

Red River Valley Lodge
Personal Care Home



Resident Information Booklet

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Please note: Some information may vary and some services may not be available due to current COVID-19 guidelines that are in place in Personal Care Homes throughout Manitoba.

WELCOME

The purpose of this handbook is to introduce you to Red River Valley Lodge (RRVL) and to let you know what services are available here. We understand that the decision to move to a Personal Care Home (PCH) can be difficult, therefore, we would like to make this transition as comfortable as possible. The staff welcomes you and will help you become acquainted with your new home.

WHO WE ARE

VISION

Together leading the way for a healthier tomorrow.

MISSION

To support people and communities in achieving optimal health by providing innovative, sustainable and quality health services.

VALUES

Integrity - Ethics, Honesty, Trust, Truthfulness

Compassion - Caring, Consideration, Empathy, Golden Rule, People-centered

Excellence - Competency, Commitment, Effectiveness, Improvement, Innovation, Leadership, Responsibility, Visionary

Respect - Democracy, Diversity, Equity, Fairness, Humility, Inclusivity, Justice

PHILOSOPHY OF CARE

WE PRACTICE... Interdisciplinary care and believe it is vital to include the services of a physician, nurse, dietician, pharmacist, recreation department, music therapist, palliative care team, social worker, Senior's Mental Health Team and an occupational therapist. In addition, nursing services have the responsibility to ensure that they comply with relevant standards and provide comprehensive quality care. We believe in providing the opportunity to maximize the functional capacity of each Resident.

WE BELIEVE... Clients of health facilities are entitled to care with compassion and in a manner which respects personal dignity and quality of life.

All clients have the right to quality care regardless of race, creed, gender, age, social, or economic status.

All clients have the right to quality care provided in a manner sensitive to ethnic differences.

Clients have the right to be involved with their individualized care plan development, which promotes health and wellness, restoration, or provides supports towards a dignified death.

The inclusion of the family and/or client advocates is integral to the care and well-being of the client.

Clients have the right to confidentiality of information.

Communication and team cooperation with community agencies is important in fulfilling each facility's role in health promotion and illness prevention.

Clients deserve the services of qualified personnel and the health facilities recognize the importance of ensuring that professional licensure is maintained and that staff meet the standards established by their own professional organizations.

The health facilities are committed to provide, within available financial resources, learning opportunities for all staff which will result in improved client care through continuously increased knowledge, understanding, skill and empowerment.

The client will be offered services in the official language of their choice in designated facilities.

The health facilities have a moral responsibility to ensure the provision of quality health care, that is appropriate, efficient and effective in meeting the needs as identified for our communities through the Southern Health-Santé Sud Strategic Health Plan

Continuous Quality Improvement of client care will be pursued with the goal of meeting and exceeding client expectation, given limited physical, human and financial resources.

RESIDENT BILL OF RIGHTS

1. Residents will be treated with courtesy and respect and in a way that promotes their dignity and individuality and have the right to:

- a) *Be informed by staff of their names, positions and the purpose of their visit before care or transport is undertaken.*
- b) *Exercise their choice of religion, culture and language as reasonably as possible.*

2. Residents will be sheltered, fed, dressed, groomed, and cared for in a manner consistent with their needs in an atmosphere that is as homelike as reasonably possible and have the right to:

- a) *Have noise levels monitored especially in the evening and early a.m. hours.*
- b) *Have food dislikes respected and alternatives offered when a menu is unacceptable to the individual.*
- c) *Choose the clothes to be worn and to look in a mirror when dressing and grooming is complete.*
- d) *Have clean clothing promptly returned to correct place.*
- e) *Have rooms, hallways and public areas kept comfortably warm in the winter and cool in the summer.*

3. Residents or their legal representatives will have the right to give or refuse consent to treatment, including medication, in accordance with the law including the right to:

- a) *Have wishes regarding receiving or refusing treatment followed and respected.*
- b) *Participate in planning necessary care, physical, social and recreational.*

4. Subject to safety requirements, residents will have the right to exercise their freedom of choice whenever possible, including the freedom to:

- a) *Choose which social and recreational events to attend.*
- b) *Choose the clothing to be worn each day.*
- c) *Bring personal items into room and arrange them as desired providing there is sufficient space.*
- d) *Exercise their choice of religion, language and cultural customs.*
- e) *Be allowed to communicate with friends, family and others in private.*

