



Vita Personal Care Home



Welcome to Vita Personal Care Home
Resident and Family Information
Booklet

Contents

Message from the Manager	3
Welcome	4
Our Mission, Vision and Values	4
Resident Bill of Rights	5
Adjustment to Long Term Care	7
Working with you to plan your care	8
Your Health Care Team	9
Moving In	13
Clothing and Laundry Services.....	14
Telephones and Cable Services.....	15
Internet	16
Smoking Policy	16
Alcohol Policy	16
Removal of Personal Belongings	17
Hairdressing.....	17
Volunteer Services	17
Pet Policy	17
Personal Hygiene Items	18
Visiting Hours	18
Social and Temporary Leave.....	18
Food Services.....	19
Advanced Care Planning.....	19
End of Life Care.....	19
Funeral Arrangements.....	20
Activity Programs.....	20

Resident Council	20
Financial and Legal Information	21
Residential Charges	21
Financial Responsibility.....	21
Additional Fees.....	22
Protection for Persons in Care Act.....	23
Vita Personal Care Home Abuse Policy.....	24
Personal Health Information Act	24
Restraint Usage	25
What is a restraint?.....	25
Why, when and how are restraints used?	25
Restraints and Resident Safety	26
Least Restraint	26
Environment and Safety.....	27
Fire and Disaster Drills	27
Infection Control	27
We want to hear from you.....	28
Facility Contact Information.....	28
Useful Phone Numbers	28

Message from the Manager

Thank you for choosing the Vita Personal Care Home. We know how much you want your loved one to feel secure, happy, and safe with their new caregivers. We understand that trust is a process that is earned, that caring for your family member is a privilege we don't take lightly, and how stressful this process can be for you.

From day one, we will treat your family member like one of ours. Our task in that first 72-hour period is to ensure that your loved one feels reassured, secure, and to address any concerns you or your loved one may have. Going the extra mile to ensure residents are content and satisfied with their decision to join our community is the priority of all staff members.

We can't wait until you meet some very special caregivers we are proud to have on our team. Your loved one will rave about them. For them, health care is a craft built on a foundation of concern, kindness, and compassion. As the Manager, it is my responsibility to ensure our team of caregivers respects the rights of every resident living in the home. Our goal is to build a community of people helping people; a community of social responsibility.

The leadership team has high expectations for maintaining a culture of integrity and engaging in best-practices for all employees. For our caregivers, health care is their chosen profession.

For us, the mission is ongoing; our person-centered care approach and thriving culture of unmatched awareness will ensure your loved one is in good hands.

I look forward to meeting you soon.

Amelia MacDonald-Sommer RN
Vita and District Personal Care Home Manager

Welcome

We are pleased to welcome you to the Vita Personal Care home. We hope to make moving in as easy as possible for you and your family. You will probably have many questions and it is our hope that this handbook will help answer them. We also encourage you to ask staff here at the care home if you have any questions or concerns.

Our Mission, Vision and Values

The Vita Personal Care Home is part of the Southern Health Region operated by the Southern Health- Santé Sud Health Authority.

Our Vision

Healthier people. Healthier communities. Thriving together.

Our Mission

Partnering with our communities, we provide safe, accessible and sustainable people-centred health care.

Our Core Values

Healing Compassion, Purposeful Innovation, Respect for all,
Pursuit of Excellence, Uncompromising Integrity

Resident Bill of Rights

Purpose

To ensure that residents rights are clearly articulated and accessible to residents, their families and staff.

Objective

To promote understanding of resident rights amongst residents, family members and staff.

