

Welcome to the St. Claude Pavillon

Client Handbook



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Welcome

Welcome to the St. Claude Pavillon. Our staff and volunteers are eager to help you move in and get acquainted with your new surroundings. We are here to see that you are happy and comfortable in your new home.

The handbook contains useful information about our services and procedures. We will be happy to answer any questions you and your family may have.

History

In the 1950's, the community of St. Claude recognized the need for improved medical and nursing services. Some services were provided at a small nursing home; however, more serious cases had to be referred to other communities further away.

In 1955, the community was granted approval for construction of a hospital by the Manitoba Government by December 1956.

January 21, 1957 marked the arrival of three *Filles de la Croix* nuns to guide the undertaking of the opening a new hospital. Under the sure hand of Sister Adrienne and her Sisters, the ten-bed and seven-bassinets nursing unit began caring for the sick members of the community.

Under the ever present guidance of Sister Adrienne and her Sisters, staff have always been motivated by a Catholic Christian philosophy to provide physical, mental, and spiritual care to the sick as well as the prevention of disease and promotion of health.

Recognition will always be upheld for the Sisters' devotion and care for our hospital.

In the early 1970's, it became evident that a personal care home was needed in our community. Fundraising took place under the name of Manoir St. Claude and the government matched the funds that were raised. Construction on the Pavillon began in 1981 with the official opening taking place in January of 1982. Renovations were made to

the hospital at the same time to accommodate a more central location for the dietary and laundry departments. The eighteen-bed personal care home has been evident with a high occupancy rate since its opening.

In December 2005, the hospital underwent a shift in services: Emergency services were curtailed and the ten-bed hospital became a Transitional Care Unit.

MISSION

The St. Claude Health Centre shall provide the best quality care to clients and promote health care and prevention of disease in the community. All functions of the St. Claude Health Centre shall be centered towards excellent client services.

Residents' Bill of Rights

The Residents' Bill of Rights and Responsibilities was developed by the Resident and Family Council in February 2000. Consequently, the St. Claude Pavillon personnel endeavours to ensure compliance with the rights stated here within – this through the establishment and supervision of relevant directives, services and personnel.

The following document consists of basic rights, not privileges.

I, the resident, have the right to autonomy and self-determination, assuming I am competent, safe, and accounted for, including:

- *The right to informed consent to or refusal of care, medication or treatment (in accordance with the law);*
- *The right to designate a person to act on my behalf if I am unable;*
- *The right to manage my own finances;*
- *The right to free contact with and visits to and from friends and family;*
- *Freedom of movement both within and outside the Pavillon;*
- *Freedom in my exercise of religion and use of language;*
- *Freedom in my exercise of civil rights;*
- *Freedom to participate or not in the activities of the Pavillon;*
- *The right to keep and consume alcohol in my room;*
- *The right to control my consumption of food and beverages;*
- *The right to use and arrange my room as I see fit;*

- *The right to dress as I wish, and to expect proper care of my clothing.*

I have the right to privacy and confidentiality, including:

- *Complete confidentiality of medical records and personal information;*
- *Privacy during treatment and care;*
- *The right to privacy with regard to personal correspondence;*
- *The right to be alone and to exclude others from my room;*
- *The right to privacy in communicating with others.*

I have the right to information and consultation on all matters that concern me, including:

- *The right to free access to medical records and files;*
- *The right to be consulted on proposed care and treatment;*
- *The right to be informed and consulted on Pavillon policy;*
- *The right to be informed of the names and positions of Pavillon staff;*
- *The right to be informed of pertinent family and community information.*

I have the right to freedom of expression, and the right to be heard, including:

- *The right to participate in the Resident & Family council;*
- *The right to participate in a committee of beneficiaries or the right to vote for a candidate of my choice;*
- *The right to help set the policies and participate in the organization of the Pavillon;*
- *The right to lodge a complaint and have it acted upon.*

I have the right to freedom of association, including:

- *The right to receive or visit friends and family of my choice;*
- *The right to associate or not with other residents of the Pavillon.*

I have the right to be treated with courtesy, respect and consideration, including:

- *Freedom from any form of abuse or exploitation;*
- *Freedom from neglect;*
- *The right to die in peace and dignity with family present;*
- *The right to be addressed as I wish.*

I have the right to consistent and appropriate care, treatment and accommodations, including:

