

EMERSON PERSONAL CARE HOME
RESIDENT INFORMATION BOOKLET



Emerson Personal Care Home
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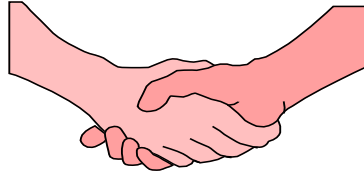
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WELCOME

The purpose of this handbook is to introduce you to Emerson Personal Care Home and to let you know what services are available to you while you live here.

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.

Southern Health - Santé Sud Values, Vision, Mission

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

Board ENDS

Healthy people and healthy environment

Accessible health services

Safe, people-centered, quality health care

Sustainable accountable and responsive health organization

PHILOSOPHY OF CARE

WE PRACTICE:

Interdisciplinary nursing, believing it is vital to include the services of a physician, Seniors Mental Health Team, dietician, pharmacist, recreation, music therapist, palliative care team, social worker 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 Emerson Personal Care Home.

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 support 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 providing, 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 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 though the Regional Health Assessment.

WE BELIEVE:

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

RESIDENT BILL OF RIGHTS

A committee composed of residents, and family members have developed the Resident's Bill of Rights. The Bill of Rights applies to all residents. Residents unable to speak for themselves due to mental or physical restrictions shall enjoy the same rights as other residents. The Bill of Rights is reviewed, and revised as necessary, and approved by Resident Council on an annual basis. The Bill of Rights reflects the feelings and wishes of the Residents as it pertains to their daily living experiences and it is the responsibility of the health care representative, family and staff to ensure that these rights are respected.

1. Residents will be treated with courtesy and respect and in a way that promotes their dignity and individuality.
 - a) *Staff will respect that resident rooms are their private areas.*
 - b) *Staff and visitors will address residents as 'Mr. and Mrs.' or a name of their choosing.*
2. Residents will be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs in an atmosphere that is as home-like as reasonably possible.
 - a) *Residents will be given freedom of choice in decision making.*
 - b) *Residents and families will be involved in daily care planning.*
 - c) *Resident requests to remain in bed in the a.m. will be respected whenever reasonably possible.*
 - d) *Residents will be offered the opportunity to select clothing to be worn daily.*
 - e) *Residents will be given opportunities to have input into daily menus.*

3. Residents or their legal representatives will have the right to give or refuse consent to treatment, including medication, in accordance with the law.
 - a) *Resident family members will be given opportunity to decide level of resident's medical level of intervention when resident unable.*
 - b) *Family member is able to change levels of intervention based on current health status.*
 - c) *Family members will be notified of any change in treatment plan or deterioration in health status.*

4. Subject to safety requirements and the privacy rights of other residents, residents will be encouraged to exercise their freedom of choice whenever possible.
 - a) *Residents will be free to exercise their choice of religion, language and cultural customs.*
 - b) *Residents will be allowed to communicate and visit with friends, family and others in private.*
 - c) *Residents will be offered an opportunity to choose their recreational activities.*
 - d) *Residents will be allowed to decorate their rooms with their own personal items taking into account space and safety.*

5. Residents will be afforded reasonable privacy while being treated and cared for.
 - a) *Staff will close doors and curtains when providing care to residents.*
 - b) *Staff will offer explanations of procedures prior to completing.*
 - c) *Staff and visitors will knock before entering resident's room.*

6. Residents will be provided with a safe and clean environment.
 - a) *All floors and bathrooms in resident areas will be kept clean and free of debris as per facility policy*
 - b) *Agitated residents will be kept away from other resident rooms whenever possible.*
 - c) *Electric equipment such as fire alarms and Roam Alerts will be functioning at all times.*

7. Residents will have the right to communicate and meet with their legal representative as often as necessary and in private if desired.
- a) *Resident's decision making will be respected.*
 - b) *Resident's right to confidentiality will be respected.*
 - c) *Staff person to contact their legal representative when resident is physically or mentally incapacitated.*

HISTORY

Emerson Personal Care Home has 20 beds and is administered by the Southern Health–Santé Sud. It is located at 28 Main St. Emerson and it opened in 1979. We are culturally diverse. We provide an Adult Day program 2 days per week as an outreach community program.