Rights

Every resident has the right to information and freedom of expression:

- To be informed of those matters which directly concern him or her within the center
- To be informed of his or her medical condition, treatment and proposed course of treatment
- To have access to his or her health record in accordance with the facilities policy
- To give or refuse consent to treatment, including medication, and be informed of the consequences of giving or refusing treatment
- To expect staff to identify themselves and the role they serve
- To have access to the procedures for initiating complaints or recommendations
- To have access to any law, rule, or policy affecting the operation of the center
- To own and display personal property in his or her room adhering to the safety requirements and the rights of other residents

Every resident has the right to privacy:

- To be afforded privacy in treatment and in caring for his or her personal needs
- To communicate or meet in private with any person without interference
- To send and receive correspondence without any interference
- To expect that his or her personal, financial, and medical records will be kept confidential and will be revealed only when essential

Every resident has the right to hold responsibility and participate:

- To make choices about his or her personal life or to designate a responsible party to act on his or her behalf in the event that health conditions preclude personal representation
- To retain his or her autonomy and to receive assistance towards independence consistent with his or her abilities
- To choose whether or not to participate in activities and to participate at a pace appropriate to him or her
- To organize, or belong to an association, and to express his or her opinions, recommendations and suggestions in the form of a Resident council.
- To pursue social, cultural, religious or other interests
- To exercise the rights of a citizen to raise concerns without any form of reprisal
- To manage his or her finances in accordance with the law

Every resident has the right to respect and dignity:

- To be treated with courtesy, dignity and respect in a way that fully recognizes the client's uniqueness and individuality. Indicative of this respect is to honor the wish of the resident to be addressed as he or she desires
- To be properly sheltered, fed, clothed, groomed, and cared for in a manner consistent with his or her needs
- To live in a clean, safe and home-like environment
- To be free from all forms of abuse
- To die in peace with dignity and comfort in the presence of his or her family and friends
- To enjoy outdoor activity through access to protected areas on the facility property

Adjustment to Long Term Care

Moving into a long-term care facility is not easy. It is a difficult decision that usually comes at a time in a person's life when there have been many changes, turmoil and unknowns. Many families would say the decision to admit someone they love to a long-term care facility is one of the hardest they have had to make.

For a newly admitted resident, the move to a long-term care facility may feel like he or she has lost his or her independence, role, and peer support. By becoming involved in the decision making, talking openly about the move and the changes, the anxiety of moving can be lessened.

For families of newly admitted residents, the move to a long-term care facility can trigger many questions such as: Have I done the right thing? How will the staff know Dad or Mom as well as I do? How will they know what he or she needs? Can I forgive myself? For some families these questions continue long after admission, but for most, the trust and connections with staff decrease these concerns and questions

To help residents and families in the move to long-term care, some suggestions in making the move easier include:

- Become involved in all decisions related to your or your loved ones care
- Share information with the staff and the health care team about yourself and family
- Ask questions
- Talk openly about the move
- Focus on the positive
- Personalize the resident's room
- Ensure the resident has enough personal supplies and clothing
- Get involved in the activities of your loved one
- Visit when both resident and family feel comfortable

Working with you to plan your care

At the Vita Personal Care Home we strive to provide “People-Centered Care”. This involves the question - What Matters To You?

What matters most to you and your loved one? What would you like us as health care providers to know about you? What do you need in order to feel comfortable and safe? What is important to you in your care journey?

This means that we want to understand each resident’s desires, goals, and values along with their personal experiences, family situations, social circumstances and lifestyles. We want to get to know you and ensure we are meeting your needs.

A member of the care team will contact you and your family prior to admission, and complete a thorough assessment and interview on admission day.

Within six to eight weeks of permanent placement at Vita Personal Care Home, you and your family will be invited to attend a post admission conference where questions and concerns about your care will be addressed. Your suggestions and comments are important to us at these conferences. As well, please feel free to approach staff to discuss daily care issues and concerns.

As a means of continuing follow-up, the team will formally review your care plan quarterly and schedule an annual review each year to provide you and your family with an update on your care and services. As always, your participation in the review will be invaluable as we continue to plan for your care.

Your Health Care Team

The following professions may take part in your care at Vita Personal Care Home depending on your particular care needs.