- *The right to a stable and predictable routine;*
- *The right to a stable, safe and clean environment;*
- *The right to consistency in the assigning of staff to my care;*
- *The right to a comfortable, well-heated, well-ventilated room;*
- *The right to appropriate food and clothing;*
- *Access to protected outdoor areas;*
- *Assistance in becoming as independent as possible.*

If I am competent, I am responsible for my actions and behaviour and the consequences of them, including:

- *Consideration for my own and others' well-being and safety;*
- *Consideration for the smooth running of the Pavillon.*

If I suffer from dementia and am considered not competent, I have the right to have my decision-making respected, keeping health and safety issues in mind:

- *If I say "no" to something you want me to do, please respect that decision;*
- *If I do something you disapprove of, please respect that decision if it causes no harm;*
- *If my decision-making has harmful consequences, I have the right to receive explanation and non-coercive persuasion from staff. If I am in immediate and severe danger, I have the right for you to intervene for my safety and later discuss the issue with the multidisciplinary team and my family;*
- *If my decision-making has long-term negative consequences, I have the right to have a multidisciplinary team, including my family discuss whether or not my decision will be honoured. The questions listed below will be considered prior to having my life choices set aside for someone else's decision-making. (Note: These questions are from the resident's perspective.)*
 - *What would you say if I were well?*
 - *If you force me to comply, what kind of damage will you be doing? Will I be afraid? Will I get depressed, angry and aggressive? Is there a chance that because of your treatment, I will get frustrated enough that you will consider putting me on chemical or physical restraint?*
 - *Is my behaviour really a health and safety issue for me or is it a question of staff frustration and convenience?*
 - *Will the positive consequences of your treatment outweigh the negative consequences of going against my will? Even if the answer is "yes", please consider all the other questions before making your decision.*

- *How does your decision add to the quality of my life?*
- *If you force your decision upon me, will I feel humiliated and dehumanized? Will I feel like I am being treated like a child instead of being treated like the adult that I am?*

Admission Day

Your first day in your new home may be stressful. We suggest you take time to unpack and add your own special touches to your room. Once settled, we will take you and your family on a tour, where you will meet other residents. You and your family will then be invited to join staff members, including the Social Worker and the Nurse in Charge for lunch. After lunch, various department heads will be introduced to you. Information pertinent to your immediate health and well being will be gathered to enable staff to provide care that best meets your needs.

Client Care

Assessing, planning, implementing, and evaluating a resident's care is an ongoing process. It begins with the pre-admission visit and continues throughout the client's stay.

Including you and your family in this process is very important to us. Ways you can participate in care planning include:

- Being very open with us on a daily basis, advising us of your needs, likes, and dislikes;
- Participating in the Admission Conference, the six-week post-admission Care Conference and the annual Care Conference. The Nurse in Charge will advise you of the dates and times that these conferences are due. If you are unable to attend, your suggestions can be discussed with the Nurse in Charge who will represent you at the conference;
- Participating in the Resident / Family Council;
- Completing surveys when circulated.

Please help us make your stay at the Pavillon a pleasant one, and one that meets YOUR individual needs.

Resident and Family Council

The Resident and Family Council consists of clients, family members and a Recreation Worker. Together, the group reviews and initiates various projects of interest to clients. Issues and concerns of client quality of life are discussed.

The Council meets every two months. You and your family are encouraged to attend meetings.

Your participation is vital to the Council. If you are interested in joining us regularly or occasionally, please contact the Recreation Department.

The Resident and Family Information Bulletin Board, located in the Pavillon entrance, holds advertisements, Council meeting minutes, and notices that may be of interest to you.

What you should bring

We encourage you to make yourself at home by bringing familiar items. Larger items can be brought in advance and unpacked by your family to lend a sense of familiarity to your new room. Please note that you will be responsible for your personal belongings and their upkeep. You may wish to wear valuables, such as jewellery, or ask your family to safeguard valuable items for you. It is recommended that you insure your personal valuables with a carrier of your choice. Here are items that you may wish to consider:

Linens

All linens such as sheets, blankets, bedspreads, and towels are provided by our laundry services. You may bring your own special bedspread, pillow (must be flame retardant) or linens if you prefer. Please ensure that name tags are on all personal items.

