use the term "the disabled", but rather "persons with disabilities".



Accessibility for Persons with Disabilities (AODA)

Communication tips

Physical Disabilities

- Get to eye level do not touch the assistive devices
- Make conversations inclusive
- Remove obstacles
- Provide rest spots

Visual Disabilities

- Identify yourself
- Verbalize your handshake
- Orient to the environment
- Provide alternate formats for reading
- Contrasting colours for signage
- Offer to be a sighted guide, provide your elbow

Mental Health Disabilities

- Make the client comfortable
- Speak in a calm, patient manner
- Ask how you can respect their needs

Hearing Disabilities

- Speak face to face unobstructed
- Speak to the client, not the interpreter
- Do not shout
- Follow the client's cue for communication
- A quite well lit room is the best environment
- Avoid chewing while talking

Accessibility for Persons with Disabilities (AODA)

Barriers to accessibility

- **Physical Barriers** exist in a structural environment that interferes with or impedes a person with a physical disability from accessing a particular location or service.
- **Communication Barriers** exist when an individual is unable to access information in a format they can use. Alternate forms of communication include such things as audio cassette, Braille, large print, closed captioned video and
- **Systemic Barriers** occur when practices or policies are put into place that discriminate against individuals by screening them out from participation.
- **Attitudinal Barriers** are inaccurate beliefs or perceptions about a person's ability based on assumptions and a lack of direct knowledge. This type of barrier impacts accessibility on all levels since most of the other barriers are rooted in attitudes as well. These can be the hardest

Dignity * Independence * Inclusion * Equal Opportunity

For more information:

Please visit www.elginhomes.ca or

visit www.PeopleFirstAccessibilityTraining.com

**County of Elgin Homes and Seniors Services
Contacts**

Bobier Villa 519 762-2417

Recreation	243	Hair Salon	226
Physiotherapy	243		
Magnolia	249	Oak Lane	240
Birch Lane	247		
Administrator		233	
Manager or Resident Care		224	
Manager of Support Services		228	
Manager of Programs and Therapy	631-1460 Ext . 192		

Elgin Manor 519 631-0620

Recreation	230	Physiotherapy	291
Hair Salon	231	Tuck Shop	232
Orchard Grove	246	Gift Shop	232
The Views	240	Garden Grove	247
Administrator		224	
Manager of Resident Care		223	
Manager of Support Services		228	
Manager of Programs and Therapy	631-1460 Ext . 192		

Terrace Lodge 519 773-9205

Recreation	230	Upper South	NS	223
Hair Salon	237	Upper North	NS	224
Lower North NS	228	ADP		236
Lower South NS	225			
Director		222		
Manager of Resident Care		226		
Manager of Support Services		229		
Manager of Programs and Therapy	631-1460 Ext . 192			



Bobier Villa

1 Bobier Lane, 29491 Pioneer Line
Dutton, Ontario N0L 1J0
Phone 519 762-2417
Fax 519 762-2361

Elgin Manor

39262 Fingal Line, R.R. #1
St. Thomas, Ontario N5P 3S5
Phone 519 631-0620

Terrace Lodge

475 Talbot St. E., 49462 Talbot Line
Aylmer, Ontario N5H 3A5
Phone 519 773-9205
Fax 519 765-2627

www.elginhomes.ca



County of Elgin Homes and Seniors Services

Accessibility

If you would like to receive this information or County of Elgin homes communication in an alternate format, please contact our business office or visit our website at:

www.elginhomes.ca