Manager

The Manager has responsibility for providing leadership and guidance to the entire health care team within the Vita and District Health Center. The manager is responsible for ensuring our facility meets Manitoba Health Seniors and Active Living- Personal Care Home Standards as well as adhering to the mission, vision and values of Southern Health-Santé Sud. The Manager works collaboratively with other team leaders and members to achieve the desired client/patient/resident/family experience and outcomes.

Clinical Resource Nurse

The Clinical Resource Nurse (CRN) is responsible for promoting quality resident care. The CRN works with residents, families, nurses, and the care team. The CRN provides clinical expertise, consultation, support, education and leadership. As well, the CRN takes part in research including setting up evidence based best practice care and ensures quality control initiatives are implemented.

Nursing Care

Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses, and Health Care aides provide 24 hour care. They are available to help you as needed with your activities of daily living and to ensure your health care needs are met.

Doctor/Nurse Practitioner/Medical Care

Vita Personal Care Home provides 24-hour medical coverage as follows:

- Your attending doctor/nurse practitioner conducts biweekly rounds and will attend to any urgent medical needs, as determined by nursing assessment from 8:00 am and 4:00 pm
- An On-call doctor is available from 4:00 pm to 8:00 am
- If we are unable to meet your medical needs onsite, residents will have the option, based on their advanced care directive and their verbalized wishes, to be transferred to a tertiary care center for further assessment

Emergency Response

Vita Personal Care Home has limited capacity to respond to emergency situations. If as part of your advanced care plan you indicate a wish to be resuscitated if your heart stops, we will call 911. Our team will provide basic life support until the paramedics arrive and transport you to the closest emergency department.

Social Worker

Our Social Worker is responsible for providing residents/patients/families counselling services and can mediate any concerns between residents, patients, families and their health care providers. They also assist in providing support for individuals moving into the Vita Personal Care Home and monitor their progress, adjusting support as necessary.

Clinical Nutrition Services

A Registered Dietician will assess your nutrition needs shortly after admission and is available to address any concerns you may have related to your nutritional well-being. The Registered Dietician will set up the proper meals to help manage your medical conditions and can help you make healthy, informed decisions about nutrition and food.

Pharmacy

The Pharmacist works with the doctors and other team members to see that medications are suitable and available. Specialized pharmacy services and expertise are available to those with complex health issues. Drug reviews, and health assessments are done regularly to ensure the best course of treatment.

Occupational Therapy

The Occupational Therapist (OT) will assess your functional level. The OT will make recommendations for adaptive equipment such as a wheelchair, raised toilet seat, dressing aids, and splints that can help improve or maintain your functional abilities.

Physiotherapy

Physiotherapy services provides assessment, treatment, education, and management of physical impairments, injury or pain. Physiotherapy is dedicated to enhancing quality of life through restoring, maintaining, or maximizing movement and function ability.

Foot Care

Advanced foot care is available on a fee for service basis by foot care professionals. Nursing staff will speak to you about foot care services on admission day.

Diagnostic Services

Diagnostic services available to residents at the Vita Personal Care Home include: laboratory services, X-ray, and the ability to complete electrocardiograms. Lab services are available Monday-Friday 0830 am until 4:00 pm. X-ray services are available Monday & Thursday 0830 am until 4:00 pm

Additional Services offered in the Region

Respiratory Services

Respiratory services includes diagnostic testing and therapy services that are currently offered at Bethesda Health Center.

Speech Language Pathologists

Speech language pathologists screen, assess, identify, and treat: speech, language, voice, fluency, and swallowing and feeding problems. They also provide staff with interventions that can be used to assist residents with safe feeding and swallowing.

Prosthetics and Orthotic Specialists

Prosthetics and Orthotic services are available to residents. You can utilize these resources if you have a referral from your doctor or a prescription for artificial limbs, braces or orthopedic shoes. Manitoba Health does not cover some of these services and you may be responsible for paying for them.