Personal clothing

Personal clothing: You and your family will be responsible to purchase all of your personal clothing. All items must be clearly labelled with name tags to ensure prompt return of your clothing and personal linens from laundry. Given the frequency of our laundry services, you may want to consider the following:

- 5 Trousers
- 5 Shirts / blouses
- 2 Sweaters
- 5 Undershirts (or 5 bras)
- 6 Underwear
- 6 Pairs of socks
- 7 Pyjamas / night gowns
- 2 Housecoats
- 2 Pairs of shoes
- 1 Pair of slippers
- 1 Pair of boots (winter)
- 2 Jackets (winter and summer)
- 1 Pair of gloves / mitts (winter)
- 2 Hats (winter and summer)
- 2 Belts or suspenders

If you are wheelchair bound, you may need open-back trousers, shirts/blouses and pyjamas/night gowns.

Name tags: Name tags may be ordered through the Housekeeping / Laundry Supervisor. Name tags that are ironed on have the tendency to fall off easily therefore we prefer that the name tags be sewn on. Some clients and families prefer to sew the name tags on prior to admission in order to avoid any mix-ups. We recommend that they be sewn on as follows:

<i>Clothing item</i>	<i>Location of name tag</i>
Shirts, blouses, coats, dresses, sweaters, night gowns, pyjama tops, undershirts, slips, sweat tops, jackets	Inside/outside back of the neck
Skirts, trousers, sweat bottoms, Pyjama bottoms	Inside/outside back
Long underwear, men's shorts, panties	Inside/outside back
Socks, nylons	Vertically on the inside/outside
Bras	Inside/outside back

Personal items

Other items:

Cordless razor (*Note: Staff will shave female clients' facial hair if requested.*)

Deodorant

Shampoo and conditioner

Kleenex

Toothbrush

Toothpaste

Hand lotion

Hairbrush or comb

Denture cleanser and adhesive

Fan

Electrical appliances: For safety reasons, electrical appliances are not permitted in clients' rooms. You may, however, bring a small refrigerator. Family is responsible to clean and maintain the refrigerator. All electrical items must be checked by our Maintenance staff at the time of admission and as part of our preventative maintenance program.

Rugs: Scatter rugs are the leading cause of falls in the elderly. We do not encourage the use of rugs for sanitary and safety reasons.

Television: A television and a VCR that you may use are located in the clients' living room. A wall-mount that can accommodate a 26" flat-screen television is provided in each room for your convenience. Cablevision is also available. Subscribers to this service will be responsible for the fees involved.

Recliners, comfort chairs: Many clients choose to bring their favourite chair from home. We recommend vinyl or leather upholstered chairs as they are easy to clean and minimize the spread of infections. If your chair is upholstered in cloth, our staff will provide day-to-day upkeep but regular thorough cleaning will be required. We ask that you or your family hire a professional upholstery cleaner for this purpose.

Pace savers: Pace savers are gaining in popularity as more and more clients choose an electric chair in lieu of the conventional manual chairs for transportation. The Pavillon allows the use of pace savers provided they are recommended by an occupational therapist. If you are interested in a pace saver, please contact us. Please note

that the upkeep of the upholstery and the electrical and mechanical parts remains your responsibility.

Mobility and comfort aides: Many clients use wheelchairs, walkers, canes or other items to help them maintain their independence. For your safety and peace of mind, we encourage you to label your equipment.

Some clients prefer to try equipment before making a purchase. The St. Claude Health Centre has some equipment on hand to trial for a short period of time; i.e. one month.

Clients are responsible for the purchase or rental of mobility and comfort aides, as appropriate.

To ensure their safe operation for both you and those around you, we recommend annual preventative maintenance on your mobility aides. Killarney Wheelchair Repair is on site one day per year to provide this service at a minimal cost which can be paid directly from your Resident Trust account.

Mechanical lift slings: As per the Provincial Long Term Care Policy Manual

- Lift slings must be labelled with the name of the client and dated upon receipt.
- Lift slings will be removed from circulation if loose stitching, fraying, or tearing of the fabric is noted.
- Lift slings will not be reinforced or mended.
- All lifts slings will be removed from circulation and replaced upon four years of use.
- A documented monthly inspection is conducted by the nursing staff.

Sliders: Sliders are used for clients who need assistance to reposition themselves in bed. The nursing staff will determine whether or not such an item is required. As per Manitoba Health guidelines regarding the responsibility for payment of goods and services for residents of personal care homes, sliders are for the exclusive use of the client and the client is therefore responsible for payment of this equipment.

