

Centre de santé Notre-Dame Health Centre

Welcome to the
Foyer Notre-Dame



TABLE OF CONTENTS

Welcome.....	3
History	3
Admission Day.....	3
What should you bring.....	4
Resident Bill of Rights	7
Resident Care	9
Resident Council	10
Services:	
Companion Services	10
Food Services.....	11
Volunteers	11
Canteen	11
Hairdressing	11
Lab and X-Ray.....	12
Pharmacy	12
Occupational Therapy	12
Music Therapy	12
Financial Services	12
Activities	13
Scent-Reduced Facility.....	17
Safety and Security	18
Laundry	18
Visiting hours	19
Social Services	19
Foot Care.....	19
Nursing	19
Medical Services	20
Pastoral Care Programs	20
Housekeeping.....	21
Maintenance	21
Safe Client Handling & Injury Prevention Program	21
Respectful Workplace.....	22
Forms	22
Staff Directory	23

WELCOME

Welcome to the Centre de santé Notre-Dame Health Centre - Foyer Notre-Dame (FND). 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.

This booklet contains useful information about the Foyer's services and procedures. Please read it carefully. We will be happy to answer any questions you and your family may have.

HISTORY

The Foyer evolved in 1950 when the Chanoineses of the Five Wounds (now Sisters of the Saviour) transformed a rectory into a residence for a few elderly ladies. As a greater demand for this type of housing arose, a committee was formed to assist the sisters to look into building a larger facility. The sisters donated the existing facility, using part of the rectory as a residence. After many months of planning with the government, the construction of a forty-bed hostel was underway in the fall of 1961. It was completed in 1962 accommodating single persons as well as married couples. After a decade, new needs arose for elderly people requiring extended care, and in 1972, a twenty-five bed addition was opened.

The Centre de santé Notre-Dame Health Centre manages a number of services including a Handivan, a pharmacy, a clinic, a nine bed hospital (Notre Dame Hospital) with a delivery suite, a sixty bed long-term care centre (Foyer Notre-Dame) and an adult day program.

In 1988, the Foyer established Le Chez Nous, a twelve-bed alternative care unit for residents with varying degrees of memory loss. The unit's structure and routine are similar to that of a home where residents are helped to function within their remaining skills and capabilities. The name "Le Chez Nous" clearly explains our goal - to provide an environment where residents can feel trust, comfort, and a sense of belonging and wellbeing.

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 for lunch at a cost.

Information pertinent to your immediate health and wellbeing will be gathered to enable staff to provide care that best meets your needs.

WHAT YOU SHOULD BRING

We encourage you to “make yourself at home” by bringing familiar items. Each room is equipped with a hospital bed, a night stand and a dresser. You may bring in additional furniture based on available space as long as it does not impede your care needs and safety of you and others. If you wish to bring in a television, the maximum size is 40”. Keep in mind we are not responsible for damages done by the disinfection chemicals that we are required to use on all high touch surfaces.

Larger items can be brought in advance and unpacked by 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 articles for you. It is recommended that you insure your personal valuables with a carrier of your choice. Keep in mind, rooms are small and open space is safer for clients and makes it easier to provide care.

Here are items that you may wish to consider:

Personal Clothing

You and your family will be responsible to purchase all of your personal clothing. All items will 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:

Male

7 pairs of socks
2 pairs of slippers/shoes
6 or 7 pyjamas/nightgowns
7 t-shirts
10 pairs of undershorts
8 slacks
8 shirts
4 sweaters (minimum)
2 housecoats

If applicable:

2 lap covers
2 pairs of suspenders or belts

Female

7 pairs of stockings/socks
2 pairs of slippers/shoes
6 or 7 pyjamas/nightgowns
4 bras
10 pairs panties
8 outfits and 1 dress-up outfit
dresses, slacks, sweatsuits,
blouses
2 housecoats
4 sweaters (minimum)

If applicable:

2 lap covers
2 slips

Please ensure articles of clothing are of a washable, permastarch fabric, and all items are sent to laundry to be marked.

Linens

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

Name Tags

Resident name tags are ordered through the Social Worker or facility representative. Our seamstress will sew on the name tags to ensure that the labelling is consistent for all residents.

Rates can be found under the fee section included in the package.