Seniors Consultation Team- Geriatric Mental Health & Geriatric Medicine

Geriatric Mental Health focuses on assessment, diagnosis and treatment of complex mental health disorders uniquely occurring in late life.

Geriatric Medicine is the branch of medicine which is concerned with the prevention, diagnosis, treatment and social aspects of illness in older people.

Mobile Dental Hygiene

Dental Hygiene is available on a fee for service basis by a licensed mobile dental hygienist to provide preventative care to the resident in their own space without having to leave facility. Manitoba Health does not cover these services and you will be responsible for paying for them. Please speak with the CRN if you have any questions about fees or services provided.

Moving In

Resident rooms contain a twin sized bed, a 6-drawer dresser, a nightstand and a built-in closet. We encourage residents to personalize their rooms. This may include bringing in pictures, comforters, plants, radios, or something meaningful. Some rooms allow for a small piece of furniture such as a chair or an additional dresser, but as not all rooms are the same size families are encouraged to speak with the CRN prior to moving in extra furniture.

Families may be asked to remove items if there is a safety concern identified for residents or staff. The facility reserves the right to move a resident within the facility to accommodate the changing needs of the resident(s). Please speak with the CRN if you have any questions about this facility right.

Electrical appliances must meet CSA or UCL standards. Electrical equipment must be inspected by our maintenance staff prior to use to ensure safety. Electrical cords, phone or television cables need to be run safely along the walls to prevent tripping or entanglement. It is at the financial cost of family to provide extra materials if necessary, to safely install the item. The facility has the right to refuse electrical appliances if they do not meet the standards.

Personal refrigerators are allowed in resident rooms. Cleaning and defrosting of the refrigerator is the responsibility of the resident's family. All food and beverages kept in your room must be in sealable containers. The resident and/or family must be responsible for discarding these items when they are outdated.

The housekeeping staff clean the resident rooms once a day. If the resident has many personal possessions such as ornaments or picture frames, the housekeeping staff is not able to dust these items. Vita Personal Care Home asks that you keep items to a reasonable amount.

The Vita Personal Care Home is **not responsible** for missing or damaged resident items such as heirlooms, hearing aids, eyeglasses or dentures. Families are encouraged to get insurance for these types of items. Residents are strongly discouraged from leaving anything of value including money in their room.

Items that are not allowed in Resident Rooms include:

- | | | | |
|--|------------|--------------|-------------------|
| Toasters | Hotplates | Kettles | Candles/Sparklers |
| Heaters | Microwaves | Irons | Pocket Knives |
| Matches | Lighters | Scatter rugs | Electric Blankets |
| Portable fans (without CRN/Infection control approval) | | | |

Each resident room, bathroom, all public bathrooms, the tub and shower rooms are equipped with a call bell system. This call bell system allows residents to alert staff when they require additional assistance. You will be provided orientation to how the call bell works on admission day.

Clothing and Laundry Services

You will need to bring your own clothing with you when you move into the care home. When you bring clothing in you will have the option of purchasing labels for a small fee or your family would be responsible for

clearly labelling all articles of clothing. All clothing items require a clear label. Vita Personal Care home provides regular laundry service for resident clothing. You may choose to use this service or family may continue to provide laundry support if they wish. Some items may not be suitable for wash using the institutional process and may need to be taken home by family or dry cleaned.

Tailoring

Staff in the laundry department will provide minor repairs to clothing at no charge. This includes sewing on buttons, along with repairing minor rips and tears.

Off Season Clothing

Clothing requirements change with the season or with changes in the resident's condition. Family needs to check in the spring and fall to ensure seasonable clothing is available, discard any clothing that is worn or does not fit and take home off-season clothing. There is no ability to store seasonal clothing items at the care home. Please discuss any specific clothing questions with the nursing staff or CRN

Telephones and Cable Services

Telephones

Residents may have a phone in their room at their own expense. The Care Home does not provide personal phones and does not cover the cost for residents and patients to have a phone. Arrangements need to be made by the resident or their family to have phone services installed. This can be done by contacting Manitoba Telecom Service (MTS) at 1-204-225-5687 or www.mts.ca. Phones for resident use can also be found at the Nurses' station of the PCH.

