

MACGREGOR & DISTRICT HEALTH CENTRE

INFORMATION HANDBOOK



“Working Together”

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Welcome to the MacGregor Health Centre...

We offer many activities and services, which we hope will help to meet your needs and make your new home enjoyable. Please feel comfortable in offering suggestions to improve the care you receive. You will be encouraged and assisted to be as independent as you can be with your daily activities. The staff will strive to make your life here happy, comfortable and as home-like as possible. The information on the next pages will help you to become familiar with the MacGregor Health Centre and in particular the Personal Care Home.

The MacGregor Health Centre is a one story building located on the south side of MacGregor. There are 20 personal care home rooms and 6 multi-functional care beds, as well as lab facilities, administration offices, treatment room, Doctor's Clinic and reception area. There is a kitchen, dining room, kitchenette, staff room, activity area, two lounges, hairdressing salon, multi-purpose room, laundry, housekeeping, maintenance area and a bathing room with a Hydrosound tub.

Each resident's room is equipped with a bed, night table, dresser, sink and toilet and clothes closet. Windows slide open for fresh air in the summer time. Call bells are located in both the bedroom and bathroom. Exit doors are alarmed and locked for wandering residents and for security.

History of Facility

In 1951, the C.W. Lye family donated their home and surrounding land to provide hospital accommodation for the people of MacGregor and District. The official opening of the North Norfolk MacGregor Medical Nursing Unit #18A was held on January 29, 1953.

In 1978, partly due to the growing senior population, and the need for personal care, a decision was made to build a new facility on a new site. In the summer of 1981 work began on a new personal care home and hospital. The MacGregor and District Health Centre was officially opened in April 1982. The new facility housed twenty personal care beds, six hospital beds, Doctor's Offices, Lab and X-ray, Community Services offices, Emergency and Ambulance departments. Many changes have occurred since 1982. The Community Service departments moved to accommodations in the Municipal Offices in 1991.

In October 1996, the addition of an enclosed park, Lindbloom Park, and walkway was completed at the west side of the facility.

On April 1, 1997, the Regional Health Authority – Central Manitoba Inc. became responsible for the facilities and health services in Central Region. With recent amalgamations, the Regional Health Authority – Central Manitoba Inc. became **Southern Health – Santé Sud.**

Following regionalization in 1997, the MacGregor Health Foundation Inc. was established, run by its own Board of Directors. The Foundation works in partnership with the Regional Health Authority to

augment projects that contribute to the quality of life for the citizens of North Norfolk / MacGregor.

The MacGregor and District Health Centre emergency and hospital services were closed in 2001 and around the same time a 911 system was implemented.

The MacGregor and District Health Centre Mission Statement and Philosophy

MacGregor Health Centre strives to provide quality community needs based health care through consultation with members of the community and all health related disciplines.

With direction from Southern Health – Santé Sud, MacGregor and District Health Centre Staff endeavors to deliver and coordinate a comprehensive range of health services. These services will focus on the promotion of health and the prevention of disease and injury.

The staff of the MacGregor and District Health Centre is committed to:

- Providing holistic resident focused care, ensuring that the social, emotional, spiritual and intellectual needs of each resident are met.
- Maintaining the dignity of each resident through an understanding of individual needs, rights, obligations and capacity.
- Encouraging each resident to function at his / her highest possible level.
- Creating and maintaining an environment that will strengthen the resident's identity.
- Respect the rights of each resident as reflected in the ***Resident Bill of Rights.***

Resident Bill of Rights

Each resident is to be treated with respect, and cared for in a way that promotes his/her dignity and individuality.

Each resident is to be provided with a safe and clean environment. In addition, each Resident is to be sheltered, fed, dressed, groomed and cared for in an atmosphere that is as home-like as reasonably possible.

Rights regarding information:

- * Each Resident/legal representative has the right to obtain from the Resident's physician complete current information concerning his/her diagnosis in terms the Resident can reasonably be expected to understand.
- * The resident should be informed of the available choices and the medical consequences of each option.
- * Each Resident/legal representative has the right to receive complete information regarding the health care that the resident is receiving from the care home.
- * The Resident has the right to expect that all communications and health-related records be treated as confidential.

Each resident and/or his/her legal representative has the right to receive or refuse consent to treatment, including medication, in accordance with the law, and to be informed of the medical consequences of his/her action.

Each resident may communicate and meet with his/her legal representative as often as necessary, and in private if desired.