Personal Items

May include:

- Cordless razor
- Hair brush or comb
- Fan
- Toothbrush
- Comforter
- Deodorant

ELECTRICAL APPLIANCES: You may bring electrical appliances provided they are approved by the Canadian Standards Association (CSA) and do not have an open heating element (such as a heater or a toaster). Power bars can be used for small electronics such as TVs, DVDs computers, phones, chargers, small fridges in the suites, etc. Extension cords and multi plug adapters are not allowed, nor are heaters, toasters and coffee makers.

FRIDGE: A mini-fridge for the room can be brought however families are responsible for ensuring they are cleaned regularly.

MOBILITY AND COMFORT AIDES: Many residents 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 and leave the serial numbers with us for safekeeping.

Some residents prefer to try equipment before making a purchase. The Foyer has some equipment on hand. Please see the fee insert for a list of equipment and their rental rates.

Costs associated with the repair and maintenance of your wheelchair is your responsibility.

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 Foyer Notre-Dame
Box 190
Notre Dame de Lourdes MB ROG 1MO

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

NEWSPAPER: Many residents choose to subscribe to papers such as The Times, The Sun, La Liberté, etc. which can be purchased at Grenier Mini Stop (204-248-2276) or Robitaille Shop Easy (204-248-2240). *Rates can be found under the fee section included in the package.* Also, several copies of The Free Press are available free of charge in the building.

MOBILITY SCOOTERS: Mobility scooters are gaining in popularity as more and more residents choose an electric chair/cart in lieu of the conventional manual chairs/carts for transportation. The Foyer may allow the use of electric wheelchairs provided they are recommended by an occupational therapist. If you are interested in a mobility scooter, please contact us. Please note that it remains your responsibility to upkeep the upholstery and the electrical and mechanical parts. Mobility scooters are not allowed inside the building.

RECLINERS, COMFORT CHAIRS: If you choose to bring your favorite chair from home, it is best to purchase leather/vinyl easy to clean chairs. Our employees provide day-to-day upkeep but thorough cleaning of cloth covered chairs will be required. We ask that you or your family hire professional upholstery cleaner for this purpose.

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

TELEPHONE: Several public phones are available for use by you and your family. If a private phone is preferred, please contact the Manitoba Telephone System to install a unit in your room. Costs associated with the installation, use and disconnection of private phones are your responsibility.

Please note that residents frequently experience changes in health, therefore, it may be necessary that a resident move from one room to another. In such cases, the resident must pay the cost of moving a private phone.



TELEVISION: The Foyer has several televisions and DVD players that you may use. The television in the main activity area has cablevision. Each resident's room is connected to cablevision if you prefer to bring your own television. Subscribers to this service will be responsible for the fees involved.

RESIDENT BILL OF RIGHTS

The Resident/Family Council developed this Resident Bill of Rights in June 1994, revised it in January 2000 to include a section for residents with dementia, and in June 2001, August 2004, September 2005, November 2007 and again in September 2013 to meet Manitoba Health Personal Care Home Standards. The Centre de santé Notre-Dame Health Centre, in collaboration with the Council, will endeavour to ensure a gradual compliance to the rights stated here within - this through the establishment and supervision of relevant policies, services, and personnel.

The staff of the Centre de santé Notre-Dame Health Centre will organize its services, personnel, and policies in order to promote an environment conducive to the attainment of the following resident rights. The following document consists of basic rights of the Residents, not privileges subject to the rights, privacy, safety, and health of my co-residents and myself, the resident.

SECTION 1

I have the right to autonomy, choice, and self-determination, 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 Foyer
- freedom in my exercise of religion, culture, and use of language
- freedom in my exercise of citizen's rights
- freedom to participate or not in the recreational activities or work of the Foyer
- 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, choosing personal items to keep in my room, space permitting
- the right to select my own clothing daily, to dress as I wish and to expect proper care of my clothing

SECTION 2

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

SECTION 3

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 Foyer policy
- the right to be informed of the names and positions of Foyer staff
- the right to be informed of pertinent family and community information

SECTION 4

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 advise or recommend policies in the organization of the Foyer
- the right to lay a complaint and have it acted upon
- the right to communicate and meet with my legal representative as often as necessary and in private if desired

SECTION 5

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 Foyer

SECTION 6

I have the right to be treated with courtesy, respect, and consideration in a way that promotes my dignity and individuality, 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

SECTION 7

I have the right to be sheltered, fed, dressed, groomed, and cared for in a manner consistent with my needs in an atmosphere that is as home-like as reasonably possible:

- 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

SECTION 8

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

- consideration for my own and others well-being and safety
- consideration for the smooth running of the Foyer

SECTION 9

If I have 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 that 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 honored. 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 I say if I would be well?
- If you force me to comply, what kind of damage will you be doing? Will I be afraid, will I get depressed, will I get 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 behavior 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 I am?