Wall hangings and pictures: We recognize the importance of a creating a familiar environment through the use of wall hangings and pictures of loved ones or favourite pets. A dedicated space is allocated in each room for this purpose.

Mail: Upon admission, you will be responsible for changing the address on all of your correspondence. Your new address will be:

(Your name)
c/o St. Claude Health Centre
Box 400
St. Claude, MB R0G 1Z0

Your mail will be delivered to you daily, Monday to Friday. Stamps may be purchased at the Administration Office, who will also ensure that your outgoing mail reaches the post office.

Services

Ambulance

Ambulance service is available 24 hours a day, seven days a week.

Some clients / families purchase Blue Cross insurance plan for additional ambulance coverage. Contact your local Blue Cross representative for details.

Bathing

Full baths are given once a week on a rotating schedule. Sponge baths are given daily.

Clothing sales

Twice per year, clothing companies visit the St. Claude Health Centre to display and sell the latest fashions in regular and specialized clothing and footwear. Dates and times will be posted. You and your family will be invited to attend.

Some clothing is designed to meet the dressing needs of individuals confined to wheelchairs, and individuals with limited mobility.

The following companies alternate between spring and fall:

Golden Wear Clothing Inc.
Winnipeg, MB
(204) 953-4500

Easy Living Shops
Winnipeg, MB
1-800-665-1976

Companion services

The companion program is set up at the client/family's request and according to the client's needs. Some clients hire a companion to accompany them on walks or drives, to run errands, to play games, to visit, etc. This service is often used by clients who enjoy company, are lonely or just need a friend. Companions come two to three times per week for a one-half to one hour paid visit each time.

Arrangements can be made with the Recreation Department to facilitate this service and to make payments through your trust account.

Community handivan

The St. Claude & Haywood Community Handivan may be booked in advance by family for clients who are wheelchair bound.

- Single passenger: \$14
- Two passengers and more: \$7

Plus:

- \$11 per hour waiting time
- \$0.55 per kilometer, return mileage
- No mileage charge within town limits (St. Claude)

Daily residential charge

Monthly residential charges are payable in advance of each month at the Administration Office on the last day of the month. Cheques can

be made payable to RHA – Central Manitoba Inc. For your convenience, post-dated cheques are accepted. Automatic bank transfers are also available if dealing with Caisse Financial Group – St. Claude.

A yearly statement will be issued for income tax purposes. If you need help with any of the financial services, please contact the Administration Office.

Please note that when a client is admitted to an acute care facility, the daily residential charge remains payable.



Dietary

A Dietician offers food and nutrition counselling.

Visitors may join you for a meal or coffee at any time. Visitor prices will apply. If you wish, the dietary staff can provide you and your guests with a private area. Requests for meals should be submitted to the kitchen staff by 10:30 a.m. for lunch and by 3:30 p.m. for supper.

We offer special meals for different occasions such as Christmas, Easter and Thanksgiving.



Financial services

Many clients choose to oversee their own finances or select a family member or close friend to assist them.

Trust account: For your convenience, we have a small internal “banking system” that we refer to as Trust Account Services.

We encourage each client to have a trust account. Your account allows you quick access to your money when you need it and permits the St. Claude Health Centre to pay, on your behalf, for services you choose to purchase such as hairdressing.

We recommend you maintain your account at approximately \$50 - \$100. A statement outlining each financial transaction is sent to you or your representative every month. There is a one-time initial fee of \$20 to administer your trust account.

Income tax: You are responsible for completing your own income tax return with the help of your family or your accountant.

Foot care

The nursing department will provide basic nail care. A private nursing foot care service is available for those requesting additional services. Private services include foot care, assessment of your feet, and referral to a specialist if necessary (physician, podiatrist, etc.). Clients are responsible for the costs involved.

Hairdressing



A local hairdresser comes to the St. Claude Health Centre on a weekly basis. Please make your appointment ahead of time by contacting the hairdresser. You can pay the hairdresser directly or request that it be paid through your trust account.

Housekeeping

Your room is only a part of your new home. Our staff will ensure that your new home is kept clean, pleasant and sanitary. A major housecleaning will be done once a year as well. If you plan on bringing in special items (i.e. fan, silk plants, etc.) from home, we ask that they be in a state of good repair and clean. We will upkeep these items as required. If you have any questions or concerns, please see the Housekeeping / Laundry Supervisor.