Subject to safety requirements and the privacy rights of other residents, each resident is to be encouraged to exercise his/her freedoms of choice whenever possible, including the freedom to do the following:

- * Exercise his/her choice of religion, culture and language;

- * Communicate with, and have contact with and visits to and from friends, family and others, in private if desired;
- * Choose his/her recreational activities;
- * Choose the personal items to be kept in his/her room, when space permits;
- * Select the clothing to be worn each day.

Each Resident is to be provided with reasonable privacy while being treated and cared for.

Each Resident has the right to know what personal care home guidelines apply to his/her conduct as a Resident.

Each Resident/legal representative has the right to examine and receive an explanation of the Resident's bill.

Residents are to be consulted, by means of the Resident/Family Advisory Council meetings, regarding any proposed changes which will affect more than a few Residents.

Day of Admission

We realize moving into your new home may be a stressful experience. Staff will be available to assist you, however we recommend that a family member or close friend be available the day of admission to assist in settling in. Admission takes place at 10:00 am, unless otherwise indicated. The nursing staff will help you familiarize yourself with your new surroundings. A meeting will be held with you and your representative on the day of admission or as soon as possible after admission. Your care needs and personal preferences will be discussed with members of the care team, including staff from the kitchen, nursing, housekeeping and activity departments. During the first few weeks in the facility the dietician and occupational therapist will meet with you.

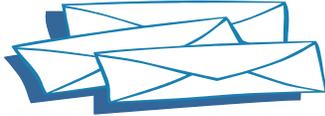
Visitors

Visiting hours are flexible and according to the wishes of the resident. We ask that they be kept within reason. If family members or friends wish to stay with an ill or palliative resident, they are encouraged to do so.

Visitors may share a meal with a resident. Please notify the dietary department preferably one day in advance. Two guests per resident per meal may be accommodated to a maximum of 6 guests at any meal to ensure adequate space is available. Meals must be paid for when ordered. Please make correct payment to the dietary staff.

Visitors are encouraged to take residents who are able out for meals, car rides, and special events. Please ensure that nursing staff is made aware when residents are leaving the facility. Family and friends are encouraged to visit regularly.

Mail



Mail is picked up and delivered daily (Monday – Friday). The address at the MacGregor Health Centre is:

Your Name
MacGregor Health Centre
Box 250
MacGregor, Manitoba
ROH ORO

MacGregor Health Centre: Telephone: (204) 685-2850
Fax: (204) 685-2529

Resident Trust Account

Money may be kept in the trust fund and dispersed by the Business Office. A one time Administration Fee of \$25.00 will be charged at the time a Trust Account is established. Copies of all transactions are available upon request. We ask that residents do not keep large sums of money in their room. If articles of value are in the resident rooms the facility assumes no responsibility for any damages that may inadvertently occur.

Residential Charges

Rental charges are determined by Manitoba Health, payable at the end of each month for the upcoming month.

The Business Office is open from 0800-1600h Monday to Friday. Cheques should be made payable to the MacGregor Health Centre Trust. Once the per diem rate is determined, a listing of monthly charges will be forwarded to the resident or responsible party.

Telephone and Newspaper



Telephones may be installed in the resident rooms at the expense of the resident. Newspapers may be ordered by the resident and will be delivered by a carrier.

Gifts



Staff is not allowed to accept gifts from residents whether material or monetary. We would be grateful if you would adhere to this policy.

Smoking



The MacGregor and District Health Centre is a smoke - free facility. No resident, patient, visitor nor staff member is allowed to smoke inside the facility or in the Lindbloom Park. There is no smoking allowed within ten (10) feet of all entrances and windows.

Safety and Security

All Exit doors are alarmed for wandering residents and security. As an extra safety precaution, key - pads are installed at all entrances to the building. Families will be made aware of the entry codes.

Members of the Health Care Team will determine the frequency of safety monitoring for the resident. The MacGregor Health Centre is committed to an environment of least restraint as set out in the Southern Health – Santé Sud Restraint Policy. If a decision is made to use a restraint, consent must be signed from the resident or his / her health care proxy.

Pets

Occasionally visitors will bring their pets in to visit and in the past we have had Portage Kennel Club come to the Lindbloom Park to entertain the residents.

If you plan to bring your family pet into the facility we ask that the pet have all immunizations up to date and a copy of these should be made available to the facility staff.

Donation Policy

We appreciate the kindness and generosity of residents and families however, the facility is not able to accept all donations due to liability and limited storage space.

Tax receipts cannot be issued for the donation of equipment, clothing, etc.

All donations must be approved through the Client Services Manager before being accepted. This includes furniture, equipment, and clothing.

