

Eastview Place



Resident Information Booklet

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WELCOME

The purpose of this handbook is to introduce you to Eastview Place and to let you know what services are available to you while you live here.

The staff at Eastview Place welcomes you and will help you become acquainted with your Home.

It is our goal to provide a pleasant and comfortable home for you.

MISSION STATEMENT

The Altona Community Memorial Health Centre is committed to provide for the present and evolving physical, emotional, social, spiritual and intellectual needs of those in its care, with dignity and respect for all.

PHILOSOPHY OF CARE

We believe:

- that aging is the continuous process of living, learning and growing. Residents admitted to our home require assistance due more so to limitations imposed by disease and/or accident than because of the limitations of natural aging.
- that life and death come from the Creator, and have inherent value and purpose.
- that death achieves life's final purpose and each person has the right to a natural death with dignity, and that there shall be no intervention for the primary purpose of achieving death itself.
- in the uniqueness and dignity of each individual and in the need to balance the rights and needs of that individual with the facility's ability to respond to those rights and needs.
- in a decision making process that accommodates the respect of family and staff.
- in developing and maintaining optimum independence of each resident.
- that qualified and committed employees are our most valuable resource and that programs of orientation and education are an investment in the development and enhancement of that resource.
- in working cooperatively with other community organizations in the planning, development and provision of health services, while recognizing the limitations of its legal mandate and resource base.
- in the value of research and are open to new methodologies which enhance the delivery of services and enrich the well being of the resident.

The care provided shall be based on the needs of the individual. A team approach will be used to deliver a multidisciplinary care program to individual residents and their families. Concepts such as empowerment, choices, substantive support to families and residents, as well as a culturally sensitive approach, will all be overriding philosophies in the development of programs and services. Accommodation will be

provided to maintain an environment and a lifestyle appropriate to each resident's level of care.

HISTORY OF EASTVIEW PLACE

Eastview Place is a 65 bed Personal Care Home in Altona, Manitoba and is administered by the Southern Health – Santé Sud. It is located at 240-5th Ave. N.E. and is attached to the Altona Memorial Health Centre. It was opened in July, 2000.

Prior to Eastview Place being built, personal care home services in Altona were available at the Altona Personal Care Home and the Ebenezer Home for the Aged.

The 25 beds of the Altona Personal Care Home were updated and amalgamated with the new home being built. Residents living in the Ebenezer Home moved to Eastview in July, 2000.

A window at the entrance of Eastview Place acknowledges and commemorates the two facilities that came together to become Eastview Place.

ACCOMODATION/FACILITIES

Eastview Place has accommodation for 65 residents. Each resident has a private room with an attached bathroom. The size of the room is approximately 194 square feet. There are 3 areas in the building: ***Evergreen, Rosewood*** and ***Blue Ridge***.

Evergreen has 28 rooms for residents and Rosewood has 25. Blue Ridge is an ***Enhanced Living Neighborhood*** for 12 residents. It has additional security for residents who are at risk for wandering out of the building. Each Neighborhood has its own dining room. There is a central area for church and activities. All residents and their visitors have access to indoor lounges and outdoor patio areas. There is a cafeteria in the Health Centre which is open to residents and visitors from 6:00 a.m. to 6:30 p.m.

PRE-ADMISSION

After we receive your application from the Regional Panel Committee, you will be contacted by the Social Worker from Eastview Place.

The Social Worker is available to answer questions you may have about moving to Eastview Place and will arrange for a tour of the Home. The Social Worker will meet with you and your family prior to your move to Eastview Place to review your care needs and social history.

ADMISSION

When a room becomes available, you and/or your family will be contacted to make the arrangements for moving in. You will be given 1-2 days notice. We realize that moving into your new home may be stressful for you and hope we can provide support to you. We recommend that a family member or close friend be available on admission day to help you settle in.

