

Red River Valley Lodge
Personal Care Home



Resident Information Booklet

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WELCOME

The purpose of this handbook is to introduce you to Red River Valley Lodge and to let you know what services are available to you while you live here. We understand that the decision to move to a Personal Care Home is very difficult, therefore, we would like to make this transition as comfortable for you and your family 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 nursing, believing it is vital to include the services of a physician, dietician, pharmacist, recreation department, music therapist, palliative care team, social worker, Senior's Mental Health Team and an occupational therapist. In addition, nursing services has the responsibility to ensure that nursing staff comply with relevant standards and provide comprehensive, cost effective quality care. We believe in providing the opportunity to maximize the functional capacity of the resident.

We also believe we have the responsibility to educate and involve the community in the activities of the Red River Valley Lodge.

WE BELIEVE:

Clients of the 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 Central Regional Health Assessment.

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 will have the privacy rights of other residents, 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 is a 40 bed Personal Care Home 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. We 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 through talking to your Home Care Case Coordinator for more information.

ACCOMODATIONS/FACILITIES

Red River Valley Lodge 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, separated by one nursing station. Each wing has 20 beds. There is one main dining room, a spacious Therapeutic Recreation Room (including a chapel, kitchen area and hairdresser), a wonderful living room area off the nurse's desk and a fully fenced in backyard with gazebo.

PREPARING FOR YOUR NEW HOME

Once your application has been passed through panel with your home care coordinator, the social worker will receive your application for PCH. Upon receipt of the application, the social worker will meet with the Client Services Manager to review the application. Once application has been reviewed and placed on the waiting list, the social worker will send out an acceptance package and letter to you in the mail, containing this handbook along with a social history questionnaire to fill out. **We recommend that you call the social worker for a tour of the facility in order to familiarize yourself with our services. The social worker is available to answer your questions regarding the admission process and life at the Red River Valley Lodge.**

Moving at any time is a stressful experience, therefore, we urge you to begin preparations well in advance of a bed offer.

MOVING IN DAY

We realize that moving day can be a stressful experience. Even though staff will be available to assist you, we expect that a family member or close friend accompany you and help you settle in.

Admissions take place at 10:00am. An admission conference will follow at 10:30am. At this point, the social worker will introduce you to other members of the interdisciplinary team to set up your care plan, as well as answer any questions you may have. During this meeting the various departments will obtain information from you regarding preferences in order to develop an Integrated Care Plan.

During the first weeks after your admission, staff from the various departments such as nursing, dietician, food services, occupational therapy and activities will continue to meet with you to discuss programs, options and your personal preferences.

WHAT TO BRING

CLOTHING

We recommend washable, permanent press clothing, preferably no wool or clothing made from shrinkable material. Ironing services are not provided. At RRVL, clothing will be labelled for you. There is a onetime fee of \$25.00 to cover the cost of labels. We encourage families to bring in as much of your wardrobe at time of admission so everything can be labelled. Future clothing items, such as gifts and new clothing, will not be charged a labelling fee. ***At least seven complete changes of clothing are necessary.*** For safety, shoes should have non-slip soles and a comfortable heel height. Please refer to the “Proper Foot Wear Can Help Prevent Fall” brochure from the social worker at the time of your tour/admission paperwork meeting. If you are using a wheelchair or are frequently incontinent, clothing can be modified for comfort and ease of dressing, Split back clothing can be purchased at several clothing shops in Winnipeg; as well, the social worker will have some current clothing catalogues for businesses that are offering such services. Nursing is

available to help you with any questions about any specialized clothing needs.

The housekeeping department will label each item of clothing (slippers, jackets, comforters, socks, pillowcases, blankets etc.) upon admission. When an addition is made to your wardrobe, please leave at the nurse's desk with a staff member who will then forward it to housekeeping for labelling. Once your items have been labelled, they will be returned to your room.

Please ensure that all members of the family are aware of having clothing labelled as this decreases the risk of items getting lost.

TOILETRIES

You are responsible to provide your own toiletries such as Kleenex, two combs, two brushes, creams, powders, preferred lotions, two deodorants, toothbrush, denture adhesive, shaver, after shave, finger nail clipper and toe nail clipper. Please be mindful that when purchasing items, we are a scent free facility, so to avoid items with perfumes. Please note that many older women also have some facial hair and would benefit from having a personal shaver. Staff assists both women and men with shaving as needed.

