



## Welcome Guide

### Pineview Lodge

400 6<sup>th</sup> Ave East  
Box 2105, Nipawin, SK S0E 1E0  
T: 306.862-9828

## Vision

Healthy people in healthy communities.

## Mission

Working together to improve the health of people.

## Values

### Accountability

*We demonstrate integrity & commitment to ethics by accepting responsibility for the quality of the work we do & the results we achieve.*

### Transparency

*We commit to building confidence & trust in the organization through honesty, openness & the sharing of information.*

### Respect

*We recognize the importance of diversity & value the contributions of all, treating people with sensitivity & dignity.*

### Excellence

*We aspire to achieve continuous improvement through diligent effort, both individually & collectively.*

### Engagement

*We collaborate with our clients, colleagues & community partners to support meaningful outcomes & positive relationships.*

## Welcome

Kelsey Trail Health Region Board, staff and residents of Pineview Lodge welcome you. Your new community will support your health, well-being, comfort and quality of life. Moving into a long term care home can be an overwhelming experience for the new resident and their families. We recognize that your move means change for you and for your family. You will be settling into a new home and new community.

This booklet provides both general information about Kelsey Trail Health Region and more specific information on what to expect at Pineview Lodge. We encourage you to ask questions and talk to your health care providers.

Pineview Lodge is a long-term care facility dedicated to providing a caring environment, offering physical, social, emotional and spiritual support and including a holistic approach to quality care. We have 96 private beds within a single level facility, including two respite beds. Pineview Lodge is divided into three resident areas including a 10-bed dementia care unit.

Admission to long term care begins with Home Care and is coordinated by the Access Review Committee (ARC) who review and make recommendations for placements to long term care facilities in the Kelsey Trail Health Region. The ARC is a single point of entry for long term placement and temporary respite, this provides clients of Kelsey Trail Health Region a common assessment point to identify needs and appropriately match client needs to the available long term care resources within long term care. At Pineview Lodge patient and family centered care is about providing respectful, compassionate, responsive care that meets the needs, values, cultural backgrounds, beliefs and preferences of resident's and their families by working in partnership with them.



## Resident Rights & Responsibilities

Every long term care home in Kelsey Trail Health Region strives to create a sense of community. Living in a long term care home, you can expect to enjoy the same rights and responsibilities that belong to all members of society.

Life is experienced differently as a member of a long term care community because of individuals varied preferences, needs and abilities. Open communication, mutual respect and flexibility are our core foundational principles that enhance life in long term care. These principles also contribute to healthy workplace environments for care team members. It is through mutual commitment to these principles that community is created. Members of your care team will deliver service that reflects the rights of all residents.

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### Resident Rights

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You have the right to:

1. Be treated with consideration, respect and dignity.
2. Participate, to the degree you choose or are able to, in the planning and carrying out of your care and activities where your values, needs, and preferences are central. This means:
  - ✓ You will be supported to maintain your cultural and spiritual values and beliefs and to have them respected and incorporated into the planning of your care.
  - ✓ You will be supported to maintain ongoing communication with care team members to ensure important information is shared.
  - ✓ Your care team is responsible to be familiar with your care needs. You will be informed of the options and expected outcomes of any medical decisions you make.
  - ✓ Your care team will explain your medical conditions, care and treatments and you will be supported in your right to make decisions.
  - ✓ Your care team will do its best to help you understand discussions about your care and well-being, (e.g. through translation, communication boards or other types of assistance).
  - ✓ You will be supported to maintain your independence to the greatest extent possible. You will be involved in setting goals and developing strategies to achieve them (e.g. maintaining continence or walking)
  - ✓ You will be provided opportunities for physical and meaningful activity.
  - ✓ You will be asked to designate someone such as a family member or friend to make decisions and to speak on your behalf, in the event that you are unable to do so (e.g. health care decisions)