5. Residents will be afforded reasonable privacy while being treated and cared for, including the right to:

- a) *Be alone if desired and exclude others from personal space.*
- b) *Have any necessary treatments done in the privacy of their rooms.*

6. Residents will be provided with a safe clean environment and have the right to:

- a) *Have all spills and messes cleaned promptly.*
- b) *Have room to travel the halls in wheelchairs, walkers or independently without obstruction from furniture or other wheelchairs.*
- c) *Have call bells answered promptly.*
- d) *Expect staff that have colds, or are otherwise ill, to stay at home or wear masks to avoid spreading germs to residents.*

7. Residents will have the right to communicate and meet with their legal representative as often as necessary and in private, if desired, and have:

- a) *Requests to see business or legal advisors promptly forwarded to the individual concerned,*
- b) *Privacy without interruption by staff or visitors assured during discussion re: business matters with advisors or advocates.*

ABOUT

History

Red River Valley Lodge (RRVL) is a 40 bed Personal Care Home (PCH) in Morris, Manitoba and is administered by Southern Health-Santé Sud. It is located at 136 Ottawa Ave West and it opened in March 1974. We are culturally diverse. In addition to the PCH we also provide an Adult Day Program (ADP) with up to 5 participants, 2 days a week. This is an outreach community program which can be accessed by talking to your Home Care Case Coordinator.

Accommodations/ Facilities

RRVL has accommodations for 40 residents. Each resident has a private room with an attached bathroom. There are two wings in the building: Cottonwood and Willow Way, each containing 20 rooms and separated by one nursing station and a centre lounge. There is one main dining room, a spacious Therapeutic Recreation Room (including a chapel, kitchen area and hairdressing room), and a fully fenced in backyard with gazebo.

Preparing for Your New Home

Once an application has been passed through the PCH Panel Committee by a Home Care Coordinator, the RRVL Social Worker will receive the application. Upon receipt of the application, the Social Worker will review the application with the Site Manager. Once the application has been reviewed and placed on the waiting list, the Social Worker will mail out an acceptance letter and package, which will contain this information booklet, a list of items to bring to the PCH, a social history questionnaire, and other helpful information about moving into a PCH.

Moving at any time is a stressful experience, therefore, we encourage beginning preparations well in advance of a room offer. **It is recommended that you call the Social Worker for a tour of the facility in order to familiarize yourself with our site and services. The Social Worker is available to answer questions regarding the admission process and life at RRVL.**

Moving In Day

Even though staff will be available to assist you on the day you move into the PCH, we expect that a family member or close friend will accompany you and will assist you in settling into your new home.

Admissions take place at 10:00am. An admission conference will follow at 10:30am where the Social Worker will introduce other members of the interdisciplinary team to obtain information regarding Resident preferences and needs in order to develop the Resident Integrated Care Plan and to answer any additional questions.

During the first weeks after the admission, staff from the various departments such as Nursing, Nutrition and Food Services, Occupational Therapy and Therapeutic Recreation will continue to meet with you to discuss programs, options and personal preferences.

WHAT TO BRING

Clothing

At least seven complete changes of clothing are necessary. We recommend washable, permanent press clothing, preferably no wool or clothing made from shrinkable material. Ironing services are not provided.

RRVL Housekeeping staff will label each item of clothing (this includes slippers, jackets, socks, comforters, blankets, etc). There is a onetime fee of \$25.00 to cover the cost of labels. We encourage families to bring in as much of the Resident's wardrobe at the time of admission so everything can be labelled in a timely way. Future clothing items, such as gifts and new clothing, will not be charged a labelling fee. When an addition is made to the Resident's wardrobe, please leave the item(s) with a staff member at the Nursing desk. Items will then be labelled by Housekeeping and brought to the Resident's room once labelled.

Please ensure that all family members are aware of the need to have clothing labelled and the process for this to decrease the risk of items getting lost. RRVL is not responsible for damaged or lost clothing.

For safety, shoes should have non-slip soles and a comfortable heel height. Please refer to the “Proper Footwear Can Help Prevent Falls” brochure that was included in the information package. If the Resident is using a wheelchair or is frequently incontinent, clothing can be modified for comfort and ease of dressing. Split back clothing can be purchased at several adaptive clothing shops throughout the province. Nursing staff can also provide information on businesses that offer such services and help with any questions about any specialized clothing needs.