The best time to move in is generally at 10:00 a.m. The staff will speak with you about your care needs and health history and answer any questions you might have. Staff will assist in familiarizing you with your room, dining room and the rest of the Neighborhood that you will be living in.

WHAT TO BRING

Clothing

We believe it is important for residents at Eastview Place to be dressed in appropriate, comfortable clothing. Your clothing will be laundered for you in our laundry facilities. We recommend washable, permanent press clothing, since ironing is not provided. Clothing will be labeled for you. There is a onetime charge to cover the cost of labels which is included in the administration fee. Seven complete changes of clothing are necessary. For safety, shoes should have non-slip soles and a comfortable heel height. If you are confined to a wheelchair or are frequently incontinent, clothing can be modified for comfort and ease of dressing. Open back clothing can be purchased through several different companies; catalogues and information are available through nursing or activity staff. Please discuss with Nursing staff or the Social Worker if you have questions about any specialized clothing needs.

Toiletries

Shampoo, soap and body lotion are provided. You may bring your own if you have a preferred brand. Consideration should be given that Eastview is a scent free home. Other toiletries you may wish to bring are: comb, brush, creams, deodorant, toothbrush, toothpaste, denture cleaner and adhesive, mouthwash, shaver and Kleenex. For safety reasons electric

shavers are required. Straight edge shavers are a safety issue and therefore are not permitted.

Please note: 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

Sheets, pillows, pillowcases, blankets and towels are provided. If you wish to bring your own pillows, afghans or quilts, please ensure that they are washable. It is recommended that residents have 2 comforters. Duvets with a cover are not recommended. All personal bedding will be labeled to prevent loss.

Room furnishings and furniture

We encourage you to bring in items that are important to you and will make the room feel like your home. Some items you may want to consider are: ornaments, radio, CD player, clock, pictures, TV and VCR/DVD player.

The rooms are furnished with a bed, chair, closet, chest of drawers and night table, and hangers for hanging your clothing. If you wish to bring in any other furniture items, please discuss this with the Social Worker prior to moving in. For safety and housekeeping, it is important that the room is not over-crowded, and that personal furniture is in good repair. The cleaning and maintenance of personal furniture is the responsibility of the resident/family. Fabric chairs are not recommended due to infection control issues. For safety reasons floor mats/rugs, and plastic garbage pails are not permitted. Room inspections occur on an ongoing basis to ensure resident and staff safety standards are met. The room will be re-arranged to meet safety standards as needed.

FINANCIAL ARRANGEMENTS

Rent – daily residential charge

Each resident pays an income based residential charge which is set by Manitoba Health. This is payable in advance on the first day of the month. It covers the following: your room, housekeeping, laundry/linens, meals, medical care, most medications, Nursing care, activities, Clinical Dietician services, Social Work services, and Occupational Therapy services. Upon leaving Eastview Place, any unused portion of the rent is refunded.

The Receptionist is available at Eastview Place Monday from 8:30 AM – 4:30 PM, and *Tuesday – Friday* from 8:30 AM – 3:30 PM. Financial information and forms may be obtained from the Financial Clerk 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. A copy of the previous year's **Notice of Assessment** should be provided to the Financial Clerk prior to admission and after taxes are completed each year. If proper documentation is not supplied to Eastview Place, the client will be assessed at the maximum rate. If a **Power of Attorney** is in place, a copy of this document will also be needed. Payment for trust account & rent can be deposited in the grey box at reception desk. *Reminder: **Trust account cheques should be made out to “Eastview Place” and rent to “Southern Health-Santé Sud”.***

Resident Trust Account

This account is accessed through the receptionist. The purpose of the Trust Fund is to help ease the burden of administering funds for the monthly expenditures that residents may incur. This allows for the resident/family to write one cheque and not have to worry about dealing with all the individual bills. Residents are discouraged from keeping money in their rooms. If there is loss of money, Eastview Place cannot assume responsibility. In order to participate in the Trust Fund, it is necessary for the resident to maintain a credit balance in their account. The equivalent of 2 - 3 months expenses is suggested (approximately \$200-250). An agreement for the use of the money is signed when you set up the account. An initial administration fee is charged upon admission which covers the labeling of clothing, name plate for the room and nail care kit (see *Schedule of Charges*).

