

Welcome to the Centre de santé St. Claude Health Centre

**Handbook for clients awaiting placement in
Transitional Care**



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Welcome

Welcome to the Centre de santé St. Claude Health Centre. Our staff are eager to help you get acquainted with your new surroundings. We are here to see that you are happy and comfortable while in our care.

This handbook contains useful information about our services and procedures. We will be happy to answer any questions you and your family may have.

History

In the 1950's, the community of St. Claude recognized the need for improved medical and nursing services. Some services were provided at a small nursing home; however, more serious cases had to be referred to other communities further away.

In 1955, the community was granted approval for construction of a hospital by the Manitoba Government by December 1956.

January 21, 1957 marked the arrival of three *Filles de la Croix* nuns to guide the undertaking of the opening a new hospital. Under the sure hand of Sister Adrienne and her Sisters, the ten bed and seven bassinet nursing unit began caring for the sick members of the community. Recognition will always be upheld for the Sisters' devotion and care for our hospital.

In the early 1970's, it became evident that a personal care home was needed in our community. Fundraising took place under the name of Manoir St. Claude and the government matched the funds that were raised.

Construction on the Pavillon began in 1981 with the official opening taking place in January of 1982. Since then, the eighteen-bed personal care home has consistently had a high occupancy rate. Renovations were made to the hospital at the

same time to accommodate a more central location for the dietary and laundry departments.

In December 2005, the hospital underwent a shift in services: Emergency services were curtailed and the hospital became a Transitional Care Unit.

The St. Claude & Haywood Wellness Centre opened in September 2013. It comprises the medical clinic, a privately owned pharmacy, a community owned and operated fitness room. Home Care Services, Public Health, Community Mental Health, a Social Worker and a Registered Massage Therapist also occupy space in the Wellness Centre.

Residents' Bill of Rights

The Residents' Bill of Rights and Responsibilities was developed by the Resident and Family Council in February 2000. Consequently, the St. Claude Pavillon personnel endeavours to ensure compliance with the rights stated here within – this through the establishment and supervision of relevant directives, services and personnel.

The following document consists of basic rights, not privileges.

I, the resident, have the right to autonomy and self-determination, assuming I am competent, safe, and accounted for, including:

- The right to informed consent to or refusal of care, medication or treatment (in accordance with the law);
- The right to designate a person to act on my behalf if I am unable;
- The right to manage my own finances;
- The right to free contact with and visits to and from friends and family;
- Freedom of movement both within and outside the Pavillon;
- Freedom in my exercise of religion and use of language;
- Freedom in my exercise of civil rights;
- Freedom to participate or not in the activities of the Pavillon;
- The right to keep and consume alcohol in my room;
- The right to control my consumption of food and beverages;

- The right to use and arrange my room as I see fit;
- The right to dress as I wish, and to expect proper care of my clothing.

I have the right to privacy and confidentiality, including:

- Complete confidentiality of medical records and personal information;
- Privacy during treatment and care;
- The right to privacy with regard to personal correspondence;
- The right to be alone and to exclude others from my room;
- The right to privacy in communicating with others.

I have the right to information and consultation on all matters that concern me, including:

- The right to free access to medical records and files;
- The right to be consulted on proposed care and treatment;
- The right to be informed and consulted on Pavillon policy;
- The right to be informed of the names and positions of Pavillon staff;
- The right to be informed of pertinent family and community information.

I have the right to freedom of expression, and the right to be heard, including:

- The right to participate in the Resident & Family council;
- The right to participate in a committee of beneficiaries or the right to vote for a candidate of my choice;
- The right to help set the policies and participate in the organization of the Pavillon;
- The right to lodge a complaint and have it acted upon.

I have the right to freedom of association, including:

- The right to receive or visit friends and family of my choice;
- The right to associate or not with other residents of the Pavillon.

I have the right to be treated with courtesy, respect and consideration, including:

- Freedom from any form of abuse or exploitation;
- Freedom from neglect;

- The right to die in peace and dignity with family present;
- The right to be addressed as I wish.

I have the right to consistent and appropriate care, treatment and accommodations, including:

- The right to a stable and predictable routine;
- The right to a stable, safe and clean environment;
- The right to consistency in the assigning of staff to my care;
- The right to a comfortable, well-heated, well-ventilated room;
- The right to appropriate food and clothing;
- Access to protected outdoor areas;
- Assistance in becoming as independent as possible.

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

- Consideration for my own and others' well-being and safety;
- Consideration for the smooth running of the Pavillon.