BEDDING

You may want to bring your favorite quilt, comforter or pillow that is washable for your bed. Please ensure that you bring **2** comforters for laundering purposes. Sheets, pillows, pillowcases, blankets and towels are provided.

ROOM FURNISHINGS AND FURNITURE

The rooms are furnished with a bed, chair, closet, chest of drawers and night table. If you wish to bring in a personal chair, please discuss this with the Social Worker prior to moving in.

Your room is your own private space, which we encourage you to personalize as much as possible. When hanging pictures on the walls, please use only proper wall hooks. Ask staff for assistance.

Power lift chair are also permitted. Your chair needs to be high grade vinyl to ensure it can be cleaned. This is also for Infection control purposes.

Housekeeping staff will do the day-to-day cleaning. Floor mats, rugs, swivel or rocking chairs are not accepted in the care home due to the safety hazard for you as well as other residents.

You may choose to have shelving in your room. For safety reasons, all shelving must be pre-approved by maintenance prior to placement in room.

You may choose to have a television, telephone and/or computer in your room. All costs associated with these items will be your responsibility (i.e. phone, cable, or internet connections). *Satellite hookup is not an option at RRVL.*

In the event that the contents of any room become hazardous to resident or staff, the family will be requested by the facility to remove such items contributing to the problem. We are unable to provide storage space for furniture or other personal items.

FINANCES

For additional information, and information on room rates, see the Regional Personal Care Home Information Handbook.

Financial information and forms may be obtained from the 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 administration and person responsible for the resident's finances on the day you move in. We recommend that you pay your rent by automatic withdrawal (pre-authorized payment).

Please ensure that you bring a current Notice of Assessment for the last taxation year, as this determines your daily residential rates. This is reassessed annually and rent will change on August 1 of each fiscal year in accordance to the Notice of Assessment.

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 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. To reduce the risk of loss, we recommend that resident keep \$5.00 or less in their rooms. Statements of your trust account are provided to you or the individual responsible for your finances on a monthly basis. The balance reflecting in your account should be no less than \$30.

ONE TIME CHARGES

As noted, there will be some initial set up fees at the time of admission. \$25 for labelling clothing, \$25 for setting up trust account, and \$14.91 for a room sign on your door. Therefore, it is suggested for an initial deposit of approximately \$200 be placed into your trust account at the time of admission to ensure these fees are covered and a balance remains for items you may need to have run through your account.

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

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

For more information please refer to “Regional Personal Care Home Resident and Family information Handbook”

Safety and Security

Every resident living in a personal care home will be provided a safe, secure and comfortable environment consistent with their care needs. An alarm system has been installed to prevent wanders from leaving the building. A wander guard is applied to those residents who are assessed at risk for leaving. The front door will lock automatically when a resident wearing a wander guard approaches. All other doors are locked and require that a code or button to be pressed to release the lock. The back yard is fenced, which allows all residents an opportunity to go outdoors and remain safe. There is a nurse call system in all the resident rooms, bathrooms and tub room which is easily accessible by the resident. All doors to the stairwells are either alarmed or locked.

The Red River Valley Lodge meets the requirements under the Manitoba Fire Code.

THERAPEUTIC RECREATION SERVICES

The purpose of an activity is not merely to occupy time, space and a slot on the calendar. It is important to have opportunities for people to find appropriate activities that encourage growth and promote health. “Activities are the outward expression of the inner self”.

The benefits of Therapeutic Recreation:

1. Provides socialization and improves communication
2. Provides for pleasurable experiences
3. Increases a sense of self worth
4. Improves cognitive functioning
5. Promotes relaxation and reduces stress
6. Increases physical functioning
7. Increases quality of life

The recreation department endeavors to understand and respond to your concerns, needs and interests. We will listen to the voices of all the residents and advocate for their rights. The recreation department will assist you to achieve an optimum quality of life, which is most beneficial to you through the programs offered.