Toiletries

Each Resident/ family is responsible to provide their own toiletries such as Kleenex, two combs/ brushes, creams, lotions, two deodorants, toothbrush, toothpaste, denture adhesive, shaver, aftershave, finger nail clippers, toe nail clippers, a nail file, and a nail brush. Even though shampoo, conditioner and body wash are provided by the PCH, Residents often have their preference of products so you may wish to bring in your own products. ***We are a scent free facility so please be mindful when purchasing items and avoid items with perfumes.*** Please note that many older women also have facial hair and would benefit from having a personal electric razor. Staff assists both women and men with shaving, as needed.

Bedding

Sheets, pillows, pillowcases, blankets and towels are all provided by the PCH. You may wish to bring a favorite quilt or comforter (no duvets) for your bed. For laundering purposes, please ensure you bring **2** comforters if you choose to bring your own comforter.

Room Furnishings and Furniture

All Resident rooms are furnished with a bed, chair, chest of drawers and night table. There is also a closet and a bulletin board in each room. If you wish to bring in a personal chair, please discuss this with the Social Worker prior to moving in. Floor mats, rugs, and swivel or rocking chairs are not accepted in the care home due to the safety risk they could cause for the Resident and/or other Residents. Power lift chairs are permitted.

If you plan to bring in your own chair it needs to be healthcare grade vinyl or leather to ensure it can be cleaned /for infection control purposes.

The room is your own personal space and can be personalized. If you wish for pictures to be hung on the wall, please inform Nursing staff who will submit a request for Maintenance to hang these.

Housekeeping staff do the day-to-day cleaning within each Resident room and the rest of the PCH.

Any shelving must be pre-approved by Maintenance for safety reasons prior to placement in room.

Television, telephone and/ or internet hookup is Resident/ family responsibility. *Satellite hookup is not an option at RRVL.* All electrical items must be inspected by Maintenance prior to use.

In the event that the contents of any room become hazardous to a Resident or staff, the family will be requested by the facility to remove such items. We are unable to provide storage space for furniture or other personal items and ask that you remove any items in a timely way.

Finances

For additional information, and information on room rates, see the Regional Personal Care Homes Information for Residents handbook.

Financial information and forms will be reviewed and provided by the Social Worker and Business Office prior to admission. If you do not manage your own finances, it is important to designate someone who is legally entitled to conduct your financial matters on your behalf. If a Power of Attorney is in place, a copy of this document will be needed at the time of admission.

The method of payment will be discussed with the Social Worker, Business Office, and the person responsible for your finances. We recommend that you pay your rent by automatic withdrawal (pre-authorized payment) and we will provide all the information regarding this.

Please ensure that you bring your Notice of Assessment for the last taxation year, as this determines your daily residential rates. This is reassessed annually and any rent changes will occur in August of each year.

Rent receipts, for income tax purposes, are issued at the end of the year. You and your family are responsible for filing your income tax return each year.

For your information: There are many sources of income that you may be entitled to:

1. The Canadian Pension Plan
2. Allowance/Allowance for the Survivor Program
3. Old Age Security
4. Guaranteed Income Supplement and Involuntary Separation
5. Veterans Affairs Canada Benefits
6. Employment and Income Assistance Program
7. 55+ Manitoba Income Supplement

For more information please refer to the Regional Personal Care Homes Information for Residents handbook.

Resident Trust Account

Each Resident will have a small internal banking system at RRVL called the Resident Trust Account. There is a one-time charge of \$25 to set up this account. Each Resident/family member is responsible for establishing a Trust Account and keeping monies in there. The Trust Account is in place so that Residents can charge things like hair dressing, meals incurred on outings, and equipment rental charges. Statements of your Trust Account are provided to you (or the individual responsible for your finances) on a monthly basis. Trust Accounts will be topped up monthly if you choose Pre-Authorized Deposit/ Withdrawal. The Social Worker and Business Office will discuss this further with you. To reduce the risk of loss, we recommend that Residents do not keep cash in their rooms. If you choose to keep cash in your room we recommend only keeping minimal amounts. RRVL is not responsible for loss of any personal items.