If I suffer from dementia and am considered not competent, I have the right to have my decision-making respected, keeping health and safety issues in mind:

- If I say “no” to something you want me to do, please respect that decision;
- If I do something you disapprove of, please respect that decision if it causes no harm;
- If my decision-making has harmful consequences, I have the right to receive explanation and non-coercive persuasion from staff. If I am in immediate and severe danger, I have the right for you to intervene for my safety and later discuss the issue with the multidisciplinary team and my family;
- If my decision-making has long-term negative consequences, I have the right to have a multidisciplinary team, including my family discuss whether or not my decision will be honoured. The questions listed below will be considered prior to having my life choices set aside for someone else's decision-making. (Note: These questions are from the resident's perspective.)
 - What would you say if I were well?
 - If you force me to comply, what kind of damage will you be doing? Will I be afraid? Will I get depressed, angry and aggressive? Is there a chance that because of your

treatment, I will get frustrated enough that you will consider putting me on chemical or physical restraint?

- Is my behaviour really a health and safety issue for me or is it a question of staff frustration and convenience?
- Will the positive consequences of your treatment outweigh the negative consequences of going against my will? Even if the answer is “yes”, please consider all the other questions before making your decision.
- How does your decision add to the quality of my life?
- If you force your decision upon me, will I feel humiliated and dehumanized? Will I feel like I am being treated like a child instead of being treated like the adult that I am?

Admission Day

Your first day at the Centre de santé St. Claude Health Centre may be stressful. Although this is a temporary stay until you are admitted to the personal care home of your choice, we suggest you take the time to unpack. Please note that, based on client needs and/or new admissions, you may be moved to another room.

Care

Assessing, planning, implementing, and evaluating a client’s care is an ongoing process.

Including you and your family in this process is very important to us. Ways you can participate in care planning include:

- Being very open with us on a daily basis, advising us of your needs, likes, and dislikes;
- Participating in the Admission Conference, the six-week post-admission Care Conference and annual Care Conference (if applicable).
- Participating in the Resident and Family Council;
- Completing surveys when circulated.

Please help us make your stay at the Centre de santé St. Claude Health Centre a pleasant one that meets your individual needs.

Resident and Family Council

The Resident and Family Council consists of clients, family members and the Manager. Together, the group reviews and initiates various projects of interest to clients. Issues and concerns of client quality of life are discussed.

The Council meets every two months. You and your family are welcome to attend meetings.

The information bulletin board, located next to the nursing station, holds advertisements, Council meeting minutes, and notices that may be of interest to you.

What you should bring

We encourage you to make yourself at home by bringing familiar items. Please note that you will be responsible for your personal belongings and their upkeep. You may wish to wear valuables such as jewellery, or ask your family to safeguard valuable items for you. We recommend that you insure your personal valuables with a carrier of your choice. Here are items that you may wish to consider:

Linens

We provide all linen (sheets, blankets, bedspreads, pillows and towels). If you want, you may bring your own blanket, bedspread and pillow. All personal items must be labelled.

Personal clothing

All clothing must be labelled. The facility can provide and attach labels to your clothing for a small fee.

We will provide hangers for your clothing.

If you are wheelchair bound, you may need adaptive clothing such as open-back trousers, shirts/blouses and pyjamas/night gowns. Adaptive clothing makes getting dressed more comfortable, easier and safer for both and staff. The following stores carry this type of clothing:

- Ashley's Adaptive, Winnipeg
- Reliable, Winnipeg
- Rolling Spokes, Brandon
- Softlined Fabrics Adaptive Clothing, Winkler
- Silvert's Adaptive Clothing (online shopping)

Personal items

Miscellaneous items:

Cordless razor Deodorant

Shampoo and conditioner

Kleenex

Toothbrush, with a wide handle and a soft head

Toothpaste

Hairbrush or comb

Denture cleanser and adhesive

Electrical equipment: All electrical equipment must be checked by our Maintenance staff prior to being placed in the room, then regularly as part of our preventative maintenance program.

Television: A television and a VCR/DVD player that you may use are located in the lounge. A wall-mount that can accommodate a 26" flat screen television is provided in each room.

Westman TV is available upon request for a monthly fee payable to the facility through your trust account.

Mail: Upon admission, you will be responsible for changing the address on all of your correspondence. Your new address will be:

(Your name)
c/o Centre de santé St. Claude Health Centre
Box 400
St. Claude, MB R0G 1Z0

Your mail will be delivered to you daily, Monday to Friday. Postage may be purchased at the Administration Office, who will also ensure that your outgoing mail reaches the post office.