Lab & X-Ray

A phlebotomist comes to the Pavillon routinely to take blood samples. When x-rays are required, clients are transferred to the nearest or most appropriate centre. Clients are responsible for transportation costs.

Laundry

Our laundry service will wash and return your personal clothing five times a week. Due to the amount of laundry done every day in our facility, we are unable to pay as much attention to each item laundered as you do in your own home. When purchasing clothing, it is important to shop carefully. The extra money paid for a good quality garment will be a good investment, as it will last longer even after many washes. Purchase clothes that wash well, have strong seams and will not shrink or crease easily.



You and your family are asked to care for fine washables and dry cleaning items. We discourage wool clothing as it shrinks easily in the wash. To avoid loss of new articles of clothing, please ensure to apply name tags. The facility is not responsible for the loss of any

unmarked item. Any unlabelled clothing will be held for a period of up to three months at which time it will be donated to the needy. If you have lost an article of clothing, please let the nursing or laundry staff know.

The companies asked to come to the St. Claude Health Centre to sell clothes have a good reputation. We encourage you to use them.

The laundry staff will do minor repairs to your clothing, but major repairs and alterations remain yours and your family's responsibility. If you wish, you may purchase seamstress services from the St. Claude Health Centre. Please contact the Housekeeping / Laundry supervisor for details.

Please complete the form included in the package to indicate whom you would like to be responsible for your mending.

Maintenance

We believe in offering a pleasant and comfortable physical environment conducive to the well being of our clients. We continually strive to ensure that utilities are in continuous service by having staff available on a 24-hour on-call basis. Requests for repairs to your room are to be made with a nurse.

We do minor repairs on personal items, but major repairs remain your responsibility.

Problems or concerns about the physical environment should be directed to the Maintenance Department.

Medical care

You will be under the care of one of our staff physicians who alternate medical care.

Our physicians visit the clients once a week. Families who wish to meet the doctors are encouraged to do so at that time or to make an appointment at the Clinic.

Emergency care is assured to all clients within the Pavillon through 24-hours coverage of an on-call physician. If transfer to an acute

care facility is required, you will be transferred to the most appropriate location. You may consult specialists if you wish. Please inform us of any scheduled appointments and confirm with the specialist that the St. Claude Health Centre's physician is aware of the recommendations and required follow-up.

Music Therapy

A registered Music Therapist provides the following programs twice a month:

- Diversional music programs for larger groups designed to encourage participation.
- Smaller group therapeutic music programs focusing on enhancing and stimulating clients' social, emotional, cognitive and physical abilities.

In addition, the Recreation Worker, with support from the music therapist provides:

- Sing-alongs with the use of percussion instruments.
- Individual music experiences in residents' rooms.
- Music stimulation integrated spontaneously into various activity programs.



Nursing

A compliment of Registered Nurses, Licensed Practical Nurses and Health Care Aides provide 24-hour nursing care. Nursing staff receive ongoing education in the field of geriatric nursing care. We offer a range of services including health maintenance, disease

prevention, health promotion, rehabilitation and care for the terminally ill.

Occupational therapy

Occupational therapy is available through RHA Central Manitoba Inc.

The Occupational Therapist visits the Pavillon every two weeks and develops ambulation and exercise programs that are carried on throughout the week by the nursing and recreation staff.

To help you maintain your independence as long as possible, ambulation aides, self-help aides and adaptive clothing will be suggested for you to purchase according to your needs.

Pastoral care programs

Family and friends are always welcome to join clients for any pastoral care program.

The following programs are offered to our Roman Catholic clients:

Holy Communion: A *Filles de la Croix* nun offers Holy Communion on a weekly basis to the Roman Catholic clients.

Confession: The Sacrament of Reconciliation is offered before Easter and Christmas, or as requested.

Mass: Mass is held once a week in the Pavillon dining room.

Rosary: The Rosary is recited daily in the Pavillon living room.

Sacrament of the Sick: The Sacrament of the Sick is provided yearly in June to all Roman Catholic clients and upon individual requests.

Non-Catholic clients are welcome to invite a spiritual leader/adviser to provide services as necessary.

Pharmacy

Pharmacy services are available through the Notre-Dame-de-Lourdes Pharmacy. The pharmacist comes on site regularly and is available

for consultation. Pharmacy drugs covered by Pharmacare are paid for directly by Manitoba Health.