Fragrance

MacGregor Health Centre is a scent free facility. Due to allergies and sensitivities we encourage residents to use only fragrance free products . The use of aerosol or plug in air fresheners is prohibited. Some flowers also have a strong fragrance such as lilies that can be very overwhelming when confined in a small space. Often these flowers have to be removed from a resident room and placed in a large open area or outside in the park. Please take this into consideration when bringing flowers into the facility.

Storage Policy

Due to limited storage space in the facility we are unable to store resident belongings. Following discharge from the facility, family is asked to remove all personal belongings from the room within two days. If the room has not been cleared of personal belongings staff will pack these items and after 7 days they will be shipped to family at the family's expense.

Rooms

Rooms are allocated to best meet the needs of the individual. Administration reserves the right to move the residents to another room for medical or social reasons. All options will be explored before this is done.

The home reserves the right to ask that a resident remove personal belongings i.e. furnishings or seasonal clothing from his/her room to ensure adequate space is available to meet his/her care needs. All residents are encouraged to bring in small items of furniture such as a TV, clock, or wall pictures. Electrical appliances (i.e. heating pads, electric blankets, heaters, humidifiers, kettles, etc) are not permitted in the rooms for reasons of safety. Scatter mats are also not allowed due to the potential for injury. All electrical equipment must be inspected by maintenance prior to use to ensure it is CSA approved and is in good working order. A sticker will be placed on the bottom of the electrical appliance indicating maintenance personnel have inspected it.

Nursing Service

Registered Nurses, Licensed Practical Nurses and Health Care Aides complete the nursing complement. Please do not hesitate in letting the Client Services Manager or the Charge Nurse know if you have any concerns.

We believe that nursing is a therapeutic, interpersonal process which assists the individual to achieve optimum health. The nursing department works closely with other departments to coordinate the care each resident receives. A pre-admission assessment will be completed and shared with the facility staff prior to admission. On an annual basis or as requested, resident care conferences are completed on each individual resident. The resident will be asked if they would like family to be invited to attend and participate. Individual care plans are developed to best meet the needs of each resident.

NOTE: A pre-admission interview is done with the resident and family present where possible. This interview includes a tour of the facility and the gathering of information from the resident to best assist in the admission process and continuity of care from home to facility.

Social Worker

The Social Worker provides social, emotional and psychological support and acts as an advocate for families and residents as determined by their needs.

The Social Worker is available to provide consultation and intervention services to residents and families in areas such as adapting to a new home, grief issues, coping with illness, and caregiver support, etc.

The Social Worker can be contacted directly or reached through the Business Office Personnel or the Client Services Manager.

Philosophy

The Social Worker values and respects the inherent uniqueness of every individual and believes in the resident's right to dignity and quality of life.

Mental Health Worker

The Mental Health Worker provides facility-based assessments, case management and treatment to older individuals whose functioning is threatened by many needs resulting from the aging process.

The Mental Health Worker is available on a part time basis to provide consultation and intervention services to residents and families in the personal care home. The Mental Health Worker acts as an advocate for residents and families. The Mental Health Worker can be contacted through the Business Office Personnel or the Client Services Manager.

Communications/Concerns

Open communication is encouraged at all times. Residents and family may approach any staff member regarding their concerns. If necessary, the staff member will refer you to the appropriate professional administrative personnel (Vice President of Programs & North Services, Director of Health Services – Seniors, Client Service Manager, Manager of Physical Plant & Environmental Services, Manager of Food & Nutrition Services or the Administrative Assistant). The names of the appropriate contact personnel are noted on the last page of this booklet.

Abuse

Mistreatment of any kind – physical, sexual, mental, 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 Charge Nurse.
2. If you prefer, you can give the Charge Nurse your report.

Or

3. You can contact:
Protection for Persons in Care Office
300 Carlton Street
Winnipeg, Manitoba R3B 3M9
Toll – Free: 1-866-440-6366
Deaf Access Line: (Toll-Free) 1-800-855-0511

Pastoral Care

A non-denominational service is held each Sunday. As scheduled, a minister from each denomination in the community conducts services on a rotating basis. Communion services will be offered three to four times a year.

A list of members of the pastoral association is kept at the nursing station. In accordance with the Personal Health Information Act, consent must be obtained for listing the resident's name on the religious census. Therefore, if the resident requests, the minister of his/her choice will be requested to visit as soon as it is possible.