Television and Cable services

Vita Personal Care Home provides television with cable services in the lounge area for residents. Individual residents who wish to have televisions and cable service in their rooms may do so and will be responsible for arranging the initial set up of the cable service and the monthly charge. Size limits for televisions do exist, so please check with the CRN before bringing one to the facility.

Internet

Vita Personal Care Home has limited WIFI internet access. WIFI is currently only available in the Resident Chapel. If resident's wish to have internet access in their rooms they can do so by contacting MTS who will set up internet access in the resident room.

Smoking Policy

Smoking is considered both a health hazard and a fire hazard. Visitors, volunteers and staff cannot smoke on Vita Personal Care Home property. Residents may smoke only in assigned smoking areas.

Alcohol Policy

Residents of the Vita Personal Care Home may have alcoholic drinks. Residents are responsible for buying their own alcohol and nursing staff will store the alcohol in a safe place for residents to have when wanted. Residents are encouraged to discuss their desire to have alcoholic beverages with the nursing staff and their doctor to ensure there are no medication interactions or harmful side effects that may come from consuming alcohol.

Removal of Personal Belongings

In the event you are no longer a resident at Vita Personal Care Home, your family must arrange to remove your personal belongings within 48 hours. The care home does not have sufficient storage available. Please discuss arrangements with the CRN.

Hairdressing

Hairdressing services are available in Vita Personal Care Home at a reasonable cost. Please talk with the CRN, Social Worker or the nursing staff to arrange appointments.

Volunteer Services

People are encouraged to volunteer at the facility to help maintain a link with the community. They also complement the work of staff by providing you with additional services and comforts. Volunteers can visit residents, help at meal times and during recreational programs. Please speak with the activity department supervisor for more information on volunteering within the facility.

Pet Policy

Pets may visit the personal care home, but may not visit in any area where food is being served. Pets must be healthy, clean, free from fleas and other parasites, and up-to-date on rabies shots and distemper vaccinations. A record of vaccinations, signed by the veterinarian should be available if requested by the PCH. Pets should be restrained at all times. This means a collar and short leash (3-4 ft.) for dogs and a harness and leash for cats. Animals should never be left unattended. Cats, small dogs, and other small animals are best transported to and from the PCH in a pet carrier. The animal must be obedient and house-broken with the handler having complete control over the animal at all times with no excessive noise,

unfriendly behaviour towards other animals or people. The pet must not get underfoot in a situation where it could trip a resident or staff member. Owners must respect the fact that not all people are comfortable with animals and be aware of residents who have allergies or asthma. Pet owners must check with staff before allowing the pet to interact with other residents

Personal Hygiene Items

Residents are responsible to buy personal hygiene items such as toothpaste, deodorant, nail clippers and so on. Residents are encouraged to purchase an electric razor for shaving as straight razors are not allowed due to the safety risk that they pose.

Visiting Hours

Visiting is strongly encouraged in our personal care home. Residents and their visitors can benefit from a visit. Visits can be a good source of interaction and stimulation that brings a sense of mutual satisfaction. Children are encouraged to visit, but small children should be under adult supervision at all times. The personal care home has no set visiting hours but visitors are encouraged to be considerate of other residents and their families when visiting at a later hour.

Social and Temporary Leave

Before leaving the facility, residents or their families should tell the nursing staff about the times of their departure and their anticipated return arrival date to the care home. The facility sign out record needs to be completed for anyone that is leaving the facility even for short amounts of time. The daily residential charge remains in effect during any period of social absence. The facility waives all responsibility for the care and wellbeing of the resident while on leave from the facility.