ACCOMODATIONS/FACILITES

Emerson PCH has accommodations for 20 residents. Each resident has a private room with attached bathroom. There are two wings. Each wing has 10 rooms. There is one main dining room, Friendship room and fenced in backyard with deck.

PREPARING FOR YOUR NEW HOME

Once your application has been passed through panel with your home care co-ordinator , the Client Services Manager/designate at the Emerson Personal Care Home will send you or your designate an acceptance package, including a letter stating that you have been accepted. The “Regional Personal Care Home Information and Policy Handbook” along with the facility specific information hand book will accompany your letter.

We recommend that you call the Client Services Manager/designate for a tour of the facility in order to familiarize yourself with our services.

PREPARING FOR YOUR NEW HOME

The Client Services Manager/designate is available to answer your questions regarding the admission process and life at the Emerson Personal Care Home.

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 10:30 a.m. The Nurse will meet with you on arrival and will show you the features of your room and help familiarize you with the area in which you will be living. An admission meeting will follow at 10:30 a.m. The Client Services Manager/Nursing/designate will introduce you to members of the interdisciplinary team, talk about the assistance you require and answer any questions you may have regarding preferences in order to develop a 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, preferably no wool or clothing made from shrinkable material. Ironing services are not provided. At EPCH clothing will be labeled for you. There is a one-time charge to cover the cost of labels. Seven complete changes of clothing are necessary. For safety, shoes should have non-slip soles and a comfortable heel height. Please refer to "If the Shoe fits... A footwear guide" that accompanies your letter. If you use 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. With a physician order split back clothing is exempt from GST. Please discuss with nursing staff or the Social Worker if you have questions about any specialized clothing needs.

The housekeeping department will label each item of clothing when you arrive. When an addition is made to your wardrobe, leave your items with a nursing staff member, who will then forward it to housekeeping for labeling. Once your items have been labeled, they will be returned to your room. Please ensure that all members of the family are aware of having clothing labeled as this decreases the risk of disappointment due to loss.

Toiletries

You are responsible to provide your own toiletries such as Kleenex, two combs, two brushes, creams, powder, preferred lotions, two deodorants, toothbrush, denture adhesive, shaver, after shave, finger nail clipper and toe nail clipper, etc.

Please note that the facility is a scent-free facility.

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 machine washable pillow for your bed. Please provide two for laundering purposes. Personal items will be labeled to prevent loss. 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 your own favorite personal chair, Leather or vinyl is recommended as family is responsible for cleaning of soiled furniture. Electrical lift chairs are also permitted.

You may choose to have a television, telephone and/or computer in your room. All costs associated to these items (ie, satellite, phone or internet connections are your responsibility). Please discuss this with the Client Services Manager/designate 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.

For safety and housekeeping, it is important that the room is not over-crowded, and that personal furniture is suitable. Floor mats/rugs, swivel or rocking chairs are not recommended, due to the safety hazard for you as well as other residents.

Housekeeping staff will do day-to-day cleaning. If incontinence is an issue, chairs with fabric are not recommended. We require that you or your family arrange to have personal furniture professionally cleaned when soiled.

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

Shelving

For safety reasons, all shelving must be pre-approved by maintenance. Please discuss with the Client Services Manager/ Nurse.

Finances

For additional information refer to the Regional Personal Care Home Resident and Family Information Handbook.

Please ensure you bring your Notice of Assessment for the last taxation year as this will determine your room rate charges. We request to provide either 2 - VOID checks or bank approval for withdrawal forms.

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 also be needed.

Room Rates

See the Regional Personal Care Home Information Handbook.

The method of payment will be discussed with the administration and person responsible for resident's finances on the day you move in. We recommend that you pay your rent by automatic withdrawal (pre-authorized payment).

Income Tax

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.

One Time Charges

Upon admission there is a \$50.00 administration fee, which covers the cost of clothing labels and the resident trust account administration.

Resident Trust Account

As a service to you, the EPCH has a small internal banking system called the Resident Trust Account. There is a one-time charge to set up this account. Each resident/family is responsible for establishing a trust account, and is encouraged to deposit approximately \$100.00. This money may be withdrawn by the resident to purchase personal items as well as cover the cost of expenses such as meals incurred on outings, hairdressing, barber service and equipment rental charges.

To reduce the risk of loss we recommend that resident's 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 regular basis.