Recreation

Recreation programs are designed to meet the needs and abilities of every client. Programs are provided for large and small groups as well as individuals. Calendars are placed in each client's room with a schedule of the activities for the month.

An activity calendar is also posted outside the dining room and on the Resident and Family Information Board for your family to take home. Your family and friends are invited to join you for any of the scheduled recreation programs.



Most programs are held in the dining room, living room or outdoors (weather permitting). Recreation equipment is available in the recreation storage room for families, friends, and clients to use (i.e. checkers, cards, crib and other board games). The following are examples of the types of programs offered:

Baking: We bake cakes, buns, cookies, and pies. We also decorate cakes, make ice cream and much more!

Bingo: Bingo is offered weekly on Fridays from 2:00 to 3:15 p.m. Volunteers are available for players requiring assistance, and to play for clients who can no longer actively participate.

Birthdays: On your birthday, we will ask you if you have a request for something special (i.e. apple pie, etc.). We will fulfill all reasonable requests.



Book club: An activity worker reads a book of general interest to clients.

Cards and other games: Cards and other games are played on a regular basis.

Crafts: Crafts are done as time permits. Projects are often started with the assistance of a staff member and then taken over by a resident who works on the project at a comfortable pace. Crafts vary according to the season and occasion; for example: making Easter baskets and decorations, gingerbread houses, decorating pumpkins.

Other crafts include ceramics, painting, woodwork, and floral arranging. If any family or friends have ideas or a special talent in crafts, we would be interested in meeting them.

Decorating: Clients do decorating for various occasions with the assistance of volunteers. Families and friends are more than welcome to pick up supplies and make decorations to hang on our walls. Decorations made at home can also be contributed.

Displays: Displays and demonstrations are scheduled throughout the year and include flowers, crafts, wildlife, woodwork, silks plants, dolls, toys, spinning wool, weaving, quilting, violin making, glass blowing and butter churning. Family and friends with items of interest to clients may contact the Recreation Department to set up a date for a display.

Entertainment: Entertainment is provided regularly throughout the year. Entertainers include: George Hutlet, Tiger Hills Bank, Marie Binne's Sing-along Group, George Micheals, Roger Godard, Double Eye, R-Music R-Way, Cécile Furet, Denis Danais, Jake Doerksen, The Saints, and many more. New ideas for entertainment are welcomed.

Exercises: Exercises are done daily with two different groups – one group is at 9:00 a.m. for individuals for limited mobility and the other is at 10:30 a.m. for individuals with a higher degree of independence. Exercises are done sitting in chairs, so all may participate.

Games: Games are played with staff, family, and volunteers. These include: carpet bowling, checkers, croquignole, cards, cribbage, miniature golf, floor shuffleboard, darts, jacks, Chinese checkers, bean bag toss, tic tac toe, Trivial Pursuit, reminiscing, ball toss, Snakes and Ladders, bowling, horseshoes, ring toss, puzzles, Jenga, Frustration, and many more.



Horticulture: In late winter, clients plant tomatoes, geraniums, and sunflower seeds, as well as other flowers. These are transplanted outdoors in the spring. In the spring, a small garden is planted outside.

Intergenerational programs: Various children's groups come to the Pavillon to play games, do crafts, entertain and visit. Groups include: elementary classes, kindergarten, Mini-Francophone, pre-school, and Junior Volunteers. Many of the children have developed special relationships with individual clients and come after school to visit.

Ladies boutique: Held every other week, or upon request. Staff and volunteers cut and file female residents' nails, then apply the client's nail polish.

Letter writing: Volunteers or staff will help you write letters to family and friends if requested.

Massage therapy: Massage therapy is offered to clients to decrease tension and improve circulation. Clients are responsible for the cost of this service.

Meal of the month: Clients meet once a month to prepare dinner. They choose the menu, prepare the meal, and dine together.

Movies: Movies are shown in the clients' living room.

Outings: When the weather permits, clients go on various outings to farms, shopping, family farms, other personal care homes, museums, restaurants, gardens, antique car shows, fairs, for drives around town, walks to the store, and so on. Family and friends willing to help on outings are appreciated.

We use the community handivan that accommodates sixteen and has room for four wheelchairs.

Pub night: Pub night is held monthly. We get together and play games, drink beer / soft drinks and eat popcorn.

Reminiscing: A small group meets to talk about the “good old days” in the form of a game or free discussion.

Sensory stimulation programs: One-on-one visits with persons with cognitive impairment are used to stimulate the senses and provide socialization.