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

Baking & Cooking

Food provides many pleasing benefits – just think of the smell and taste of fresh buns or homemade soup simmering in a pot. *Baker's Secret* and *Souper Cooks* are regularly scheduled activities that involve residents in socialization, meaningful work and physical movement – plus residents enjoy the soup and goodies too!

Facility Rental

Family gatherings, birthday parties, meals and get-togethers can be accommodated here at RRVL. 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 III** for more information.

Family Style Dinners

Family style dinners are held 5 times/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 wall next to the tuck shop. Each resident is allowed to invite up to 2 guests. The dinners are always held at noon in the Activity room. If you are unable to sign up prior to the dinner,

please call staff no later than the Friday before the event to ensure we can accommodate guests. *We will not be able to accommodate guests looking to sign up past the deadline.* The cost of the meal is to be paid to the kitchen staff after the meal as per the price posted on the sign-up sheet.

Food Services

Food is an important part of life and it is our goal to serve meals that are enjoyable and nourishing. The food services supervisor and registered dietician plan the menus. There is 5 week menu rotation.

Meals are served at:

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

A dietician is available for consultation and advice on a weekly basis. Nutrition breaks are provided in between meals. Residents may have guests for meals, but must arrange for this at least 2 hours prior to any meal in order to prepare for additional meals. Dietary will arrange for family to eat with their loved one in our Activity Room. There is a limit of 2 guests per resident. Guests are required to pay for their meals and coffee at prices posted in the dining room.

Food services staff maintains a list of individual food preferences and will accommodate these preferences when possible. Weekly menu schedules are posted within the care home outside of the dining room. A sandwich or left over entree may be available as an alternative to the scheduled meal plan. Food services staff requires two hours' notice from residents requesting an alternative meal.

Music Programs

Music has non-verbal, creative, and emotional qualities. It is used to facilitate contact, interaction, self-awareness, learning, self-expression and communication. RRVL has a music therapist who joins us bi-weekly on Wednesday mornings, as well as many other groups of entertainment

throughout the week and on weekends for activities such as hymn sing, birthday parties and sing-along.

Outings

Outings help the residents to remain connected with their community. We plan many trips to parks, restaurants, local communities, and leisure drives through the country. Funding for the Handi-van is mostly provided by our Volunteer Auxiliary and therefore usually cover our costs for driving. However, other expenses (such as coffee, lunch etc.) that are incurred on an outing will be charged to the residents trust account. If you have questions or concerns regarding outings, please contact the recreation department.

Resident Council

Resident Council meetings will be held every 2-3 months, under the direction of a chairperson. At these meetings the 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 newsletter calendar of events. 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 essential in developing our spiritual selves. These programs are intended to allow residents to maintain or develop their religious ties. A non-denominational service by the local clergy will be held each Sunday in the Activity Room at time specified on the calendar. As well, Mass is 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 member.

Spiritual Care

We support resident's needs for spiritual care. Upon admission resident/advocate are asked to sign a spiritual consent authorizing visits from clergy. 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.

Special Interests

Residents wanting to pursue or develop hobbies, crafts or special interests are encouraged to do so and the recreation department will be happy to ensure you are able to do so. Knitting, crocheting, gardening, painting, quilting, crokinole, bingo, card games, watching television, radio and reading are some of the ongoing projects that are pursued here at RRVL.

Volunteers

Our care home is blessed with a wonderful volunteer base. Many of our programs that we offer would not be available without the strong support of our volunteers. Programs you may see some volunteers at are: outings, birthday parties, BINGO, 1-1 visits, baking, storytelling, gardening, music and more.

PROFESSIONAL SERVICES

Dietician

A Registered Dietician is available for consult on Wednesdays here in facility. Any concerns or inquiries regarding your loved one can be discussed with at this point.

Physicians

Upon admission, a physician will be assigned to your loved ones care. The resident may remain under the care of his/her own physician so long as the physician agrees to continue to treat the resident following personal care home admission and is licensed to practice in Manitoba.

The physician is responsible for signing off on orders, attending medication reviews and to visit as needed. You may not see a doctor too often in facility, but the nurses are in contact with them every day. Residents have access to a physician at any time should the need arise. The access is arranged through the nurse.

Please keep in mind that your information is stored here at the nurse's desk, so a family member cannot ask for information at the clinic/hospital as the physician over there will not have access to it.