Newspapers: Complimentary Winnipeg Free Press newspapers are available for your reading pleasure. If you wish to receive your own copy of the Winnipeg Free Press, you can subscribe by calling 1-800-542-8900 or by visiting their website at www.winnipegfreepress.com.

Telephone: Each room in the Transitional Care Unit has a telephone drop. If you wish to have your own phone line, you or your representative must contact BellMTS at 204-225-5687 or visit their website at www.bellmts.ca. Please note that staff will not answer phones in client rooms.

Services

Community handivan

The St. Claude & Haywood Community Handivan may be booked in advance by family for clients who have mobility challenges.

- Single passenger: \$14
- Two passengers and more: \$7 per person

Plus:

- \$13.00 per hour waiting time
- \$0.65 per kilometer, return mileage
- No mileage charge within town limits (St. Claude)

Dietary

A Dietitian is available for food and nutrition counselling.

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

Financial services

Daily residential charges: Daily residential charges are payable monthly in advance on the first day of the month. Pre-authorized debits can be set up with your choice of financial institution.

Trust account: Every client should have a trust account. This account allows you quick access to small amounts of money when you need it and allows the Centre de santé St. Claude Health Centre to pay, on your behalf, for services you choose to purchase such as Westman TV, hairdressing, handivan outings, etc.

A detailed statement will be sent to you or your representative every month. Upon receipt of a statement showing an outstanding balance, you or your representative are responsible to not only remit the outstanding amount immediately but to ensure that sufficient funds are available to cover, at least, the following month's expected expenses.

If you need help with any of the financial services, please contact the Administrative Assistant.

Foot care

The nursing department will provide basic nail care. A private nursing foot care service is available for clients who require more comprehensive foot care. Clients are responsible for the costs involved.

Hairdressing

A hairdresser comes to the Centre de santé St. Claude Health Centre on a weekly basis. Let the nursing staff know if you would like services at their next visit. Hairdressing fees will be billed to your Trust account.

Housekeeping

Rooms are cleaned daily except on Sunday. A light dusting is done once a week and a complete dusting is done once a month. Once a year, walls are washed and floors are stripped and waxed.

We ask that families periodically declutter nightstand drawers and closets.

If you have questions or concerns, please contact the Housekeeping-Laundry Lead Hand.

Lab & X-Ray

A phlebotomist comes to the Transitional Care Unit routinely to take blood samples. When x-rays are required, clients are transferred to the most appropriate centre. Clients are responsible for transportation costs.

Laundry

Laundry services are available every day except on Sunday.

When bringing in or purchasing clothing items, please make sure that they wash well, have strong seams and will not shrink or crease easily as we use industrial machines that run at high temperatures.

The facility is not responsible for lost or damaged clothing items.

The laundry staff will do minor repairs to your clothing, but major repairs and alterations remain your family's or your responsibility.

If you have questions or concerns, please contact the Housekeeping-Laundry Lead Hand.

Maintenance

Maintenance staff is available to provide services in our facility. Please inform the Nurse in Charge if any repairs are needed in your room.

We can do minor repairs on personal items, but major repairs remain your responsibility.

Massage Therapy

A Registered Massage Therapist is based at the St. Claude & Haywood Wellness Centre. Clients and their families are responsible to book their own appointments and pay for the cost of these services.

Medical care

You will be under the care of one of our medical providers who alternate medical care.

Our medical providers visit clients once a week. Families who wish to meet the medical providers are encouraged to do so at that time or to make an appointment at the Clinic.

Emergency care is available through 24-hours coverage of an on-call physician. If transfer to an acute care facility is required, you will be transferred to the most appropriate location.

You may consult specialists if you wish. Please inform us of any scheduled appointments and confirm with the specialist that the Centre de santé St. Claude Health Centre's medical provider is aware of the recommendations and required follow-up.

Music Therapy

A registered Music Therapist comes to the Centre de santé St. Claude Health Centre twice a month and provides the following programs:

- Diversional music programs for larger groups designed to encourage participation.
- Smaller group therapeutic music programs focusing on enhancing and stimulating clients' social, emotional, cognitive and physical abilities.

Nursing

A complement of Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses and Health Care Aides provide twenty-four hour nursing care.

Pastoral care programs

The following programs are offered to Roman Catholic clients:

- The Sacrament of Reconciliation (confession) is available upon request.
- Mass is generally held once a week in the Pavillon dining room, based on the availability of the parish priest.
- The Rosary is said daily in the Pavillon living room.
- The Sacrament of the Sick is provided annually and upon individual request.