RESIDENT CARE

Assessing, planning, implementation, and evaluating a resident's care is an ongoing process. It begins with the pre-admission visit and continues throughout the resident'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 Social Worker or facility

representative will advise you of the dates and times that these reviews/conferences are due. If you are unable to attend, your suggestions can be discussed with the Social Worker or facility representative who will represent you at the conference.

- Participating on the Resident Council.
- Completing audits / surveys when circulated.
- Speaking to the Client Service Manager about concerns.
- Completing a suggestion card located near the South entrance doors.

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

RESIDENT COUNCIL

The Resident Council Committee consists of residents, family members, Activities/Recreation Manager and the Social Worker or facility representative. Together, the group reviews and initiates various projects of interest to residents. Issues and concerns of resident quality of life are discussed.

The Council meets every 2nd month – with the French and English group. You and your family are encouraged to join the Committee and attend meetings. Your participation is vital to the Council. If you are interested in joining us regularly or occasionally, please contact the Activities/Recreation Manager or Social Worker or facility representative.

The Resident/Family Information Board holds advertisements, Council meeting minutes, and notices that may be of interest to you. It also has monthly activity calendars for you to take.

SERVICES

The Foyer Notre-Dame offers a wide-range of services.

Companion Services

Some residents hire a companion to accompany them on walks/drives, to run errands, to play games, to visit, etc. This service is often used for many residents who enjoy company, are lonely or just need regular visits. Companions come two to three times per week for one hour per visit.

Arrangements can be made with the Activities/Recreation Manager to facilitate a companion program and make payments through your Trust Account.

Food Services

A Dietitian offers food and nutrition counselling.

Visitors may join you for a meal or coffee at any time. Visitor charges 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 dietary staff by 10:30 a.m. for lunch and by 3:30 p.m. for supper. See times posted in dining areas.

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



Volunteers

Over one hundred 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 shuffleboard, bingo, and movie days.

We have a wonderful Junior Volunteer group of ages nine to eighteen that volunteer throughout the year.

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

Canteen

A small canteen with snacks and personal items is available. If you need anything from the canteen contact the recreation staff.

You can pay the recreation staff for the items you choose or you may charge them to your Trust Account.

Hairdressing

The Foyer is proud of its exceptional hairdressing services. A local hairdresser is at the Foyer 2 days per week and will set up an appointment for you. You can pay the hairdresser directly or a monthly invoice can be paid through your Resident Trust Account.

Rates can be found under the fee section included in the package.

Lab & X-ray

A Lab Technician comes to the Foyer routinely to take blood samples. Residents must go to the Centre de santé Notre-Dame Health Centre Diagnostics department for all x-rays. For more specialized tests, residents are transferred to the appropriate centre. See Transportation Fees section on previous page.

Pharmacy

Pharmacy drugs covered by Pharmacare are paid for directly by Manitoba Health and part of your daily rental charges. You will be billed for drugs not covered by Pharmacare. Should you have questions about your/your loved one's medication the pharmacist from the Notre Dame Pharmacy is available for consultation.

Occupational Therapy

Occupational therapy is available through Regional Rehabilitation Services. The Occupational Therapist visits the Foyer 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.

Music Therapy

A registered Music Therapist provides programs by-weekly. The Therapist and Recreation Worker provide music programs focusing on enhancing and stimulating residents' social, emotional, cognitive, and physical abilities.

Financial Services

Many residents 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 the Trust Account Services. We require each resident to have a Trust Account. Your account allows you quick access to your money when you need it and permits the Foyer to pay, on your behalf, for services you choose to purchase such as hairdressing, handivan, and canteen costs.

We recommend an initial \$200 deposit. The account will be maintained through automatic withdrawal top-ups. You will receive a statement outlining each financial transaction quarterly. There is a one-time administration fee of \$25 per resident. Cheques are made payable to "Resident Trust Fund".