Expenses such as hair care and foot care, wheelchair rentals and repairs, TED stockings and the Care Van will be invoiced through the Trust Fund even if you do not have a trust account.

Discharge and Placement

After the death of a Resident, family are requested to make arrangements to have all personal belongings attended to within 24 hours.

We recognize that this can be a very difficult time for families, yet at the same time, another family is urgently waiting to have a loved one placed in our Home.

Our Social Worker will notify a new Resident and the admission process will begin immediately. All care is taken to ensure that the needs of both families are met.

PROFESSIONAL SERVICES

Activities/Therapeutic Recreation

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." ~ Adage

The benefits of activities:

- 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

Baking

Food provides many pleasing benefits – just think of the smell and taste of fresh buns. M'mmm. Baking also gives us opportunities for socialization, meaningful work and physical movement – and we love the end results!

Bookings

Family gatherings, birthday parties, meals or get-togethers can be accommodated here at Eastview Place. Families need to make arrangements and reservations with the Activities Department, Monday–Friday, 9:00 am – 4:00 pm. This service is free. In the summer gas barbecues are available in the patio areas for residents and families. We ask that the family provide the barbecue tools and clean the barbecue after using it.

Food Services

Food is an important part of life and it is our goal to serve meals that are enjoyable and nourishing. The menus are planned by the food services supervisor in consultation with a Registered Dietitian, and offer a **5-week rotation**.

Each Neighborhood has its own dining room. Meals are served in the dining rooms. All residents eat in the dining rooms unless assessed by the nurse to be unable to be in the dining room.

Meals are served as follows:

| | | | |
|--------------------|-----------------------|----------------|----------------|
| Rosewood: | Breakfast at 7:30 | Lunch at 11:30 | Supper at 4:30 |
| Evergreen: | Breakfast at 7:40 | Lunch at 11:40 | Supper at 4:40 |
| Blue Ridge: | Breakfast from 7-9:00 | Lunch at 11:00 | Supper at 4:45 |

A beverage and snack are served in the afternoon and evening. It is important that you advise the staff of any food allergies. Your likes and dislikes will be accommodated whenever possible.

Families and Volunteers are encouraged to read the handbook “Assisting Residents at Mealtime” and watch the DVD “Silver Spoons” so they can more safely and effectively assist with feeding a resident.

The Cafeteria in the Altona Health Centre is available for resident and family use between 6:00 a.m. - 6:30 p.m.

Housekeeping

The goal of the housekeeping staff is to provide a safe, clean and comfortable home. The rooms and common areas are cleaned daily. Dusting in resident's rooms is done weekly. If a resident has numerous and/or fragile ornaments, the resident/family are asked to dust these. If a resident wishes a small fridge in their room, it is family's responsibility to maintain and an agreement must be signed prior to placement in room.

Laboratory and X-ray

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

Laundry and Linens

Bed linens, towels and face cloths are provided and laundered by Eastview Place. Your personal laundry is collected daily and returned to you Tuesdays, Wednesdays, and Fridays. If your family wishes to take your laundry home, please arrange this with your nurse. Eastview Place labels each resident's clothing, as a means of identification. We ask that any new clothing be given to nursing staff for labeling, before using to avoid lost or misplaced laundry. Items to be labeled can also be taken directly to the laundry department, (Monday – Friday, 8:00 – 3:00). To ensure that clothing is returned to the correct room, checks are done

periodically for lost or misplaced laundry. The mending of residents' clothes is the responsibility of each resident or his/her family. The utmost care is taken when laundering residents clothing, to avoid loss or damage. However, we are not responsible for replacement.