Medical Services

Residents may remain under the services of their own doctor as long as the doctor has practicing privileges at the MacGregor Health Centre. The physician must be available, if needed, at any time. If the doctor orders hospitalization for the resident, family will be notified and appropriate arrangements made for the transfer. If a transfer to another facility is necessary, the resident's family may be responsible for transportation. The resident's family is also responsible for transportation re: out of town appointments i.e. dentist, optometrist, etc.

Physiotherapy/Occupational Therapy

An occupational therapist visits the Health Centre one half-day per month, and a physiotherapist from Portage is available on a referral basis. Assessment and exercise programs can be initiated to help maintain the resident's functional independence. In the event that a resident requires a mobility aid/safety aid i.e. walker, wheelchair, ½ side rail, bed-check sensor mats, etc. he/she will be responsible for the cost of obtaining and maintaining. Prior to purchase of any equipment the resident and/or family is encouraged to meet with the Occupational Therapist to ensure appropriate equipment (size, model, etc) is purchased.

Dietary Services

Meals are prepared on site and served by our dietary staff. We hope you will be happy sharing a table with fellow residents in the dining room. We have a consulting dietitian who plans menus on a rotational basis and special menus for individuals that require dietary modifications. A kitchenette is available in the main dining room. You and your family are encouraged to use it when desired. You are welcome to place any items in the fridge in this area. Please remember to put your name on the items. The multi-purpose room is available for booking small family gatherings such as birthday celebrations, anniversaries, etc. Please contact the Business Office to book the room.

Maintenance

All electrical items must be checked by Maintenance staff, i.e. electric clocks, radios, razors, etc. No extension cords are permitted. TV's are to be checked and installed by a qualified person. The maintenance staff will hang the pictures you wish. Residents are responsible for routine maintenance and repair of personal belongings.

Laundry Service

The MacGregor Health Centre provides laundry service for all washable clothing. The laundry department is open four days a week (Monday, Tuesday, Thursday, & Friday). We strongly recommend the purchase of drip-dry or wash and wear fabrics. The family is responsible to care for hand washables and dry clean only garments. All personal laundry must be labeled (laundry marker or sew in label). All new articles of clothing should be labeled when they are left with the resident i.e. Christmas or birthday presents. Please ensure nursing staff is aware of any new clothing items brought in so they can be sent to laundry for labeling. Family members will be approached from time to time for additional clothing requirements. The MacGregor Health Centre is not responsible for clothing that is lost or misplaced. However, staff will endeavor to assist with missing articles if you bring it to their attention.

Housekeeping Service

We want to keep your home as clean and as attractive as we can. The MacGregor Health Centre personnel provide housekeeping service. Residents are encouraged to do minor activities such as bed making and dusting. The exercise it provides is healthy and a feeling of self worth is gained by being able to contribute. We prefer if periodic cleaning of drawers and closets are done so the non-essential, ill fitting or worn out articles are removed. Due to limited closet space, consideration should be given to removal of seasonal clothing.

Referral Service

Referral services are available through consultation with your doctor. The resident or family is responsible for transportation involved in referral services.

Pharmacy Service

Medications prescribed by the doctor will be covered by Manitoba Health. Preparations not approved by Manitoba Health are the responsibility of the resident. The pharmacist is available for consultation.

Laboratory Services

A laboratory technician visits the MacGregor Health Centre twice a week to take blood specimens as ordered by the resident's physician.

Hairdressing

A hairdresser comes once a week to do sets, permanents and cuts. The barber comes as required. Payment is made directly by the residents. For those with money in the trust fund, payment may be made through arrangements with business office personnel.

Recreation Programs

There is a Recreation & Leisure Coordinator to arrange activities to make your day and evening more enjoyable. Exercise programs, entertainment, crafts, baking sessions and suitable outings are some of the programs available. Residents are encouraged to attend, but the decision to attend is the resident's.

Invitations are forwarded to family for special events such as the Resident/Family Christmas Dinner or Resident/Family Picnic. Volunteers at the MacGregor Health Centre enrich the lives of residents by donating time, ideas and enthusiasm. Their time may be devoted to visiting, providing transportation to and from programs, reading, writing, playing cards, outings, baking, woodworking, etc. Volunteers are a very important part of the recreation program and

anyone interested in becoming a volunteer is encouraged to contact the recreation department.

There is a Resident/Family Advisory Council at MacGregor Health Centre. The goal of the council is to provide a forum for:

- Promoting the collective interests of all residents of the MacGregor Health Centre.
- Providing residents and family members with ongoing opportunities to contribute to the operation of the MacGregor Health Centre by means of suggestions or recommendations about matters that affect them.