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

Daily Residential Charge: Monthly residential rent/charges are collected on the 1st day of the month via automatic bank withdrawal.

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

Activities

Recreation programs are designed to meet the needs and abilities of every resident. Programs are provided for large and small groups as well as individuals. An activity schedule is posted daily in the dining room. Calendars are placed in each resident's room with a schedule of the activities for the month and posted on the Resident/Family Information Board. You can request to receive it by email.

Your family and friends are invited to join you for any of the scheduled recreation programs.

Most programs are held in the Activity room. Recreation equipment is available at the recreation office for families, friends, and residents to use (i.e. checkers, cards, crib and other board games). The following are examples of the types of programs offered:

Baking: Baking is done for bake sales and tasting. We bake cakes, buns, cookies, pies, decorate cakes, make ice cream and much more!

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

Birthdays: On your birthday, you will receive a cup cake and staff members will sing you happy birthday.

Birthday Parties are celebrated on the last Friday of each month from 2 p.m. – 3:30 p.m. for residents with birthdays and wedding anniversaries in that month. Families of residents to be honoured receive an invitation and are asked to bring a birthday cake to the party to share with those who attend. On receipt of an invitation, families are asked to respond as soon as possible in order to assist planning for seating.

Cards and other games: Cards and other games are played every evening, seven days per week at 6:15 p.m. One of the games played is 7-up and is easily learned by new residents.

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. Craft projects vary according to the season and occasion, for example: making Easter baskets and decorations, gingerbread houses, decorating pumpkins.

Curling: Curling is played with an indoor curling set.

Decorating: Residents do decorating for various occasions with the assistance of volunteers. Families and friends are more than welcome to pick up supplies and make decorations for various occasions 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, dolls, toys, spinning wool, weaving, quilting, and butter churning. Family and friends with items of interest to residents may contact the Activities/Recreation Manager to set up a date for a display.

Entertainment: Entertainment is provided regularly throughout the year. New ideas or contacts for entertainment are welcomed.

Exercises: Exercises are done daily with two different groups – one group is at 9:00 a.m. for individuals with limited mobility and the other 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. All games are loaned to family, friends, and volunteers, including: bowling, checkers, crokinole, cards, cribbage, miniature golf, floor shuffleboard, Chinese checkers, bean bag toss, tic tac toe, trivial pursuit, ball toss, snakes and ladders, bowling, horseshoes, ring toss, puzzles, Jenga, Frustration, and many more.

Intergenerational Programs: Various children's groups come to the Foyer to play games, do crafts, entertain, and visit. Groups include: elementary classes, kindergarten, day care, pre-school, and junior volunteers. Many of the children have developed special relationships with individual residents and come after school to visit.

Ladies' Boutique: Staff and volunteers offer to put on your make-up, do your hair, and paint your fingernails.

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

Meal of the Month: Four groups of residents (they alternate) meet once a month to prepare their dinner. They choose the menu, prepare the meal, set the table, and dine together in the Adult Day Program Area.

Movies: Movies are shown in the Chapel and Promenade dining room.

Outings: In warm weather, residents go on various outings to farms, shopping, family farms, other personal care homes, museums, 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.

Rates can be found under the fee section included in the package.

Pub Nite: Pub nite is held monthly. We get together and play games, drink beer, and eat popcorn.

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

Sensory Stimulation Programs: One to 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, smile day, poker derby, dancing demonstrations (square, tap, line) festival of nation, mini-Olympics, Vegas days, safari day, and western day. Watch your calendar for coming 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, folding bulletins and letters, stuffing envelopes, sweeping floors, etc. In the summer, residents often clean strawberries, cut beans, shell peas, and clean corn for family, friends, and staff.

Monthly Activities to put on your calendar

January

- New Year's Party
- 3 Kings Party

February

- Groundhog Day
- Valentine's dance - with Aspen Winds invited
- Festival du Voyageur – featuring bannock making, wood cutting contests, arm wrestling, wildlife videos, musicians, beard shows and students making ice sculptures.
- Mardi Gras – Pancake Tuesday
- Ecumenical Service

March

- St. Patrick's Day Party
- Green Thumb Day - blessed seeds are planted indoors

April

- Easter Bonnet Parade - decorate hats to parade in the hallways
- Decorate Easter Eggs
- Easter Egg Hunts with pre-school and Mini-Francofun, and kindergarten
- Volunteer Week - a salute to volunteers.