Maintenance

Maintenance staff looks after the repair and upkeep of the home to provide a safe and comfortable environment. They will hang pictures for you in your room. Requests for maintenance services should be made through your nurse. The upkeep of your personal belongings is your responsibility.

Medical Services

All residents living at Eastview Place must be under the care of a physician from the Altona Clinic. If your doctor is from the Altona Clinic, he/she would continue to be your doctor at Eastview Place. Doctors come to the Home at a minimum of once a month to review medical issues. Your nurse will advise your doctor when medical concerns arise. In the event of an emergency your family will be contacted, you could be transferred to the Hospital.

Music Programs

Children's choirs, ladies groups, youth groups, sing-songs, ensembles, music therapy, and family singers allow residents to listen, sing and appreciate music.

Nursing Services

Nursing care and assistance is provided on a 24 hour basis. The nursing staff, under the supervision of a Client Services Manager, includes Registered Nurses, Licensed Practical Nurses and Health Care Aides. A plan of care is developed to promote each resident's well being. To protect resident's privacy and dignity, visitors are requested to leave the room when personal care is provided. Medications are administered by the nurse as ordered by your doctor.

Occupational Therapy

An Occupational Therapist visits Eastview Place bi-weekly on a consulting basis. The Occupational Therapist will meet with you as needed after admission and make recommendations for equipment needs. An assessment by the Occupational Therapist is needed prior to any wheelchair purchase. (See information - re: wheelchairs.)

Outings

We encourage resident outings during the warmer months. Spending time outside stimulates the senses, reminds us of the wonder of nature, connects us to the present, reminds us of our past, and gives us the opportunity to see our community. Eastview outings include outdoor coffee breaks and going for bike rides on our Duet Bicycle. The bicycle is used by staff and volunteers and allows residents the opportunity to explore our beautiful community. Families can use the bike if they take an orientation that will give them the confidence and know-how needed to safely take residents on a smile inducing outing. Our outings also include weekly trips during the summer to "The Hut" for ice cream. Every Friday afternoon, volunteers and family join the Activity staff and assist residents in wheelchairs to The Hut. Everybody gets to enjoy an ice cream cone on a warm, sunny day.

Paid Companion

Eastview Place offers, when available, a paid companion service. For families who find that their loved one needs more 1-1 attention than what staff and activities provide, they can arrange for a companion to be with them. Things a paid companion might do would be to take a resident out for a walk/bike ride, coffee or just spend time puzzling/reading to a resident. This service is offered when a paid companion is available to meet these needs, arranged through the Social Worker, and can be paid directly from a residents trust account.

Pharmacy/Medications

Any medications ordered by your Doctor, as well as other medical supplies are ordered through the Pharmacy Services and given to you by your nurse. It is important that you do not use medications, laxatives or ointments without the knowledge and approval of your doctor. Medications generally should not be kept in your room. Medications are reviewed quarterly by the pharmacist, doctor and nurse.

Religious Programs

Religious programs are essential in developing our spiritual selves. These programs are intended to help residents to maintain or develop their religious beliefs.

Morning devotions run from Monday to Friday in the Chapel area, beginning at 8:45 am, and in Blue Ridge at 9:15 am. The first, third and fifth Monday's are Singing Devotions. Tuesday there is a small group worship at 10:45 am in Evergreen, Bible Story on Tuesday afternoon in Blue Ridge at 2:30pm and Thursday afternoon at 2:30 in Evergreen.

Every Sunday there is a Service at 9:30 am in the Chapel, provided by different Churches of the community. There are also in-room visits by the Chaplain upon need by the request of family or residents.

Resident/Family Voice

Resident/Family Voice is a group that meets regularly to discuss issues about living at Eastview Place. All residents and their families are welcome to attend. The Social Worker and Activity Director plan and run the meetings. The group meets about 5 times each year. Meeting notices, and minutes, are posted on the resident /family bulletin board.