Special events: Various events are held throughout the year. Some popular events include pet day, fashion shows, ice cream social, make-up party, oldies day, hug a senior day, smile day, poker derby, dancing demonstrations (square, tap, line), Festival du voyageur, mini-Olympics, mimes, science mania, safari day, and western day. Watch your calendar for upcoming events and times!



Work tasks: If you are looking for meaningful tasks to fill your spare time, you are welcome to assist in the following tasks: setting tables, folding laundry, peeling potatoes and other vegetables, folding bulletins and letters, stuffing envelopes, sweeping floors, etc. In the summer, clients often cut beans, shell peas, and clean corn for family, friends, staff and themselves.

Monthly activities to mark on your calendar:

January	New Year
February	Valentine’s Day
March	St. Patrick’s Day
April	Palm Sunday Mass Good Friday Mass Easter treats
April/May	Spring Fling – families will receive an invitation to attend one of our biggest annual events. Features a clothing sale, displays, a raffle, entertainment, and more! Families are encouraged to contribute items for the raffle.

May	Mothers' Day
June	Fathers' Day
July	Canada Day celebrations Strawberry Day Barbecues Camp fires
August	Barbecues Camp fires
September	Harvest garden
October	Thanksgiving Day Halloween with children's groups
November	All Saints Day All Souls Day – in memory of past clients Remembrance Day ceremony
December	Family Christmas dinner – families are invited to come for a meal early in December, usually a Sunday. Please remember to RSVP in order to assist planning.

If you have any questions, ideas, comments or concerns regarding our recreation program, please contact the Recreation Department.

Safety

Fire drills: To ensure adequate preparation for an emergency, the staff practices regular fire drills. A detailed fire prevention and evacuation plan is in effect for clients and staff safety. Steps to take in case of fire are posted in English and French in each client's room. Clients are informed as to what they are to do during a fire drill. Clients are notified when an evacuation drill is to be held.

Wanderguard/Code Alert: Our facility is equipped with an alarm system that allows for 24-hour monitoring of clients who have a tendency to wander. Clients with this tendency are asked to rent

Code Alert transmitters. This prohibits the client from wandering from the building undetected ensuring their safety. A monthly fee is applicable. Please see the Nurse in Charge for more information.

Smoking: The St. Claude Health Centre is a smoke-free facility for all clients, visitors, and staff. Smoking is however permitted outside at the rear of the Pavillon. A smoking assessment will be done for smoking clients upon admission, annually and when concerns arise. Any assistance and/or supervision required by clients to smoke will be the clients' families' responsibility. Clients may opt to hire a companion to assist them. The St. Claude Health Centre and its staff are not responsible to assist and/or supervise smoking clients. Clients who wish to quit smoking may have access to smoking cessation resources.

Social services

The Pavillon has access to several professionals trained to help you and your family adjust to the various changes in your life, including loss of health, loss of loved ones and loss of independence.

With the help of other health care workers, a Social Worker can help you cope with changes, loneliness, depression, illness, death, and dying. The team can also help you reduce stress, relax, and maintain your independence. These people are available to you to talk and to listen, advocate on your behalf, provide family education, and resident / family counselling.

The Social Worker and nurses can provide you with information regarding your health / illness and the effects of your medications. See the Nurse in Charge for appointments with the Social Worker.

Visiting hours

We enjoy having visitors at our home therefore there is no restriction as to time, frequency, age or number. We love to see the grandchildren as well as relatives and friends almost anytime. Visitors may be restricted for critically ill clients at the discretion of the Nurse in Charge.

Volunteers

Over sixty volunteers devote their time to various activities and programs such as decorating, outings, walking, games, cards, crafts, singing, reading, running errands, painting nails, helping / dancing at parties, and others. Some volunteers are responsible for leading activities such as bingo and movie days.

Senior volunteers (ages eighteen and up) volunteer their time when they can and are called as needed. Family and friends interested in brightening a client's day as a volunteer may contact the Recreation Department. We would love to hear from you!

Abuse

Mistreatment of any kind (physical, sexual, psychological, emotional and financial) will not be tolerated.