Clients of non-Catholic denomination are welcome to invite a spiritual leader to provide services as necessary.

Pharmacy

Pharmacy services are available through the Southern Health-Santé Sud Long-term Care Pharmacy. Pharmacy drugs covered by Pharmacare are paid for directly by Manitoba Health.

Recreation

Recreation programs are designed to meet the needs and abilities of every client. Programs are provided for large and small groups as well as individuals. Monthly activities calendars are posted in

each client's room and in the hallway of the Transitional Care Unit.

Most programs are held in the Pavillon dining room, living room or outdoors when the weather permits it. Recreation equipment is available in the recreation storage room and the Pavillon multi-purpose room for families, friends, and clients to use (i.e. checkers, cards, crib and other board games).

Here are some of the activities that we offer:

- Baking
- Weekly bingo
- Cards
- Crafts
- Decorating
- Entertainment
- Exercises
- Various games
- Gardening
- Meal-of-the-month
- Movies
- Outings
- Pub night
- Reminiscing

Special events: Some popular events held throughout the year include pet day, baby day, Festival du Voyageur and mini-Olympics. Students from both local schools and children from the local daycare also visit from time to time.

Work tasks: If you are looking for meaningful tasks to fill your spare time, you are welcome to assist with folding laundry, peeling potatoes, cutting vegetables, etc.

Your family and friends are welcome to join you for any of the scheduled activities and events.

Safety

Fire drills: Fire drills are conducted once a month. Steps to take in case of a fire are posted in English and French in each client's room.

Wanderguard/Code Alert: In order to ensure the safety of clients who have a tendency to wander, Code Alert transmitters are available. A special bracelet worn by the client automatically locks exit doors and alerts staff as to their whereabouts. A monthly rental fee is applicable.

Smoking: The Centre de santé St. Claude Health Centre is a smoke-free facility for all clients, visitors, and staff. A designated smoking area is located behind the garage at the rear of the Pavillon.

Any assistance and/or supervision required by clients to smoke will be the responsibility of the client's family. The Centre de santé St. Claude Health Centre and its staff are not responsible to assist and/or supervise smoking clients. Clients may opt to hire a companion to assist them.

Clients who wish to quit smoking may have access to smoking cessation resources.

Telephone

General phone	379-2211
Client phone	379-2211, extension 2233

Visiting

Visiting is strongly encouraged as this can be a source of interaction and stimulation that brings a sense of satisfaction for residents.

Because our clients live in a community of others, we ask that visitors be considerate of other clients. Small children should be under constant adult supervision.

Of note, visiting may be restricted for critically ill residents at the discretion of the Nurse in Charge.

We provide safe access to outside areas that are available to clients and visitors.

Volunteers

We are fortunate to benefit from the assistance of volunteers for activities such as bingo, decorating, outings, walking, singing, etc.

Families and friends interested in volunteering their services can contact the Manager. We would love to hear from you!

Respectful workplace

Southern Health-Santé Sud is committed to creating and sustaining a vibrant, healthy, safe and caring work environment for its staff and volunteers. To do so, all staff and volunteers will be treated with respect, honesty and dignity. A respectful workplace supports the physical, psychological and social well-being of all staff and volunteers. This encompasses a workplace in which:

- Staff are valued;
- Communication is polite and courteous;
- People are treated as they wish to be treated;
- Conflict is addressed in a positive and respectful manner; and
- Disrespectful behaviour, harassment and workplace violence are addressed.

Safe Client Handling & Injury Prevention Program (SCHIPP)

The Safe Client Handling & Injury Prevention Program (SCHIPP) has been developed to ensure both client and staff safety for situations such as assisting a client to move in bed, helping them

walk or sit in their wheelchair. Our staff, and at times the regional Occupational Therapist, will determine what type of assistance a client needs based on what the client is able to do. Our staff members are required to follow the Program's guidelines to ensure our clients' safety as well as their own.

Scent-fragrance awareness

Southern Health-Santé Sud supports a healthy work environment for its employees, physicians, volunteers, clients and visitors to its facilities.

The use of scented and fragrant products is discouraged. This includes but is not limited to, colognes, perfumes, after shave products, lotions, powders, deodorants, hair products, smoke or tobacco, scented fabric softener, cleaning products, air fresheners, and highly scented flowers.

Vacating the room

Once a room has been vacated by a client, all clothing and personal belongings are to be removed from the room within one business day of the vacancy.