Safety and Security

Every effort is made to make Eastview Place a safe home for all residents. A security system has been installed to protect residents at risk from wandering out of the building unsafely. Residents who require this protection will wear a wristband security device that causes exit doors to lock when the resident approaches the door. The wrist band security device is ordered when needed and is the resident's cost.

Fire drills are conducted on a monthly basis. The home has an automatic fire alarm, sprinkler system, and fire extinguishers throughout the building. Due to fire safety regulations, burning of candles or oil lamps is not allowed.

The front entrance door is locked at 9:30 p.m. and the hospital entrance is locked at 8:30 pm.

Social Work

The Social Worker is available to provide consultation and counseling 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 coordinates the resident care conferences and is available to meet with residents and families as needed. The Social Worker is also available to provide information and assistance to those on the list waiting to move into Eastview Place.

Special Interests

Residents wanting to pursue or develop hobbies, crafts or special interests are encouraged to do so and the activity department will be

happy to ensure that you are able to do so. Knitting, crocheting, woodwork, gardening, painting, quilting, Crokinole, Bingo, card games, watching television, radio and reading are some of the projects that are pursued. Other hobbies and crafts or special interests are welcomed and encouraged.

Spiritual Care

Eastview Place has a community sponsored Chaplain on staff as part of the resident care team. Our Chaplain provides 1-1 spiritual care and offers assistance to residents and families in need. The Churches of the community support the Chaplain through The Gardens on Tenth. The Chaplain conducts a devotional service every morning from Monday to Friday and a weekly afternoon Bible Story. Sunday morning services are conducted by local churches and coordinated by the Chaplain. The Chaplain is available to visit residents of any faith or to arrange for a visit from a specified denomination. The Chaplain can also provide in room visits at the request of the resident or family.

Volunteers

Eastview Place is blessed with a wonderful volunteer base. Many of the programs that we offer would not be available were it not for the strong support of our volunteers. Programs such as: outings, birthday parties, in-room visits, baking, coffee breaks, bingo, group reading, Bible study, in-room scripture, music, dinner companions and more. Families are encouraged to volunteer and feel a part of the Activity Department and Eastview Place.

CONVENIENCE SERVICES

Foot care

Routine nail care is provided by the nursing staff. If more specialized foot care is required the services of a Foot Care Nurse are available. 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 Trust account.

Hair care

The hairdressing shop is open every morning from Monday to Friday, from 9:00-11:30 a.m. Hair care is available on request. Arrangements for hair care are made through your nurse. See *Schedule of Charges* for hair care prices. The cost is the resident's responsibility and can be paid through the Trust account. If no account is established the resident or financial representative will be billed monthly. If you have a private hair

care arrangement, the use of the hairdressing shop can be arranged through the activity department. There is a cost to this service.

Internet

Family responsibility to connect with MTS for internet services.

Mail

Personal mail is delivered to each resident's room. Outgoing mail can be given to the receptionist for mailing. The cost of postage can be paid through the trust account. The address is Eastview Place Box 660, Altona, MB R0G 0B0.

Telephones

Each room has a telephone outlet. If you choose to bring in a telephone, the cost of the hook-up and the monthly bill are your responsibility. Arrangements for hook-up should be made directly with the telephone company.

Television

Arrangements for cable can be made directly with MTS at 1-204-225-5687. Satellite TV is available and arrangements can be made directly with the satellite provider at 1-888-554-7827. The cost of cable and satellite is your responsibility. For *Blue Ridge* admissions, initially will request that family **not** install TV/Phone as ringing/loud sounds can be confusing to some of the residents residing in this Neighborhood. Families are encouraged to call and nursing will bring you into a private area to chat as long as needed.

CONSULTANTS

Geriatrician

The services of a Geriatrician are available on a referral from your Doctor.

Salem Behavior Treatment Unit Resource Team

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

POLICIES

Confidentiality

The staff at Eastview Place 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.