Food Services

The dietary department provides residents with well balanced meals to meet nutritional needs. To promote a home like atmosphere we serve a relaxed breakfast, allowing the resident to wake up and come for breakfast at their own leisure. Breakfast is served from 0700-1100. Besides mealtimes, snacks and drinks are available during the day and evening. If your family wishes they may bring in your favorite foods. Please let us know what you think of the food that we serve. We want to ensure mealtimes are a pleasure for everyone and welcome your suggestions. Families are invited to order meals and eat with their loved ones as well. We just ask that you notify the kitchen ahead of time how many people to expect. You can do this by calling the PCH nursing desk.

Advanced Care Planning

Advance care planning is a process of reflection and communication. It is a process that involves dialogue, knowledge sharing, and informed decision making. It is a time for you to reflect on your values and wishes and to let others know what kind of health and personal care you would want in the future if you were to become incapable of consenting to or refusing treatment or care. Staff within the care home will work with you and your family on move in day to gain an understanding of your wishes and goals and help you create an advanced care plan. If you already have an advanced care plan in place or living will please bring this with you on admission day.

End of Life Care

As part of the care journey we will provide end of life care to the resident in the personal care home. This will ensure the resident is treated with respect and dignity and pass away in their home environment. The Palliative care team is available by consult to assist with end of life needs.

Funeral Arrangements

As part of the admission process you will be asked to provide us with any information about advance funeral arrangements you may have. This information is helpful for staff to have so they can help families at a difficult time.

Activity Programs

The Vita Personal Care Home is proud to offer a structured therapeutic recreation program designed to enhance the physical, social, mental, physiological, and spiritual needs of each individual. Professionally trained staff design and implement innovative programs for our Residents to participate in. These programs cover a broad spectrum of content and are designed to strive to meet the individual needs of our residents.

Some of the activity programs offered include games, exercise programs, entertainment, crafts, church services, bible stories, trips to community establishments and art programs.

Each month a calendar of events is posted in each resident room along with at the nursing desk. Extra copies are also available on the family bulletin board located by the nursing desk. Families are encouraged to come out and participate or volunteer with the facility programs.

Please assist the activity department by filling out the recreation/activity assessment form provided to you on admission and return back to activities. By filling out this form it will assist the activity department with creating an individualized recreation plan for your resident.

Resident Council

The purpose of Resident Council is for the residents and their families to share ideas and concerns in a comfortable non-judgemental environment. By virtue of being a resident of the Vita PCH, you are already a member of the Resident Council and are welcomed to attend and encouraged to participate in the Residents Council Meetings.

The Vita PCH Resident Council is held in a town hall style and follows a term of reference. The Resident Council also has an executive council committee that is made up of residents that are elected each year.

If you are not able to attend the Residents Council Meeting, the minutes are posted on the Resident and Family Board for you to read. If you have any questions or concerns regarding Resident's Council, please see the activity department.

Financial and Legal Information

Residential Charges

All long term care residents and hospital patients paneled for long term care are charged a per diem fee, established by Manitoba Health. The rate you are charged is based on your previous year's income. Your residential rate will be reassessed annually. Residents or their legal representative are responsible for payment of any assessed charge. An appeal process can be initiated under certain circumstances by contacting the Vita Administration office for more information.

Financial Responsibility

It is recommended that you make arrangements in advance so that personal and financial affairs are handled properly if you become physically or mentally incapacitated. A common method of doing this is by an enduring power of attorney. If a person is incompetent and no Power of Attorney is in place, a Committee may be appointed by the court or, in the case of the Public Trustee, by the Chief Provincial Psychiatrist.

On admission, you or your legal representative will be asked to sign a responsibility for payment form, and supply a copy of the document naming a legal representative that is Power of Attorney or Committee.

A pre-authorized debit service, cheque, or cash can pay residential charges, television and cable service fees, and other incidental expenses. For your convenience and safety, the pre-authorized debit is recommended.