- ✓ You will know the names and roles of the people providing your care (care team members will wear nametags and identify themselves).
3. Express your thoughts, feelings, make suggestions and to have them acknowledged and responded to without fear of negative consequences. This means:
    - ✓ You have the option to participate in resident councils
    - ✓ Your team will assist you, if needed to express your thoughts, feelings and suggestions through translation or other types of assistance.
  4. Have your privacy respected. This means:
    - ✓ You will be offered options for privacy during your personal care.
    - ✓ You will be offered options for privacy during toileting.
    - ✓ You will have the option to communicate in private and to receive visitors.
    - ✓ Your private and personal information will not be shared with people not involved in your care.
    - ✓ Your care team will knock before entering your room.
  5. Have personal belonging and furnishings in the home recognizing space limitations and safety needs. This means:
    - ✓ Your independence and autonomy will be promoted by ensuring personal items are placed where you may easily access them (e.g. combs, phone, and remote controls)
  6. A safe environment free from **all** types of abuse.
  7. Be informed in advance of additional charges for specialized services and items not covered by your monthly resident charge.

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## Resident Responsibilities

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1. Be considerate and respectful of the rights of others including promoting an environment free of all types of abuse
2. Contribute as much as possible to the growth of the community for all residents within the home.
3. Give correct and complete information to your care team and participate in the planning of your care.
4. Ask questions when you do not understand information.
5. Be patient and understand that care is provided to those whose needs are most pressing. This may result in delays in your care.
6. Meet the terms of policies and practices of the home.

7. Maintain independence and participate in your care and decision making to the greatest extent possible.
8. Be informed about how your choices affect your health.
9. Designate someone, such as a family member or friend, to make decisions on your behalf in the event that you cannot make decisions for yourself in the future.
10. Take responsibility for your personal belongings to the extent that you are able.

*Adapted from Saskatoon Health Region (2012). Seniors Health and Continuing Care Saskatoon.*

## Resident & Family Centered Care

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### Four Pillars of Patient & Family Centered Care

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#### **Respect and Dignity**

Healthcare providers listen to and honor the perspectives and choices made by patients and their families. The knowledge, values, beliefs and cultural backgrounds of patients and their families is included in care planning and delivery.

#### **Information Sharing**

Health care providers communicate and share complete and unbiased information with patients and their families in positive and useful ways. Patients and their families receive timely, complete and correct information so they may participate in their care and decision-making.

#### **Participation**

Patients and their families are encouraged and supported to participate in care and decision – making as much or as little as they choose.

#### **Collaboration**

Patients and their families, health care providers and health care leaders, work together in policy and program development, implementation and evaluation; in facility design; and in professional education and the delivery of care.

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## Our Aim

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**Partner** with residents, their families, and community members while respecting their preferences, values and cultural backgrounds.

**Offer** services that respond to the unique needs and qualities of every resident served.

**Empower** residents and their families to take ownership of their healthcare and to choose who they would like to be involved in their care and decision making.

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## Our Plan

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**Engage** families and residents in long term care resident councils.

**Include** families in individual resident care planning.

Resident directed care places residents at the center by giving them choice. This means residents participate in planning their own care. This is facilitated by care team members who encourage independence and ensure residents participate in decision affecting their environment: their home.

It is also recognized that not all residents are capable of communicating their needs. Care providers will work to honour their past preferences and lifelong habits through consultation with family, caregivers and friends.

## Services

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### Business Office: 306-862-9828

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The business office hours are 8:00 am to 4:00 pm. Monday through Friday with the exception of statutory holiday and lunch hours. Residents' of Pineview Lodge pay a monthly fee which is set by the Ministry of Health and is based on an individual's income. Until that rate is determined, residents are charged the minimum monthly rate. This rate is subject to change on a quarterly basis. All resident expenses can be paid at the business office or mailed to the Regional Office.

Resident trust accounts are set up for access by the residents for hair care, transportation, or other miscellaneous items the resident may want to purchase. A separate statement is issued for this account.

Pineview Lodge is **not responsible** for money which is kept in residents' rooms. A resident may obtain small cash advances from the business office at their request.

Upon death or discharge, the resident rate will be charged for the day of discharge plus two days following vacancy (after belongings are removed from the room). We understand that this is a difficult time; however, typically we have families waiting for a room, so it is very much appreciated if the belongings can be removed as soon as possible.