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

1. The Canada Pension Plan includes:

Disability Benefits for disabled contributors and their dependent children.

Retirement Benefits - monthly taxable benefit to retired contributors.

Survivor Benefits – include the death benefit, the survivor benefit, and the children's benefit. Children Rearing Drop-out Provision – if your children were born after December 1958 and you left the labor force or reduced your participation in it to care for a child, you may be eligible to have a child rearing drop-out provision applied to your pension account.

2. Allowance Program/Allowance for the Survivor program.

3. Old Age Security.

4. Guaranteed Income Supplement and Involuntary Separation.

5. Veterans Benefits

If you served in the Canadian military or with an allied force, you may be entitled to personal care home benefits through Veterans Affairs Canada. Let your social worker/designate know of your service.

6. Employment and Income Assistance Program.

7. 55 + Manitoba Income Program

Therapeutic Recreation Services

The purpose of a therapeutic 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 therapeutic activities that encourage growth and promote health. "Therapeutic Activities are the outward expression of the inner self."

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

The Therapeutic 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 Therapeutic Recreation department will assist you to achieve an optimum quality of life, which is most beneficial to you through the programs and services offered.

Monthly calendars are posted in each room with a schedule of activities and therapeutic recreational opportunities for the month. Daily activity programs are posted on the activity board. Your family and friends are welcome to join you for any of the scheduled therapeutic recreation programs. We are always looking for ways to improve our therapeutic recreation department, and welcome any suggestions or recommendations you may have.

Spiritual Care/ Religious program

We support residents' needs for spiritual care. Upon admission resident/advocate are asked to sign a disclosure to spiritual providers. We encourage residents and their families to inform their spiritual care providers of an admission to EPCH in order to maintain continuity in spiritual 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 Friendship Room at times specified on the notice board.

Services specific to a particular denomination may be arranged on request of the resident/family member.

Music Programs

Music has non-verbal, creative and emotional qualities. It is used to facilitate contact, interaction, self-awareness, learning, self-expression and communication. EPCH has a music therapist that attends bi-weekly as well as many other groups of entertainment, hymn sings, and sing-a-longs.

Baking

Food provides many pleasing benefits – just think of the smell and taste of fresh buns. Baking offers the resident opportunities for socialization, meaningful work and physical movement – and residents love the end results!

Outings

Outings help the residents to remain connected with their community. We take trips to parks, restaurants, local communities, leisure drives through the country, or anywhere the residents want to go locally. Costs incurred in using the Handi-Van or other expenses (i.e. food) will be billed via the resident trust account. If you have questions concerning outings, please contact therapeutic recreation department/designate.

Special Interests

Residents wanting to pursue or develop hobbies, crafts or special interests are encouraged to do so and the therapeutic recreation department will be happy to ensure that you are able to do so. Knitting, crocheting, 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.

Volunteers

We are supported 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, one to one visits, baking, coffee breaks, bingo, storytelling, music, companions and more. Families are encouraged to volunteer and feel part of our care home. Volunteer information is available if you are interested in volunteering.

Event Bookings

Our facility has space for smaller events; family gatherings (refer to Food Services for more information), birthday parties, meals or get-togethers can be accommodated. Families need to make arrangements and reservations for the friendship room, dining room and backyard by contacting the Therapeutic Department/designate. In the summer a gas barbecue is available in the patio area for residents and families. We ask that the family provide the barbecue tools and clean the barbecue after using it. Any damage to facility supplies must be repaired or replaced.

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 in consultation with a registered dietitian plans the menus.

Meals are served at:

Breakfast	8:15 a.m.
Lunch	11:45 a.m.
Supper	4:30 p.m.

Nutrition/Beverage breaks are provided between meals for you.

Guests for Meals

Residents may have guests for meals, but must arrange for this in advance with Dietary department. There is a limit of 2 guests per resident. Dietary department requires a minimum of two hour notice prior to the meal to accommodate your visitor/guest.

NOTE: Guests are required to pay for their meals and coffee at prices posted in the dining room

Dietary staff will maintain a list of individual food preferences and will accommodate these preferences when possible. Weekly menu schedules are posted within the care homes. A sandwich or left over entrée may be available as an alternative to the scheduled meal plan. Food services staff requires 24 hour notice from residents requesting an alternative meal.