One Time Charges

As noted, there will be some initial set up fees at the time of admission which include:

- \$25 for labelling clothing
- \$25 for setting up the Trust Account
- \$14.91 for a personalized room sign on your door.

It is suggested that a deposit of \$100 to \$200 be placed into the Resident Trust Account to ensure these fees are covered and a balance remains for other items you may need to pay for through the account.

Safety and Security

Every Resident living in a PCH will be provided a safe, secure and comfortable environment consistent with their care needs. An alarm system has been installed to prevent Residents who are assessed at being a risk for leaving the building from unsafely wandering. A Resident who is at risk will wear a wander guard and the front door will lock automatically when these Residents approach. All other doors are locked and require a code or button to be pressed to release the lock. The backyard is fenced, which allows all Residents an opportunity to go outdoors and remain safe. All doors to the stairwells are either alarmed or locked.

There is a Nurse call system in all the Resident rooms, bathrooms and the tub room which is easily accessible by the Resident.

RRVL meets the requirements under the Manitoba Fire Code.

PROFESSIONAL SERVICES

Nutrition and Food Services

Food is an important part of life and it is our goal to serve meals that are enjoyable and nourishing. The Nutrition and Food Services Manager and Registered Dietician plan the menu and follow a 5 week menu rotation.

Meals are served at:

Breakfast: 8:15 am
Lunch: 12:00 pm
Supper: 5:00 pm

Nutrition and refreshment breaks are provided in between meals.

Nutrition and Food Services Staff maintains a list of individual food preferences and will accommodate these preferences whenever possible. The weekly menu schedules are posted outside of the dining room. A sandwich or leftover entree may be available as an alternative to the scheduled meal plan.

Residents may have guests for meals, but must arrange for this at least 2 hours prior to any meal in order to prepare the additional meals. Dietary Staff will arrange for family to eat with their loved one in our Activity Room, Centre Lounge or the Resident's room. There is a limit of 2 guests per Resident per meal. Guests are required to pay for their meals and coffee at the prices posted in the Dining Room.

Dietician

A Registered Dietician is available for consultation and advice on a weekly basis.

Physicians

Upon admission, a physician will be assigned to each Resident. A Resident may remain under the care of his/her own physician so long as the physician agrees to continue to treat the Resident following the PCH admission and is licensed to practice in Manitoba.

The physician is responsible for signing off on orders, attending medication reviews and visiting in person, as needed. Residents have access to a physician at any time should the need arise. This access is arranged through the Nurse.

Laboratory and X-ray

Laboratory and x-ray services are provided as ordered by the physician.

Housekeeping

Housekeeping staff provide a safe, clean and comfortable home. Housekeeping will complete major housekeeping tasks but if a Resident has an abundance of personal décor and/ or fragile ornaments, these must be dusted by the family/ Resident.

Laundry and Linens

Bed linens, towels and face cloths are provided and laundered by the PCH. Personal laundry is collected daily and returned in a timely manner. The family is responsible for any hand washables and clothing that requires dry cleaning or special care. If family wishes to take laundry home, please arrange this with the Nurse.

RRVL provides labels for each Resident's clothing. To avoid lost or misplaced clothing items, please give any new clothing to the Nursing staff to ensure the clothing gets labelled before it is worn or placed away.

The utmost care is taken when laundering Residents' clothing to avoid loss or damage. RRVL is not responsible for any loss or damage to clothing or personal linen.

Some Residents, due to their physical condition, may need their clothing altered to facilitate dressing/undressing (i.e. back of shirts and pants opened up or adaptive clothing purchased online). This is the responsibility of the Resident/ family. Any ongoing mending of clothing is also the responsibility of the Resident/ family. It is helpful for the Resident and/or family to periodically go through clothing, closets and drawers and remove items that do not fit, are worn out or are no longer in use.

Maintenance

Maintenance staff look after the repair and upkeep of the home to provide a safe and comfortable environment. Requests for Maintenance Services

should be made through the Nurse. All major repairs to personal items (such as televisions, phones, motorized chairs) are the responsibility of the Resident/ family. All electrical equipment must meet CSA requirements and needs to be inspected by Maintenance staff before being placed in a Resident's room.

Pharmacy Services

The provincial program covers the cost of most medications prescribed by the doctor. The Nursing staff administers these medications. Residents are not allowed to keep any form of medication in their rooms unless specifically ordered by the physician. Any personal medications left with the Resident will be sent to the pharmacy for disposal.