The objectives are:

- To identify or receive any concerns expressed by residents or their families, if the resident does not object to their presence.
- To gather information relative to the identified concern(s) upon which recommendations can be made.
- To effectively liaise with administration in order to communicate residents' concerns.
- To receive acknowledgment and/or feedback from administration regarding residents' concerns and relay same to the general resident population.
- To receive information regarding new developments and changes occurring at the MacGregor Health Centre.
- To act as a sounding board for Administration in their consideration of proposals affecting residents.
- To record the suggestion or concern and if necessary, investigate it; and within thirty days after receiving it, provide the Council with a response that includes a description of any action to be taken.

The committee meets quarterly and as deemed necessary by committee members.

Family Responsibilities

Transportation as required. For information on Ambulance services and transportation see the Southern Health – Santé Sud Care Home Information and Policy Handbook.

Replenish and arrange for upkeep of resident's clothing.

Remove old clothing that does not fit. Sort out drawers and closets annually. Arrange for mending of clothes, opening backs of clothes for ease of putting on resident.

Notification of change of address of next of kin.

To ensure residents are not supplied with medication, food, or alcohol without notification of physician/charge nurse.

Provision of hearing aide, glasses or dentures as required.

Purchase of wheelchair, walker, cane and specialized equipment as assessed by the Occupational Therapist.

Due to new applicants awaiting placement, the facility is not able to hold a room following discharge for more than two days.

Change of address cards for all residents' correspondence on admission to the MacGregor Health Centre unless other arrangements are made.

What to Bring - Recommended

Personal Articles

Comb, brush, hair care products i.e. hair spray, Bryl cream

Toothbrush, paste and toothbrush holder

Denture cup

Electric razor

Unscented quality hand/body lotion

Hobby crafts

CNIB reading tapes/tape recorder

Unscented mild hand soap and soap dish ie. Dove/ Aveno unscented

Kleenex

Shampoo and conditioner (if required)

Deodorant

Clock with large numbers/talking clock (if required)

Nail clippers/nippers and file

Family pictures

Decorations

Washable comforter and favorite warm blanket

Afghan

Calendar with large numbers (if required)

Clothing

- 3 pairs of pajamas or nightgowns
- 1 washable housecoat/bath robe
- 2 pair washable slippers with firm, non-slip support (knitted slippers are not recommended)
- 1 pair of supportive walking shoes
- 6 pairs of pants/tops (or slacks/blouses - some residents find blouses cold and fleece tops warmer)
- 4 – 6 washable dresses (or skirts/tops)
- 2 washable long sleeved sweaters
- 3 slips
- 6 undershirts, if normally worn
- 7 pairs of underwear
- 3 bras
- 6 pairs of stockings
- belts, braces
- seasonal outerwear (coat, hat, boots, mitts, scarf)

For residents who are non-ambulatory and may be incontinent, open back clothing for comfort and practicality is recommended. Please contact the charge nurse for further information.

Keep in mind the rooms are fairly small. It is important that all articles be marked with the resident's name. A tuck shop is located in the main lounge. Supplies such as kleenex, soap, and other personal needs may be purchased.

Additional costs not mentioned are as follows: purchasing clothing labels (labels will be applied by laundry services); alcoholic beverages and tobacco products; toiletries; support hose; hearing aides and batteries; dentures and denture adhesive; eye glasses; canes, walkers and wheelchairs and costs of repairs; pressure relief cushions/mattresses (only fire retardant foams from a medical/surgical supply company are acceptable for use in facility); slings for mechanical lifts; Bed Sensor Pads. Family will be contacted for approval of alternative therapies (i.e. professional nail care, massage therapy, therapeutic touch). The resident or family member will be asked to sign the "Resident Admission Agreement" prior to or on the day of admission. A copy of the agreement will be given to the resident or family member.

Contact Personnel

North Area Leader	Marianne Woods
Director of Health Services -Seniors	Shirley Guenther
Client Services Manager	Julie Sigurdson
Administrative Assistant / Payroll Scheduling Clerk	Carlye Oswald / Laura Burke
Recreation & Leisure Supervisor	Dara Coates
Manager, Nutrition and Food Services	Jordyn Nicoll
Manager of Physical Plant & Environmental Services (Housekeeping, Laundry, Maintenance)	Brien Walsh
Occupation Therapist	Eva St. Lawrence
Registered Dietician	Angela Tucker
Mental Health Worker	Debbie Bjarnarson
Social Worker	Evangelia Zyngiri