May

- Spring Tea – Families will receive an invitation to attend one of our biggest annual events held on a Sunday in May. The tea features crafts, plants, baking, and clothing sales, displays, raffles, entertainment, and more! Families are encouraged to contribute items towards these sales.
- Mother's Day – Spa Day

June

- Neighbourhood Party - invitations are sent to the manor
- Wedding Show - families are asked to bring wedding memories to display (dresses, photos, etc.)
- Father's Day Party with entertainment
- Memory walk
- Blessing of the sick

July

- Canada Day Celebrations
- Hawaiian Day
- Strawberry Day - pick strawberries and make jam
- Barbecues
- Outings

Calendar (continued)

August

- Carnival Day
- Beer Gardens
- Outings
- Bonfires
- Family Tea

September

- Grandparent Week - Families are asked to submit poems, drawings, letters or lists of words depicting the special characteristics of their family members

October

- Turkey Shoot
- Thanksgiving Mass
- Oktoberfest - with entertainment
- Halloween Parties with children's groups
- Resident Volunteer Appreciation

November

- All Souls Day - in memory of past residents
- Remembrance Day Ceremony
- Deer Shoot
- Grey Cup Celebrations

December

- Family Christmas Party - Families are invited to come for an afternoon early in December, usually a Friday. Please remember to RSVP in order to assist planning.
- Elementary school Christmas Concert
- Pre-school and Kindergarten Christmas Party
- Staff and Resident Christmas Party - Families are asked to supply gifts for their family member. Santa gives gifts at the party on December 24th.

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

SERVICES (CONTINUED)

Scent-Reduced Facility

As some residents, visitors and staff are sensitive to scents, we ask that you refrain from wearing perfume, cologne or after-shave. Also, please use discretion when bringing gifts for the resident. Lotions & personal hygiene products should be scent-free. Items such as potpourri, scented powder, air fresheners, flowers such as Easter Lilies, lilacs, hyacinth, etc should be avoided.

Safety and Security

To ensure resident safety, doors are locked at 9PM in summer until 6AM daily.

If you or a family member would like to leave the Foyer once the doors are locked, simply ask a staff member, they will temporarily turn off the system to allow you to leave the premises. Residents may receive visits from friends or family members. If one of the visitors would like to enter the building when the doors are locked, simply ring the doorbell at the South parking lot entrance and a staff member will open the door for you.

Monitoring System: We also have an alarm system that permits for 24 hour monitoring of residents who have the tendency to wander. Residents with this tendency are asked to rent Roam Alert transmitters. *Rates can be found under the fee section included in the package.*

The system prohibits the resident from wandering from the building undetected ensuring their safety. Please see the Client Services Manager, Social Worker or facility representative for more information.

Laundry

Our laundry service will wash and return your personal clothing twice 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 washings.



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 they shrink easily in the wash. To ensure that your personal clothing and other items that will require laundering are identifiable, the facility requires that you purchase name labels from the facility that will be sewn on by our staff for a small fee. If you are bringing in new items at any time, please inform the Laundry Supervisor so that it can be labeled prior to use.

The companies asked to come to the Foyer to sell clothes have a good reputation. We encourage you to use them. (*See clothing sales*) The laundry staff will do minor repairs to your clothing, but major repairs and alterations remain your, and your family's responsibility.

If you have lost a garment, please notify the Nursing or Laundry staff.

If you wish, you may purchase seamstress services from the Foyer at an hourly rate. Please contact the Supervisor of Housekeeping and Laundry for details.

Rates can be found under the fee section included in the package. Please complete the form, included with this booklet, to indicate whom you would like to be responsible for your mending.

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 residents at the discretion of the charge nurse. If visitors are sick with a contagious illness, they should refrain from visiting until well.

Social Services

The Centre de santé Notre-Dame Health Centre has 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.

They can help you cope with changes, loneliness, depression, illness, and death and dying. The team can also help you reduce stress, relax, and maintain your independence. These people are available for you to talk to, advocate on your behalf, provide family education, and resident/family counselling.

They can provide you with information regarding your health/illness and the effects of your medications.