A process is in place to ensure that all Resident medications are regularly reviewed and medication usage is monitored. Medication Reviews occur quarterly in calendar year for each Resident. This quarterly review includes the Resident's physician, the Nurse, and the pharmacist.

If family members are taking a Resident out from the PCH for a period of time, they must inform Nursing so that Nursing can notify the Pharmacy and have medications prepared in blister packages. Pharmacy requires 48 hours notice to prepare medications.

Each year the influenza vaccine is offered to Residents of RRVL. It is the requirement of the facility to receive written consent for the vaccine. The Public Health Office and the College of Physicians and Surgeons of Manitoba recommend this vaccine.

Nursing Services

Nursing care and assistance is provided on a 24-hour basis. The Nursing staff, under the supervision of the Site Manager, includes Registered Nurses, Licensed Practical Nurses and Health Care Aides. An Integrated Care Plan is developed in collaboration with the Resident and their family to meet the Resident's needs and promote a sense of well-being. Residents and families are encouraged to participate in assessing, planning, providing, monitoring and evaluating their ongoing care.

Occupational Therapy

An Occupational Therapist (OT) visits RRVL regularly on a consulting basis. The OT meets with every new Resident to complete an initial assessment and make recommendations for exercises and any equipment needs. Appropriate treatment will be outlined and modified as needs change. An assessment by the OT is needed prior to any wheelchair purchase.

Social Work

The Social Worker is available to provide consultation and counselling services to Residents and families in areas such as adjustment to the PCH, grief and loss issues, coping with illness and caregiver support. The time of admission and the weeks following are a time of adjustment when Residents and families may need extra support. The Social Worker is also available to provide information to those who are awaiting PCH placement.

THERAPEUTIC RECREATION SERVICES

Therapeutic Recreation Services provide programs to enhance the quality of life for all Residents. It is important for all Residents to find appropriate activities to promote health, well-being and quality of life.

Some of the benefits of Therapeutic Recreation Services are:

1. Provide socialization and improve communication
2. Provide for pleasurable experiences
3. Increase a sense of self worth
4. Improve cognitive functioning
5. Promote relaxation and reduce stress
6. Increase physical functioning
7. Increase quality of life

The Therapeutic Recreation department endeavors to understand and respond to Resident needs and interests. Therapeutic Recreation assists each Resident to achieve an optimum quality of life by providing a variety of programs.

Monthly calendars, which list the schedule of activities for the month, are posted in each Resident room. Daily activity programs are also posted on the white board beside the Nurses' station. Resident family and friends are welcome to join you for any of the scheduled programs. We are always looking for ways to improve our Therapeutic Recreation department and welcome any suggestions or recommendations you may have. When planning our calendars, we take into consideration our current complement of Residents and their interests, and try to plan accordingly.

Family Style Dinners

Family style gatherings are held 5 times per year: Easter, Mother's Day, Father's Day, Thanksgiving and Christmas. Dates are announced in newsletters and a sign-up poster will be on the Resident/ Family Information Board across from the Dining Room. Each Resident is able to invite up to 2 guests. The dinners are always held at noon in the Activity Room. If you are unable to sign up in person, please call the PCH no later than the Friday before the event to ensure we can accommodate guests. *We will not be able to accommodate guests past the sign up deadline.* The cost of the meal is to be paid to the Dietary staff as per the price posted on the sign-up sheet.

Outings

We plan trips to parks, restaurants, local communities, and leisure drives in the country. Funding for the Handi-Van is typically provided by our Volunteer Auxiliary and therefore transportation cost is usually covered. Any additional costs (such as coffee, lunch, etc.) that are incurred on an outing will be charged to the Resident's Trust Account. If you have questions or concerns regarding outings, please contact the Therapeutic Recreation department.

Resident Council

Resident Council meetings will be held every 2-3 months, under the direction of a chairperson. At these meetings Residents will be informed of changes in government policies and care home routines, and will have the

opportunity to participate in decisions affecting their care and well-being. The Resident Bill of Rights will be reviewed at the meetings providing an opportunity to make revisions. Notice of Resident Council meetings will be given in the bi-monthly calendar. Family members or Resident advocates are welcomed and encouraged to attend. Minutes of the meetings will be distributed to all Residents.