Housekeeping

The goal of housekeeping staff is to provide a safe, clean and comfortable home. We ask that numerous and/or fragile ornaments be dusted by family/resident. The housekeeping will do the major tasks.

Laboratory and X-ray

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

Laundry and Linens

Bed linens, towels and face cloths are provided and laundered. Your personal laundry is collected daily and returned to you in a timely manner. The family must take care of hand washables and clothing that require dry cleaning. If your family wishes to take your laundry home, please arrange this with your nurse. The home provides labels for each resident's clothing, as a means of identification. We ask that any new clothing be given to nursing staff for labelling, before using, to avoid lost or misplaced laundry. Some residents, due to their physical condition, need their clothing altered to facilitate dressing/undressing (i.e. Velcro added, back of shirts and pants opened up etc); this is the family's responsibility. The mending of residents clothing is also the responsibility of each resident or his/her designate. The utmost care is taken when laundering residents clothing, to avoid loss or damage. However, we are not responsible for their replacement. It would be helpful for you and/or a family member to periodically go through clothing, closets and drawers and remove items that do not fit, are worn out or no longer in use.

Maintenance

Maintenance staff look after the repair and upkeep of the home to provide a safe and comfortable environment. They will hang pictures for you in your room if requested. Requests for maintenance services should be made through your nurse. All major repairs to personal items (such as televisions, phones, motorized chair) are the responsibility of your family member. To provide a safe environment, all electrical equipment must meet CSA requirements and be checked by the maintenance department before being placed in residents 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 pharmacy for disposal.

Each year the flu vaccine is offered to the 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.

Pharmacy also requests those family members taking their loved ones on pass to inform nursing so that they can notify pharmacy and have medications prepared in blister packages. Pharmacy requires 48 hours' notice to prepare medications.

Pharmacy

A process is in place to ensure that all resident medications are regularly reviewed and medication usage is monitored. All residents have a quarterly review of their medications involving the physician, nurse and pharmacist.

Nursing Services

Nursing care and assistance is provided on a 24-hour basis. The nursing staff, under the supervision of a manager, includes registered nurses, licensed practical nurses and health care aids. An integrated care plan is developed in collaboration with the resident and their family in meeting their needs and promoting 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 visits the care home bi-weekly, on a consulting basis. The OT will meet you after admission and make recommendations for exercises and any equipment needs. Appropriate treatment will be outlined and modified as needs change. The assessment of 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 personal care home, 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, and counselling, to those on the list waiting placement.

ADDITIONAL SERVICES

Equipment Rental

Some speciality equipment needed for a residents care plan (i.e. wheelchair rentals, bed alarm, roam alert, fall mat) may be rented from facility. Cost of these items is listed in the Appendix and can be charged to the residents 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. Please contact nursing staff for contact information. It is recommended that residents with diabetes receive their foot care from a foot care nurse. The cost is the responsibility of the resident and can be paid through the resident trust account.

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 trust account. The social worker and/or nurse will check into needs upon admission and pass information along to the hairdresser.

Mail

Personal mail is delivered to each resident's room daily, Monday through Friday. Outgoing mail can be given to the receptionist for mailing. The cost of postage can be paid through the trust account. Mail should be addressed directly to the resident. Families should re-direct applicable mail such as invoices or cheques to the designated person or POA.

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.

Maintenance staff requires 3 working days' notice to prepare room for telephone line installation.

Newspaper

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

CONSULTANTS

Dental Hygiene

Dental Services are available in the community. The services of 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 for treatment is the responsibility of the resident.

Senior's Mental Health Team

This team provides an outreach service, which assists in the treatment and management of challenging behavior. This includes consultation in assessment, behavioural care plan development and related staff training.

POLICIES

Abuse Policy

Southern Health – Santé Sud is committed to providing every resident in the region 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 Home Residents and Family Information Handbook for further information.

Confidentiality

The 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. Thank you for your help. Also see Regional Personal Care Home Residents and Family Information Handbook, Confidentiality section for further explanation.

Concerns and Complaints

We encourage you and your family to bring your concerns and suggestions to your nurse. The Client Services Manager and Social Worker are available to discuss your concerns. Most concerns can be successfully resolved through open discussion, however should your concerns not be resolved at the facility level, and concerns will be brought to the appropriate senior manager within the Southern Health – Santé Sud. Please see Regional Personal Care Home Residents and Family Information Handbook for further information.