If you experience an abusive situation or if you witness an abusive situation, please follow these steps:

1. Ensure the victim's safety by contacting the Nurse in Charge.
2. If you prefer, you can give the Nurse in Charge your report or
3. You can contact:
Protection for Persons in Care Office
300 Carlton Street
Winnipeg, MB R3B 3M9
Toll-free: 1-866-440-6366
Deaf access line (toll-free): 1-800-855-0511
4. You can also contact:
Seniors Abuse Line
945-1884
1-888-896-7183

Complaints and concerns

Complaints or concerns may relate to any aspect of care received or services provided by the St. Claude Health Centre for clients, families, community members, staff and other concerned parties.

Complaints will be managed in a client centered and timely manner.

- Minor issues should be resolved as close to the source of the complaint as possible. This individual may be a front-line employee and/or manager/supervisor.
- More serious issues that cannot be resolved by a front-line employee and/or manager/supervisor will be directed to the Director of Health Services.
- Any complaints or issues concerning abuse will be referred to the Protection for Persons in Care Office.

Falls management program

The Falls Management Program was developed to identify your risk of falling early so you, your family and health care staff can put safeguards in place to prevent falls and decrease injuries from falls.

Unfortunately, we cannot stop everyone from falling but, with your participation and input, we feel this program will help you be as health, independent, and safe as possible, and minimize the risk of injury if you fall.

You and if you wish, you family members will be involved in the planning to prevent and reduce falls. You or your family may also be asked to purchase safety items such as non-slip footwear, hip protectors, special monitors, etc. which will help prevent falls or reduce your risks of injury after a fall.

We will work with you to help ensure your safety and wellness. We will encourage you to be active in your care and participate as much as you are able with personal care and other activities. Our goal is to

help maintain your muscle strength, independence, and overall wellbeing which, in turn, helps prevent falls.

A health care staff member will assess you to see if you are at low, medium or high risk for falling. Following this assessment, there will be a discussion with you about ways to prevent falling and reduce possible injury from falling.

If you are at high risk of falling, a falling star logo will be used to remind staff about precautions required.

Ensuring safety is everybody's responsibility. If you or your family notice a hazard, please report it immediately to a staff member.

Safe Client Handling & Injury Prevention Program (SCHIPP)

The Safe Client Handling & Injury Prevention Program (SCHIPP) has been developed to ensure both client and staff safety for situations such as assisting a client to move in bed, helping him/her to walk or sit in his/her wheelchair. Our staff, and at times the regional Occupational Therapist, will determine what type of assistance a client needs based on what the client is able to do. Our staff members are required to follow the Program's guidelines to ensure our clients' safety as well as their own.

Infection control program

The Pavillon has an active infection control program focused on prevention.

Immunization

As part of this program, you will be required to have a tuberculin test on admission. A Mantoux is a screening test for tuberculosis.

Pneumococcal vaccinations are offered at time of admission provided you have not already received one.

Flu shots are offered and administered yearly. All clients and staff are encouraged to receive one.

Hand Hygiene

Hand hygiene is the most important measure to avoid the transmission of harmful germs and prevent infection.

Use soap and water

- When your hands look dirty
- After you use the bathroom

Use an alcohol-based hand sanitizer

- Before and after meals
- Before and after group activities

Restraints

The Pavillon strives towards a minimum restraint environment and our goal regarding the use of restraints is always to discontinue their use. Restraints are only to be used in circumstances where there is the risk of serious harm to the client or others, and only after all other means of support to promote safety and comfort have been explored, tried and exhausted.

Should a restraint be necessary, you and your family will be contacted to review the initial assessment and care plan. When a restraint is used, the client will be closely monitored and assessed for comfort and safety.

Vacating the room

Once a room has been vacated by a client, the facility expects that all clothing and personal belongings be removed from the room within three (3) days of the vacancy.

Respectful workplace

RHA Central is committed to creating and sustaining a vibrant, healthy, safe and caring work environment for its staff and volunteers. To do so, all staff and volunteers will be treated with respect, honesty and dignity. A respectful workplace supports the physical, psychological and social well-being of all staff and volunteers. This encompasses a workplace in which:

- Staff are valued;
- Communication is polite and courteous;
- People are treated as they wish to be treated;
- Conflict is addressed in a positive and respectful manner; and
- Disrespectful behaviour, harassment and workplace violence are addressed.

Forms

We would like to get to know you better so that we can give you the best care possible. If possible, please complete the forms inserted in this package prior to your admission. This will help us meet your needs and interests. You can ask your family or a staff member to help you. Please return the completed forms to the Pavillon. They can be left with the Nurse in Charge.