Spiritual and Religious Care

Religious programs are intended to allow residents to maintain or develop their spiritual selves and religious ties. A non-denominational service by local clergy will be held each Sunday in the Activity Room at the time specified on the calendar. Mass is also offered once a month for those who wish to partake. Services specific to a particular denomination may be arranged on request of the Resident/ family.

We support Resident's needs for spiritual care. We encourage Residents and their families to inform their spiritual care providers of an admission to RRVL in order to maintain continuity in spiritual care.

Facility Rental

Family gatherings, birthday parties, meals and get-togethers can be accommodated. Families need to make arrangements and reservations with the Business Office. Any damage to facility supplies must be repaired or replaced. Please refer to the **Appendix II** for more information.

Volunteers

We appreciate and welcome anyone who wishes to volunteer at RRVL. Programs you may see volunteers assisting in are: outings, birthday parties, bingo, 1-1 visits, baking, storytelling, gardening, and music. Please speak with the Social Worker if you would like to apply to be a volunteer.

ADDITIONAL SERVICES

Equipment Rental

Some speciality equipment needed for a Resident's care (i.e. wheelchair rentals, bed alarm, roam alert, fall mat) may be rented from the facility. Cost of these items is listed in **Appendix I** and can be charged to the Resident Trust Account.

Foot Care Nurse

The Nursing staff provides routine nail care. If more specialized foot care is required, the services of a certified Foot Care Nurse are available as a contracted service. The cost of a Foot Care Nurse is the responsibility of the Resident and can be paid through the Resident Trust Account. It is recommended that Residents with Diabetes receive their foot care from a Foot Care Nurse. Please connect with Nursing for contact information.

Hair Care

We strive to have hairdressing services on site weekly. This is a contracted service. The cost is the Resident's responsibility and can be paid through the Resident Trust Account. The Social Worker and/or Nurse will check into needs at admission and pass information along to the Hairdresser.

Mail

Families should re-direct applicable Resident mail such as invoices or cheques to the designated person or Power of Attorney.

Any personal mail that is received to RRVL is delivered to each Resident's room daily, Monday through Friday. Personal mail should be addressed directly to the Resident. Any outgoing mail can be given to the Business Office for mailing. The cost of postage can be paid through the Resident Trust Account.

Telephone, Television and Internet

The installation cost for telephone, cable or internet hook-up, as well as the ongoing monthly charges, are the responsibility of the Resident/Family.

Due to room size and safety, televisions should be no larger than 40 inches.

Newspaper

Personal newspapers (daily or weekly) can be ordered and delivered to the Resident's room. The Resident/family is responsible for any ordering and all personal billing charges incurred.

CONSULTANTS

Dental Hygiene

Dental Services are available in the community. The services of the mobile Dental Hygienist are also available on an as needed basis by registering and consenting to the service. A hygienist will provide an exam and give a written estimate for dental hygiene treatment required. The dental hygienist will refer other dental professionals if needed. As this is a contract service payment is the responsibility of the Resident/ family.

Seniors Mental Health Team

This team provides an outreach service on a consulting basis. They assist in the treatment and management of challenging behavior. This may include consultation in assessment, behavioural care plan development and related staff training.

Speech Language Pathology (SLP)

SLP is available on a consulting basis to assess Resident swallowing function and abilities and provide recommendations to promote safe eating and drinking.

POLICIES

RRVL follows and adheres to policies that are developed by Southern Health-Santé Sud.

Abuse Policy

Southern Health-Santé Sud is committed to providing every Resident with an environment that is free from abuse or neglect. No form of abuse or neglect of Residents by staff, families, volunteers, visitors or other Residents will be condoned or tolerated. Please see Regional Personal Care Homes Information for Residents handbook for further information.

Confidentiality

Staff is committed to maintaining the confidentiality of your personal health information as legislated by the Personal Health Information Act (PHIA). There may be times when you cannot help but overhear information about other Residents. If this happens, please do not share this information with anyone else. Please see the Regional Personal Care Homes Information for Residents Confidentiality section for further explanation.

Concerns and Complaints

We encourage Residents and families to bring any concerns and suggestions to the Nurse. The Site Manager and Social Worker are also available if you wish to discuss your concerns further. Most concerns can be successfully resolved through open discussion, however should your concerns not be resolved at the facility level, complaints will be brought to the appropriate Senior Manager within Southern Health-Santé Sud and a formal complaint process would be initiated. Please see the Regional Personal Care Homes Information for Residents handbook for further information.