Donations

Occasionally residents and families inquire about making donations. Donations are appreciated. You may designate donations for items which may improve resident's quality of life. Please see Client Services Manager for more information.

Electrical Appliances

All electrical appliances must be checked by the maintenance department for safety reasons and must be approved prior to usage in the home. Due to the potential for fire or injury, electric blankets, coffee makers, heating pads and other heat generating appliances are not allowed. Repair of personal items will be the responsibility of the family/resident. Residents who wish to have a small fridge should discuss this with the nurse or social worker. The upkeep and cleanliness of the fridge is the responsibility of the family/resident. Specifications should be discussed with maintenance prior to the purchase of a refrigerator.

External Transfer

A resident may be transferred to hospital on the order of a physician. Any plans to transfer out of the care home should be discussed with the nurse.

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 enjoyed by all.

Health Care Directive/Advance Care Planning

If you have a Health Care Directive, please provide a copy to the social worker or nurse prior to admission. It will be placed on your health care 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 is completed and placed on the Resident's health record. We also recommend that the residents and/or families discuss and plan funeral arrangements prior to admission. Please refer to the Regional Personal Care Home Residents and Family Information Handbook.

Infection Prevention and Control

To help prevent infection, all visitors should wash 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 the residents from illness and infection. You will find sanitizing hand rub pumps conveniently located at the entrance and throughout the facility. Also, 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 Infection Control section of the Regional Personal Care Home Resident and Family Information Handbook.

Pets

Pets are often enjoyed by many and visitors are welcome to have a pet accompany them when visiting. It is the responsibility of the visitor to care for their pet and pet must be on a leash at all times. Pets are not allowed in the dining area. Visiting pets must be clean, healthy, and social and have

up to date vaccinations. Also, it is important to use hand hygiene before and after a pet visit.

Room Changes

To ensure that care needs are met, we reserve the right to transfer a resident from one room to another. We will discuss any proposed changes with residents and/or their families. We would appreciate your co-operation and support if such changes are necessary. The home will cover any costs involved with such a move. If a move is made at the request of a resident or family, the costs will be their responsibility.

Slings, Sliders & Transfer Belts

Residents who require assistance with transfers (i.e. from bed to chair) are helped by staff as needed. Some require the use of a mechanical lift which require the use of two personal slings. Residents who require a slider or transfer belt for safe client handling purposes will require two sliders and/or one transfer belt. Slings must be replaced when deemed 'unsafe' to ensure the safety of the resident. The cost of these items is the responsibility of the resident/family.

Smoking

We are a smoke free facility. Please refer to the [Regional Personal Care Home Resident and Family Information Booklet](#).

Transportation

Please refer to the [Regional Personal Care Home Resident and Family Information Booklet](#).

Your Participation in Care

Please refer to the Regional Personal Care Home Resident and Family Information Handbook. Our Social Worker will contact you to arrange a post admission and annual care conference. This conference provides opportunity for the 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 will be made to protect your personal belongings, we are not able to 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 we encourage family and friends to visit at any time. An adult should supervise children. Arrangements can be made through the nurse if a relative or a friend wishes to remain overnight with a seriously ill resident. It is essential that family and friends remain part of the residents life and that they share any concerns with staff.

Voting

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

Wheelchairs and other mobility aids

The resident is responsible for the purchase and cost of their own wheelchairs and mobility aids. The occupational therapist will assess wheelchair needs to assist residents in the process of purchasing an appropriate wheelchair. Families and residents 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 a 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. We currently host an annual day through a company that specializes in repairing and servicing wheelchairs. Wheelchairs rented from facility will receive regular maintenance.

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

APPENDIX I

RRVL EQUIPMENT RENTAL CHARGES

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

APPENDIX II

Guidelines for Activity Room Bookings at the 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 the 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 recreation use only***
- Napkins and table cloths
- Condiments, cream, sugar, coffee and filters
- **Coffee can be purchased from 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
- 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 cleaning up messes on floor/countertops

- 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 activity department 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 original place (these are our residents and 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.