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 also available to discuss your concerns. Most concerns can be successfully resolved through open discussion. If the issue is not resolved satisfactorily, it may be brought to the attention of the Director of Health Services.

Donations

Occasionally residents and families inquire about making donations to Eastview Place. Donations to Eastview Place are appreciated and are designated for items which would improve the residents' quality of life, but are not covered within the budget funds received from the RHA.

For donations to Chaplaincy, cheques should be made out to: "Gardens Chaplaincy".

Electrical Appliances / Electronics

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 potential for fire or injury: electric blankets, coffee makers, heating pads and other heat generating appliances are not allowed in the home. Eastview place has baseboard heat in each room that the resident can control themselves. Humidifiers must be cold mist, not hot mist.

Repair of personal items including furniture will be the responsibility of the resident/family. Residents who wish to have a small bar refrigerator should discuss this with the nurse or Social Worker. The upkeep and cleanliness of the fridge is the responsibility of the resident or family. Specifications must be discussed with maintenance prior to the purchase of a refrigerator, and an agreement may need to be filled out.

Televisions and cable T.V. are the responsibility of the resident. Large flat screen televisions are limited to a maximum of a 40" screen size due to the size of the room. If a resident prefers to mount the T.V. on the wall, contact the Physical Plant and Environmental Services Manager, for information regarding the appropriate mounting bracket. The maintenance staff will install the mounting bracket.

External Transfer

A resident may be transferred to hospital on the order of a Doctor. Any plans to transfer to another Personal Care Home should be discussed with the Social Worker.

Gifts

The Staff is employed by Southern Health – Santé Sud to provide resident care. Therefore, individual staff members are not permitted to accept gifts. Items such as chocolates, given to a group of staff are acceptable and enjoyed by all.

Health Directive/Advance Care Plan

If you have a Health Care Directive, please provide a copy to the Social Worker prior to admission. It will be placed on your health care record.

A discussion regarding an Advance Care Plan is held with residents and/or family at the time of admission. A form designating the requested Advance Care Plan is completed and placed on the Resident's health record.

Participation and Communication

The admission process provides you and/or your family with an initial opportunity to be involved in your care plan. Information regarding your needs, preferences, medical and social history is used to develop a personalized care plan. On-going communication between the staff, resident and family is encouraged to assist us in monitoring that the care plan continues to meet your needs. The nurse is the primary contact to coordinate care provision and is available on every shift. Resident Care Conferences are an opportunity for the resident and for family members to meet with staff to discuss care issues. A post-admission conference is held 6-8 weeks after a resident moves into Eastview Place. This conference is a time when the care plan is reviewed and assessed. It is also an opportunity to ask questions and discuss adjustment to living in a personal care home. An Annual Review conference will be scheduled one year after admission, and annually thereafter. Additional conferences can be scheduled as needed.

Pets

Pets are often enjoyed by many and visitors are welcome to have a pet accompany them when visiting. Pets must be on a leash or held when in the home. Because of health regulations, pets are not allowed in the cafeteria or dining rooms during meal times. Pets must have current vaccinations.

Photography and Privacy

We recognize that taking pictures of family and friends is a part of everyday life and special events. We ask that family and friends of residents ensure that pictures taken in Eastview are of ***your loved one only***. Any other residents should not be included unless they have given consent.

Resident Sign In and Out Verification

Family and friends are encouraged to take their loved ones out of facility for outings. However, we require that residents are signed out and signed in upon return so staff are aware of where residents are in the event of an emergency, or if they haven't returned by approximate time that nursing can call and inquire with those who took them out. Each nursing station has a sign in and out form made available.

Room Changes

To ensure that care needs are met, Eastview Place reserves 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.

Scent Free

For the health of all residents and staff, Eastview Place is a scent free home.