Donations

Occasionally Residents and families inquire about making donations. Donations are gratefully accepted. You may designate your donation for

specific items which may improve the Residents' quality of life. Please contact the Site Manager for more information.

Electrical Appliances

To provide a safe environment, all electrical equipment must meet CSA requirements and needs to be inspected by the Maintenance Department prior to usage in the PCH. Due to the potential for fire or injury, electric blankets, coffee makers, heating pads and other heat generating appliances are not allowed

Personal refrigerators are not encouraged in the PCH due to ongoing challenges with maintaining cleanliness and space limitations in the room. If a Resident/ family still chooses to bring in a personal fridge, please discuss this with the Social Worker or Site Manager. The Resident/ family is responsible for all cleaning, maintenance, and checking of food (ie for expiry).

Portable fans are not encouraged in the PCH as they promote the spread of dust and debris and have the potential to transmit germs. If the Resident/ family still chooses to bring in a fan, it must be in new condition and airflow of the fan can only be directed at the Resident. The fan cannot be oscillating when in use. Family is responsible to clean the fan weekly by disassembling it and thoroughly cleaning it. Fans cannot be used if the Resident is on any precautions or if the facility is in outbreak.

Additional information on electrical appliances can be found in the [Regional Personal Care Homes Information for Residents](#) handbook.

External Transfer

A Resident may be transferred to hospital for acute care needs on the order of a physician and in discussion with the Resident and/ or family. Any plans to permanently transfer out of the PCH should be discussed with the Site Manager and/ or Social Worker so to ensure care planning needs can be discussed.

Gifts

The staff is employed to provide quality resident care; therefore, individual staff members are not permitted to accept gifts. Items, such as chocolate, given to a group of staff, are acceptable and can be enjoyed by all.

Health Care Directive/Advance Care Planning

If you have a Health Care Directive, please provide a copy to the Social Worker prior to your admission so this can be added to your PCH health record. A discussion regarding Advance Care Planning is held with the Resident and their family at the time of admission. A form designating the Advance Care Plan decision is completed and placed on the Resident's PCH health record. We also recommend that the Resident and/or family discuss and plan funeral arrangements prior to admission. Please refer to the Regional Personal Care Homes Information for Residents handbook.

Infection Prevention and Control

To help prevent infection, all visitors should sanitize their hands upon arrival and departure from our facility. Hand hygiene is the single most important thing you can do to prevent the spread of germs and to protect Residents from illness and infection. You will find sanitizing hand rub pumps conveniently located at the entrance and throughout the facility.

If you are ill, please do not visit until such a time when you are no longer contagious. We thank you for doing your part for infection prevention and control. Please also refer to the Infection Control section in the Regional Personal Care Homes Information for Residents handbook.

Pets

Pets are enjoyed by some of our Residents. Visitors are welcome to have a pet accompany them when visiting. If choosing to bring a pet into the PCH to visit, all vaccinations on the pet must be up to date. Visiting pets must also be clean, healthy, and appropriately social. It is the responsibility of the visitor to care for their pet and the pet must be on a leash at all times.

Pets are not allowed in the dining area. Please ensure hand hygiene is completed before and after a pet visit.

Room Changes

To ensure that care needs are met, we reserve the right to move a Resident from one room to another. We will discuss any proposed changes with Residents and/or their families. We would appreciate your cooperation and support if such changes are necessary. RRVL will cover any costs involved with such a move (ie telephone or cable connection). If a move is made at the request of a Resident or family, the costs will be their responsibility.

Slings

Residents who require assistance with transfers (i.e. from bed to chair) are helped by staff. Some Residents require the use of a mechanical lift which requires the use of two personal slings. Slings must be replaced when deemed unsafe to ensure the safety of the Resident. Residents will be assessed for their need of these items and the cost of the items is the responsibility of the Resident/family.

Smoking

We are a smoke free facility. Please refer to the Regional Personal Care Homes Information for Residents handbook.

Transportation

Please refer to the Regional Personal Care Homes Information for Residents handbook.