Additional Fees

Services that are outside of the Personal Care Home benefits of Manitoba are the financial responsibility of the resident. These services include:

- Any uninsured ambulance trips
- Transportation for trips to Medical Specialists, Diagnostics Tests, Dentists, Optometrists and any other non-medical emergency trips will be at the cost of the resident. If an escort is needed to accompany a resident to one of these appointments the cost of the paying the escort is also the resident's responsibility.
- Any uninsured pharmaceutical agents
- Purchasing or labeling of clothing
- Major repairs or alterations to clothing
- Dry cleaning
- Cosmetics, deodorants
- Newspapers
- Personal phones
- Television/cable
- Internet services
- Fee for service charges including haircare, and foot care
- Any services provided by chiropodists, podiatrists, audiologists, chiropractors, optometrist, acupuncture
- Eye glasses, hearing aids, dentures
- Alcohol and tobacco products
- Any costs associated with the purchase or rental of specialized equipment including:

- Walkers
- Wheelchairs
- Specialty chairs
- ROAM alerts/bracelets
- Canes
- Pressure relieving cushions
- Commode chairs
- Raised toilet seats
- Over the toilet bars
- Slings for mechanical lifts
- Tube Sliders
- Breeze Sheets
- Transfer Belts

Protection for Persons in Care Act

Enacted in May 2001, the *Protection for Persons in Care Act* enforces the protection of persons in personal care homes and hospitals from mistreatment-physical, sexual, mental, emotional or financial. This legislation creates a formal process for reporting, investigating, and resolving allegations and suspicions of abuse in health care settings.

Operators of health care facilities must maintain a reasonable level of safety and protect patients from abuse. Under the legislation, concerned citizens and staff working in health facilities have a duty to report suspected abuse or the likelihood of abuse by anyone to the Minister of Health or his designate at the Protection for Persons in Care Office.

Residents or their family members may contact the Protection for Persons in Care Office as follows:

Phone: 204-788-6366 (toll free at 1-866-440-6366)

Fax: 775-8055

E-mail: protection@gov.mb.ca

Web site: www.gov.mb.ca/health/protection

Vita Personal Care Home Abuse Policy

Abuse as defined by the *Protections for Person In Care Act* refers to: any mistreatment, whether physical, sexual, mental, emotional, financial or in a combination of any of them, that is reasonably likely to cause death or that causes or is reasonably likely to cause serious physical or psychological harm to a person, or significant loss of the person's property.

Vita Personal Care Home supports providing the highest quality of care for residents and patients, and strives to maintain a positive and safe working environment for staff. Vita Personal Care Home will not tolerate abuse towards any residents and patients. All residents are to be treated with dignity and respect by all staff always. Vita Personal Care Home will investigate all allegations of abuse and will take whatever action is appropriate under the *Protection for Persons in Care Act*.

Personal Health Information Act

The Manitoba Personal Health Information Act (PHIA) ensures that your personal health information is protected. At Vita Personal Care Home, we believe your health is a private matter. We collect, record, store, use or disclose any fact about you and your health in keeping with Manitoba's PHIA. Personal health information includes your name, address, and Personal Health Identification Number (PHIN); facts about your health, health care history and the care you have been given; and facts about payment for your health care. Under this law, you have the right to:

- Access your personal health information and health records
- Request corrections to your records
- Have your information kept confidential
- Make a complaint to Manitoba's Ombudsman's Office about access to your personal health information, or about how it is collected, stored, used, or disclosed to others.

Restraint Usage

What is a restraint?

A restraint is any restriction/reduction of voluntary movement or freedom implemented to ensure the safety of self, others, or the physical environment.

A physical or mechanical restraint is a device that a person cannot remove at will and which restricts freedom of movement. Examples include seat/lap belts, full and $\frac{3}{4}$ length bed rails, chair trays and certain chairs.

An environmental restraint is any barrier that restricts free personal movement which serves to confine residents to specific areas. Examples include removal of a cane or walker, isolation, or the use of wheelchair brakes to prevent a person from wheeling away.