Slings

Residents who require assistance for transfers, (i.e. from bed to chair), are helped by staff as needed. Some residents require the use of a mechanical lift and these are provided in the facility. Both portable and ceiling track lifts are available. Residents who regularly require the use of a mechanical lift will require **two** personal slings. The cost of these slings is the responsibility of the resident/family. Family and/or resident

will be contacted regarding purchase and replacement as needed. See *Schedule of Charges* in your admission package for the cost of the slings

Smoking

Eastview Place is a smoke free facility. There is a designated smoking area outside for residents who wish to smoke. Resident's may smoke outside if they are able to do so safely and are able to dress and transport themselves unassisted. The designated smoking area for Eastview place is outside the main entrance. It is a minimum of 10 feet away from any window or door.

Storage

There is limited storage space in your room; therefore, we encourage you to store off-season clothing, suitcases, etc., off the premises. Eastview Place is unable to provide storage space for furniture or other personal items.

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 consider carefully which valuables you bring with you. You are encouraged to consider obtaining private insurance for items such as dentures, hearing aids, glasses and other valuable items.

Visitors

Your family and friends are welcome to visit you at any time. Children must be supervised by an adult. If a relative or friend wishes to remain overnight with seriously ill resident, arrangements can be made through a nurse.

Voting

All residents who are able to participate in elections are encouraged to do so. A Polling Booth is set up in Eastview Place for Civic, Provincial and Federal elections.

Wheelchairs and other mobility aids

The cost of wheelchair and other mobility aids is the responsibility of the resident.

The Occupational Therapist is available to assess wheelchair needs and 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 completed. After assessing the

needs of a resident, the Occupational Therapist will request a quote from the wheelchair company. This is provided to the resident and/or family. It is recommended that a wheelchair be trialed by the resident prior to a decision to purchase. A limited number of wheelchairs are available for rental from Eastview Place. See the Schedule of Charges for the cost of this rental. The rental of wheelchairs is generally an interim measure and provides the use of a wheelchair during the time of assessment by the Occupational Therapist.

Maintenance of Wheelchairs

Wheelchairs rented from Eastview Place will receive regular maintenance. 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.

EASTVIEW PLACE RESIDENT BILL OF RIGHTS

- 1) Every resident has the right to be treated with courtesy and respect and in a way that promotes the resident's dignity and individuality.
- 2) Every resident has their own care needs and has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with their needs.
- 3) Every resident has the right to have privacy in treatment and in caring for their personal needs.
- 4) Every resident has the right to keep and display in their room personal possessions, pictures and furniture in keeping with safety requirements and other residents' rights
- 5) Every resident has the right to designate a person to receive information concerning their well being and to make decisions concerning health care should the resident be unable to speak for him/her self. This person shall be designated as the health care representative.
- 6)
 - a) Every resident, or their health care representative, has the right to be informed of the resident's medical condition, treatment and proposed course of treatment.
 - b) Every resident or their health care representative has the right to give or refuse consent to treatment, including medications, in accordance with the law and to be informed of the consequences of giving or refusing consent.
 - c) Every resident has the right to have their personal health information kept confidential in accordance with the law.
- 7) Every resident has the right to a care approach that promotes personal independence. Whenever able, residents are free to select the clothing to be worn and their recreational activities.

- 8) Every resident has the right to privacy, to receive visitors and consult in private with any person without interference. This includes the right to meet privately with their spouse in a room that ensures privacy.
- 9) Every resident whose death is considered imminent has the right to have family members present twenty-four hours a day.
- 10) Every resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes without fear of restraint, interference, coercion, discrimination or reprisal.
- 11) Every resident has the right to be informed of services and programs provided by Eastview Place.
- 12) Every resident has the right to manage their financial affairs if able to do so. If a resident or their legal representative has entered into an agreement with the facility to open a trust account on behalf of the resident, the resident or their legal representative have a right to obtain a statement.
- 13) Every resident has the right to live in a clean and safe environment that meets provincial regulations and standards.
- 14) Every resident has the right to enjoy outdoor activity whenever possible.
- 15) Every resident has the right to choose social, cultural, religious interests to develop their potential.
- 16) Every resident has the right to live in as much of a home-like environment as possible.