The Social Worker or facility representative is available to help you with some financial matters, and public trustee issues. Should you want to meet with the Social Worker or facility representative, please contact her to schedule a suitable meeting time.

Foot Care

A nursing foot care service is available for those requesting additional services. Services include basic foot care, assessment of your feet, and a referral to a specialist if necessary (physician, podiatrist, etc.). There will be a fee for this service.

Nursing

Twenty-four hour nursing care is provided. 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.

Our Client Services Manager will meet with you to discuss your needs and expectations.

Medical Services

You may request to be under the care of a staff physician or Nurse Practitioner or you may choose your own physician, provided he or she is able to visit you at the Foyer regularly.

Foyer physicians and the Nurse Practitioner visit the residents on a regular basis. Families who wish to meet the doctors are encouraged to do so at that time.



Emergency care is assured to all residents within the Foyer through 24-hour coverage of an on-call physician, and 24-hour nursing coverage.

You may consult specialists if you wish. Please inform us of any scheduled appointments.

Pastoral Care Programs

Family and friends are always welcome to join the residents for any of the following programs:

Communion: Communion is offered to the Roman Catholic residents three days per week.

Confession: Confession is offered before Easter and Christmas or as requested.

Ecumenical Service: To promote worldwide Christian unity and cooperation, ministers and priests of various denominations provide a bilingual service to all residents every January/February.

Memorial Mass or Service: A memorial mass or service is held in memory of a deceased resident in the chapel. Family members are consulted by the Social Worker or facility representative to schedule a preferred date and time.

Roman Catholic Mass: A Roman Catholic mass is held by the community priest once a week at 9:45 am on Wednesday in the chapel and televised every Friday morning at 9:00 am and Sunday at 10:30 am. In summer, mass is often held in the church.

Protestant Services: United and Anglican Services are provided in the chapel two times per month.

Rosary: The Rosary is recited daily in the Chapel at 4:15 pm.

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

Sunday Service: A Catholic Sunday mass is televised in the Chapel. Trained volunteers offer communion at that time.

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, as well as do a major housecleaning once a year.

You and your family are responsible for the cleaning and upkeep of a: refrigerator, mobility scooter, motorized wheelchair, recliner/comfort chair, silk plants and any other special furniture items you may have purchased. If you have any questions/concerns please see the Housekeeping and Laundry Supervisor.

Maintenance

We believe in offering a pleasant and comfortable physical environment conducive to the well being of our residents. We 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 or Ward Clerk. We will make minor repairs to personal items if possible, but major repairs remain your responsibility. Problems or concerns about the physical environment should be directed to the Manager of Physical Plant & Environmental Services.

SAFE CLIENT HANDLING & INJURY PREVENTION PROGRAM

The Safe Client Handling & Injury Prevention Program (SCHIPP) has been developed to ensure both resident and staff safety for situations such as assisting a resident to move in bed, helping him/her walk or sit in his/her wheelchair. Our staff, and at times the Occupational Therapist, will determine what type of assistance is needed based on what you are able to do. Our staff members are required to follow the Program's guidelines to ensure your safety as well as their own. You may be asked to purchase items to assist in keeping you/your loved one safe.

RESPECTFUL WORKPLACE

Southern Health-Santé Sud 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:

- Employees 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 your completed forms to the Foyer Notre-Dame where they can be left with the Ward Clerk, Social Worker or facility representative.

List of forms to be returned:

- ✓ *Resident Immunization Consent Form*
- ✓ *Resident Admission Package (yellow)*
- ✓ *Consent – Release of Information to Family Members*
- ✓ *Recreation/Activity Assessment*
- ✓ *PCH Resident Agreement*
- ✓ *Resident's Personal Background*

Ext.#	TITLE
43328	Activity/Recreation Manager
43316	Adult Day Program
43322	Chez Nous
43200	Administrative Assistant
43302	Housekeeping & Laundry Manager
43205	Laundry Room
43321	Unit Clerk
43210	Maintenance
43204	Kitchen Manager
43206	Kitchen
43209	Payroll Clerk
43300	Finance Clerk
43324	Foyer Manager
43202	Hospital Manager
43314	Social Worker
43320	Parkview Nursing Station
43323	Promenade Nursing Station
43301	Education Facilitator



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 Téléphone / Phone: (204) 248-2092
 Télécopieur / Fax: (204) 248-2499