Family Gatherings

Family gatherings may be held in the Friendship room/dining room or patio (when weather is appropriate) at any time unless another function has already been booked. Dining Room is available between 1:15 -3:15 pm and after 7 pm.

1. Various sizes of coffee carafe are available for use, but the coffee used is not supplied by the facility.
2. Coffee, cream and sugar can be supplied for a preset fee.
3. Bring your cutlery, napkins, cream and sugar. These items are not supplied by the facility.
4. Disposable dishes are to be supplied by family. These items are not supplied by the facility.
5. Any damage to facility supplies must be repaired or replaced.
6. If a room is booked, it is the responsibility of the family or group, to clean the area before leaving, i.e. dishes, garbage wiping of tables, etc.
7. Contact recreation/dietary services if any questions.

Special Occasions Meal/Family Style

EPCH Family Style Dinners are held on the following special occasions Easter, Thanksgiving, and Christmas. Guests are welcome and are asked to notify the Dietary department.

Residents are allowed two guests each.

1. Unless otherwise noted Family Style Dinners will be served at 11:45 a.m.
2. We are accommodating 20 guests for the Family Style Dinners.
3. Cost of meal to be paid to the kitchen staff either before or after the meal.

Housekeeping Services

The goal of housekeeping staff is to provide a safe, clean and comfortable home. We request if you have fragile ornaments in your room that the responsibility is for yourself /family to dust these items.

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 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 labeling, before using, to avoid lost or misplaced laundry.

The family must take care of hand washables and articles for dry cleaning.

If your family wishes to take your laundry home, please arrange this with your nurse.

Some residents, due to their physical condition, need their clothing altered to facilitate dressing/undressing (e.g. Velcro added; back of shirts, dresses opened up, etc). This is the family's responsibility. The mending of residents' clothes is also the responsibility of each resident or his/her family/designate.

The utmost care is taken when laundering residents clothing, to avoid loss or damage.

However, we are not responsible for replacement. It would be helpful if you and/or a family member would periodically sort through clothing, closets and drawers and remove items that do not fit, are worn out or are no longer in use.

Maintenance

Maintenance staff looks after the repair and upkeep of the home to provide a safe and comfortable environment. Requests for maintenance services should be made through your nurse. (ie review electrical equipment, hang pictures for you in your room)

All major repairs to personal items, is the responsibility of you or your family member.

Professional Services

Dietician

A registered dietician reviews all your dietary and nutrition requirements and is available for consultation and advice on a bimonthly basis.

Laboratory and X-ray

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

Medical Services

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. Residents have access to a physician at any time should the need arise. The access is arranged through the nurse.

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, registered psychiatric nurses, licensed practical nurses and health care aides. An integrated care plan is developed in collaboration with the resident and their family in meeting their needs and promoting a sense of wellbeing. Residents and their 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 occupational therapist will meet with 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 occupational therapist is needed prior to any wheelchair purchase. (See information - re: wheelchairs.)

Pharmacy Services

The provincial program covers the cost of most medications prescribed by the doctor. The nursing staff does the dispensing of these medications. Medications are reviewed four times a year –by the Doctor, nursing and pharmacist.

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.

Pharmacy requests 2 days' notice for residents and their family members wanting to leave the facility for a short period – day or weekend- Please advise the nurse as medications will be safely packaged for your outing.

Each year the flu vaccine is offered to the residents of the EPCH. It is a requirement of the facility to receive consent for the vaccine. The Public Health Office and the College of Physicians and Surgeons of Manitoba recommend this vaccine.

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 is also available to provide information, and counseling to those on the list waiting placement.

Resident Council

Resident council meetings will be held every second month a year- (five times a year), under the direction of the 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 on the monthly calendar. Family members or resident advocates are welcome and encouraged to attend. Minutes of these meetings will be distributed to all residents.

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 wanderers from leaving the building. A Roam Alert bracelet is applied to those residents who are assessed at risk for leaving. The front door will lock automatically when a resident wearing a Roam Alert approaches. All other doors are locked and require that a code or button be pressed to release the lock. The back yard is fenced with a lock on the gate, which allows all residents an opportunity to go outdoors and remain safe. There is a nurse call system in all resident rooms, bathrooms, and tub room, which is easily accessible by the resident. All doors to the stairwells are either alarmed or locked.