**Eastview Place – Altona
Schedule of Charges
Effective August 2016**

Residential Charges - set by MB Health and is revised annually as determined by your Notice of Assessment.

Administration Fee: (Payable through the Trust fund) There is a onetime fee of \$75 upon admission – which includes clothing labels, room sign lettering and a nail care kit.

Resident’s Responsibilities:

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| Personal items such as: clothing, open back clothing, shoes, shoe laces, dry cleaning, special feeding aides, cosmetics, deodorant, mouthwash, toothpaste, denture cleaner, denture adhesive, facial tissue, combs, non-prescription lotions, creams, sunscreen, ointments, personal hygiene products(scent-free) where the resident prefers a type not supplied by the facility, support hose, compression stockings, compression garments, alcohol, shavers, seatbelts, newspapers. |
| Personal insurance for repair or loss of personal belongings |
| Repair and preventative maintenance contract for owned equipment |
| Hearing Aid and Batteries Repair/Replacement |
| Glasses/Exams/Repair/Replacement |
| Dentures/Dental Cleaning /Exams/Repair/Replacement |
| Oxygen canisters required for outings as per MB Health Guidelines and as per RANA Medical fees |
| Pharmaceutical agents not covered by the Pharmacare Program |
| Television, Satellite, Cable T.V., Telephone/Internet connection fees & monthly bills |
| Hairdresser (Haircuts \$14, Perms \$50, Color & Cut \$50, Sets \$14, Haircut & style \$18, Shampoo \$5.) |
| Hiring of additional private services such as Paid Companion, Foot Care & Private Bath |
| Handi-Van |
| Ambulance (as per Manitoba Health guidelines) Billing occurs by Southern Health |
| Mobility / Safety Aids: Wheelchairs, Walkers, Slings, Transfer pole, Sliders, etc. |

Eastview Place is not responsible for items that are lost or broken

The following items may be purchased at the Tuck Shop and billed through the Trust Fund:

Deodorant, Mouthwash, Toothpaste, Toothbrush, Denture Cleaner, Denture adhesive, Kleenex, Combs, etc.

The following Mobility / Safety Aides may be required:

Safe Client Handling Injury Prevention Program (SCHIPP) is a provincially legislated program to ensure staff and resident safety. The following mobility/safety aides may be required for safe resident care. If a resident is assessed to require any of the items below, the resident/family will be advised. The item will be ordered through the Altona Health Centre and billed to the resident.

- Sliders \$ 167.00
- Fall Mats \$ 360.00
- Hip Protectors.....\$ 70 – 75 plus GST & Shipping
- Mechanical Lift Slings \$ 320.00 (2 required)
- Tabs Monitor \$ 110.00
- Transfer Belts.....\$ 78.00
- Wander Guard Transponder \$ 175.00 (3 Year Warranty)
- Tube Sliders \$ 167.00
- Breeze Sheets\$ 100.00 (2 required)
- Seat Belts \$ 30.00
- Floor Sensor Mats\$ 358.00
- TED Stockings \$15 per stocking (2 required)

The following may be available for rental from Eastview Place subject to availability:

- Vertical Pole\$32.00/month
- Walkers \$32.00/month
- Wheelchairs \$36.00/month
- Fall Mats \$11.00/month
- Floor Sensor Mats\$10.50/month
- Bed Alarms \$17.50/month
- Tabs Monitor \$16.50/month
- Wander Guard \$17.50/month

The following private services are offered, as staff available, and available to be charged through the trust account:

- Private bath \$35/bath
- Paid Companion \$15/hour

Costs are based on the Southern Health-Santé Sud – Schedule of Charges, and are subject to change.

Map of Eastview Place