OTHER/ MISCELLANEOUS

Your Participation in Care

Please refer to the Regional Personal Care Homes Information for Residents handbook. Our Social Worker will contact the Resident and

family to arrange a post-admission and an annual care conference. These conferences provide an opportunity for your care to be reviewed and assessed. It is also an opportunity to ask questions and discuss adjustment to living in a PCH.

Valuables

Although every effort is made to protect your personal belongings, RRVL does not assume responsibility for any loss or damage that may occur. We recommend you carefully consider which valuables you bring with you. You may wish to obtain private insurance for items such as dentures, hearing aids, glasses and other valuable items.

Visitors

Visiting hours within the care home are open and family and friends are encouraged to visit at any time. An adult must supervise children. Arrangements can be made through the Nurse if a relative or a friend wishes to remain overnight with a seriously ill Resident. Family and friends are essential to Residents and are encouraged to share any concerns they have about the Resident with the staff.

Voting

All Residents who are able to participate in elections are encouraged to do so. A polling booth is set up in RRVL for Residents who wish to vote in civic, provincial and federal elections.

Wheelchairs and Other Mobility Aids

The Resident and/ or family is responsible for the purchase and cost of their own wheelchairs and mobility aids. The Occupational Therapist will assess wheelchair needs to assist in the process of purchasing an appropriate wheelchair. You are advised not to purchase a wheelchair until a full assessment is complete. The Occupational Therapist will provide a quote to family from a wheelchair company.

A limited number of wheelchairs/walkers are available to rent from the facility. The rental of wheelchairs is an interim measure and provides the use of a wheelchair during the time of assessment by the Occupational Therapist.

The maintenance of a personally owned wheelchair is the responsibility of the Resident and/or family. Regular preventative maintenance is recommended to ensure safety and comfort of the Resident using the wheelchair. RRVL annually hosts a day where a company that specializes in repairing and servicing wheelchairs comes to the facility. Letters are mailed out to family prior to this wheelchair service day. Wheelchairs rented from facility will receive regular maintenance.

Equipment rental rates are reviewed annually and are listed in **Appendix I**.

APPENDIX I

RRVL Equipment Rental Charges

ITEM	CHARGE	PAYABLE
Wheelchair	\$36.00	Monthly
Walker	\$32.00	Monthly
Transfer Pole	\$32.00	Monthly
Bed/Chair Alarm	\$10.00	Monthly
Roam Alert	\$17.50	Monthly
RoHo Cushion	\$10.00	Monthly
Fall Mat	\$11.00	Monthly

APPENDIX II

Guidelines For Activity Room Bookings At Red River Valley Lodge

Family gatherings may be held in the Activity Room or Gazebo (weather permitting) anytime the space is available. Reservations must be made at the Business Office and a requisition form filled out by family.

There is no fee to book the room itself for Residents of RRVL, however we ask that families take responsibility for the following:

The rental includes the use of the following items:

- Tables and chairs
- Coffee maker, kettle and carafes (coffee not included)
- Microwave, sink, oven/stove (Nursing will need to turn on/off stove)
- Garbage bins/bags
- Use of TV and shuffleboard table

The rental does NOT include the following:

- Dishes (plates, bowls, cups, mugs), cutlery and dish soap – ***these are for Therapeutic Recreation program use only***
- Napkins and table cloths
- Condiments, cream, sugar, coffee and filters
- ***Coffee can be purchased from the kitchen (please complete catering form)***

Responsibilities of the booking party:

- Ensure that the space is left as it was found (tables and chairs placed back)
- Report to Nurse prior to set up if oven needs to be turned on
- Family responsible for cleaning up messes on floor/countertops
- Report to Nurse or Housekeeping for mop/broom, if needed
- Report to Nurse upon leaving facility to report any damages, turn off stove and to allow access for family to take garbage out to bins at east exit of building

- Family responsible for plates/cutlery/mugs/cups (plastic and paper suggested for easy clean up)
- Family responsible for cream, sugars, cups for coffee/tea/juice/etc
- Fridge is property of Therapeutic Recreation and not to be used by families
- Please respect the open materials of the room such as signs, posters, books, puzzles, etc and keep in their original place (these belong to our Residents and are part of their home)
- Maximum number of people allowed in Activity Room as per fire code is **46** people
- At time of booking, please complete Facility Booking Requisition Form; Copy will be given to family upon request