The Emerson Personal Care Home meets the requirements under the Manitoba Fire Code.

Additional Services

Foot care

The nursing staff provides routine nail care. If more specialized foot care is required the services of a 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 certified foot care nurse. The cost is the responsibility of the resident and can be paid through the trust account.

Hair care

The hairdresser is a contracted service; we strive to have hair services weekly on site. The cost is the resident's responsibility and can be paid through the trust account. Please contact therapeutic recreation services if any questions.

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.

Telephone/Satellite Television/Internet

Residents may have their own phones installed in their rooms. The contacting for services / repairs/ costs associated the phone/ satellite television/ internet are the responsibility of the resident/families/designate.

Newspaper

Daily or weekly newspaper delivery is available on request. Please arrange payment with the agent.

Consultants:***Dental Hygiene Services***

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

Seniors Consultation Team

This team focuses on Geriatric Mental Health, Geriatric Medicine, and provides an outreach service to our facility, which assists in the treatment and management of behavior that pose a risk for safety. This includes consultation in assessment, behavioral 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 Resident and Family Information Handbook for further information.

Admission- Your participation, Your care

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. A 8 week post-admission and annual conference are held after a resident moves into the care home. This conference provides an opportunity to ask questions, and discuss your adjustment to living in a personal care home. Social Worker /designate will contact you to arrange the 8 week and annual conferences.

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 Resident and Family Informational Handbook, Personal Health Information 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 is also 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, concerns will be brought to the appropriate senior manager within the Southern Health–Santé Sud. Please see Regional Personal Care Home Resident and Family Informational Handbook for further information.

Donations

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

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 including furniture will be the responsibility of the resident/family. Residents who wish to have a small refrigerator should discuss this with the nurse. The upkeep and cleanliness of the fridge is the responsibility of the resident or family. 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.

Transportation

Please refer to Regional Personal Care Home Resident and Family Information Handbook.

Gifts

The staff is employed to provide quality 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.

Infection Prevention and Control

To help prevent infection, please wash your hands upon arrival and departure from our facility. 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 refer to Infection Control of the Regional Personal Care Home Resident and Family Information Handbook

Health Directive/Advance Care Planning

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

A discussion regarding Advance Care Planning is held with residents and/or 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. Refer to 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. Because of health regulations, it is the responsibility of the visitor to clean up after their pet. Pets are not allowed in the dining room. We request that visiting pets are clean, social and have up to date vaccinations. 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, Transfer Belts and Sliders

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. Residents who regularly require the use of a mechanical lift will require two personal slings. Residents who require a slider/transfer belt for safe client handling purposes; will require to purchase two sliders and /or one transfer belt. The cost of these slings, sliders and transfer belt is the responsibility of the resident/family. Slings must be replaced every 4 years when deemed unsafe to ensure the safety of the resident, and the replacement cost is the responsibility of the resident/family.

Smoking

Our facility is a smoke free environment.

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

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. Arrangement can be made through the nurse if a relative or friend wishes to remain overnight with a seriously ill resident. It is essential that family and friends remain part of the resident's 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 the facility for civic, provincial and federal elections.

Wheelchairs and other mobility aides

The resident is responsible for the purchase and cost of their own wheelchair and other mobility aides is the responsibility of the resident.

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 completed.

A limited number of wheelchairs are available for 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 occupational therapist will request a quote from the wheelchair company, which will then be provided to the resident and/or family.

Maintenance of Wheelchairs

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 the facility receive regular maintenance.

Equipment rental rates

Equipment rental rates are reviewed annually. Appendix I at the end of this document is the most current list of monthly equipment rental charges. Equipment rental charges will be charged to the resident's trust account. Rental rates are subject to change.

EMERSON PCH EQUIPMENT RENTAL CHARGES:

<u>ITEM</u>	<u>CHARGE</u>	<u>PAYABLE</u>
1. Wheelchair	\$36.00	Monthly
2. Walker	\$32.00	Monthly
3. HTR chair	\$36.00	Monthly
4. Transfer Pole	\$ 3.00	Monthly
5. Bed/Chair Alarm	\$10.00	Monthly
6. Roam Alert	\$17.50	Monthly
7. Spenco Mattress	\$10.00	Monthly
8. Fall Mats	\$11.00	Monthly

O: September 1994

R: Sept 2016