A chemical restraint is any medication given for the specific and sole purpose of inhibiting a behavior or movement (e.g. pacing, wandering, restlessness, agitation, aggression or responsive behavior) and not required to treat the resident's medical or psychiatric symptoms.

Why, when and how are restraints used?

- To promote the safety and security of a resident or other residents
- To prevent falls
- To help a resident stay in the proper position
- After a thorough assessment process which considers things like changes to medications, medical factors like infection or pain, environmental factors like lighting and noise and psychological or emotional factors like anger or loneliness
- After all other means of protecting or helping a resident have been exhausted – **as a last resort**
- In consultation with the health care team and the resident and his/her family or substitute decision maker

Restraints and Resident Safety

The use of restraints has not been shown to decrease falls or injuries. In fact, nearly all people fall at one time or another. In some cases, restraint may actually increase the risk of injury in the event of a fall.

Restraints may increase agitation in some people. If physically restrained the resident may become frustrated and agitated at not being able to move freely and at will.

A chemical restraint may cause drowsiness and result in an unsteady gait, increasing the risk for a fall.

When given a choice, a resident may choose to risk falling in order to maintain their independence, comfort and dignity.

If there is an emergent need to keep a resident or others from imminent danger a restraint may be applied before the family or substitute decision maker is consulted. They will be consulted as soon as possible thereafter.

Least Restraint

We adhere to a philosophy of 'least restraint'. This means that we attempt to use the method of keeping a resident safe that is the least restrictive over the shortest time period possible. Restraint use is reassessed regularly.

Restraint use will follow a team assessment process and after consultation with the resident and/or their family or decision maker. After receiving information about the restraint, the resident or family will be asked to provide a verbal or written consent. The time the restraint is in place will be determined by the resident response and any observed changes.

Environment and Safety

Vita Personal Care Home is committed to providing and keeping a safe and healthy environment for its residents, visitors, volunteers and staff. Workplace hazards are identified and addressed and all safety, health and environmental requirements are met or exceeded.

Vita Personal Care Home believes in encouraging residents to move throughout the facility with as much freedom as they wish. For our protection and safety, all hallways and washrooms are equipped with safety handrails. The facility has an electronic security system to prevent those residents at risk of getting lost from wandering out of the building. This alerts staff when an individual who is at risk tries to leave the building.

Fire and Disaster Drills

Fire and Disaster Drills happen regularly in the facility. These drills are needed to ensure that staff know how to respond quickly and safely in the event of a fire or disaster. During these drills the alarm will sound and can make a lot of noise. Do not be concerned, remain calm and await direction from staff.

Infection Control

To protect yourself and others, use the hand rub at the entrance doors, in each of the resident rooms and in the hallways. Wash your hands often. If you must cough or sneeze, use a tissue or your upper sleeve to cover your mouth, and then wash your hands. Ask your health care provider to do the same, and to wash their hands before they provide you with care. Please refrain from visiting the facility if you are ill.

We want to hear from you

You are an active participant in your health care and health care decision making and we appreciate and value your feedback.

If for any reason you have any concerns or wish to share a positive experience, you are encouraged to speak to your health care provider. If you still have more to share please contact:

Manager -204-425-3804 ext. 6003
Clinical Resource Nurse -204-425-3804 ext. 6019

If your concern or feedback is not acceptably attended to, you may contact our Regional Office at 1-800-742-6509.

Facility Contact Information

Residents are able to receive mail at the care home and families are encouraged to send mail to their loved ones as they wish. Our facility mailing address is listed below:

Vita Personal Care Home
P.O Box 160
Vita, MB
R0A 2K0

Useful Phone Numbers

Personal Care Home Nursing Desk	204-425-3325
Manager	204-425-3804 ext. 6003
Administration Office	204-425-3804
Hospital Nursing Desk	204-425-7763
Clinical Resource Nurse	204-425-3804 ext. 6019
Social Worker	204-425-3804 ext. 6001