Additional charges include:

- ✓ Prescription costs
- ✓ Miscellaneous nursing items
- ✓ Incontinence supplies

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### Food Services:

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Pineview Lodge has two dining rooms one in the North and one in the South, where residents are served three meals and snacks daily. Mealtimes start at approximately 7:30 am, 11:45 am, and 5:00 pm and vary slightly depending on the court. Snacks are available between meals in all the Blocks. Special diets are available by consultation with the Admitting nurse and a dietician if needed. In addition, food preferences are honored whenever possible and alternate menu choices are made available. If you wish to have a meal with your friend or family member, please contact the Recreation Department or the Business office. Meal cards can be purchased at the hospital cafeteria, or pay Recreation Staff directly for your meal. The cafeteria is open from 7:30 am to 6:30 pm daily. The Link door that attached Pineview Lodge to the Nipawin Hospital is locked 24/7. An access card can be signed out for a short period at the Business Office or one of the Nurses stations if family wants to access the cafeteria.

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## Hairdresser:

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Salon services are provided at Pineview Lodge on Tuesdays and Thursdays. If you wish to obtain the services of the hairdresser, please inform the staff. If you have a hairdresser/barber in the community, they are welcome to come to Pineview Lodge and use the hairdressing facilities. The hairdresser fees may be paid directly to the hairdresser/barber or will be paid from the Resident Trust Account.

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## Housekeeping Services:

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Pineview Lodge maintains a high standard of cleanliness and sanitation throughout the facility. Housekeeping staff clean each person's room daily.

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## Laundry and Linen Services:

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Positive feelings about ones' self are influenced greatly by appearance. Our Laundry department keeps the personal clothing of each member of our community carefully laundered, in good repair and returns items to the right owner. The laundry room operates from 6:00 am – 2:30 pm daily.

All individuals' clothing are laundered in house at Pineview Lodge with the exception of specialty clothing.

- ✓ Assist residents in checking their wardrobe each season to be sure they have enough clothing; and ensuring that clothes are in good repair and fit. Residents may gain or lose weight or their clothing needs may change due to changes in their health. Staff can also help determine what is appropriate.
- ✓ If you notice lost or missing clothing, please report it to staff immediately.
- ✓ Purchasing machine washable permanent press clothing for residents.
- ✓ Families can help to keep resident closets from overcrowding by regularly checking their wardrobe.
- ✓ When bringing in a gift or new item of clothing we recommend showing the clothing to the resident first and then taking it to a staff person in their court to ensure that the clothing gets labeled and returned to the resident.

To ensure that clothing is returned to the right owner, we label all clothing. It is recommended that if you bring in new items, write the resident name somewhere on the garment with permanent ink. This includes belts, scarves, shoes, slippers, etc.

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## Nursing Services:

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Pineview provides 24 hour nursing coverage, depending on the court, there are 8 hr. or 12 hr. shifts. The function of the nursing department is to assess, monitor, and provide care to meet the physical and emotional needs of each resident. This department consists of RN, RPN and LPN staff.

Continuing Care Aides provide most of the assistance to residents with their personal care. Tub baths are provided once a week. Personal Hygiene is provided throughout the day.

Residents and family are encouraged to discuss any requests or concerns with the court nurses at any time.

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## Medications:

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All prescriptions are purchased at Pharmasave which provides a total program of pharmaceutical services to Pineview Lodge. You do not need to have your prescription refilled at your pharmacy prior to admission as the nurse will confirm each medication with your Health Care Provider and have the order filled at Pharmasave. Our goal is to ensure that medications are used properly, effectively and safely. This includes a medication review every three months. Your questions or concerns with respect to medications are welcome any time.

Pharmasave has asked that a copy of the POA document is shared with them, as well.

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## Physical/Occupational Therapy:

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The goal of therapy is to help each resident maintain the highest level of independence in all activities of daily living.

Physio and/or Occupational Therapists can be accessed for resident assessments only. If specific treatments are required, residents, accompanied by family would book and attend appointments in the Therapies department at Nipawin Hospital

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## Recreation (Activities):

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Recreation coordinates volunteer involvement and organizes programs that are cultural, spiritual, intellectual, social and physical. A monthly activity calendar is mailed out to the contact person of each Resident. Family members are welcome and encouraged to participate in the programs. In addition, recreation staff will advise family members of any resident needs, such as clothing and personal items.

Recreation uses the Handi-Van for transporting residents on a variety of outings. In order to ensure that residents can take advantage of this opportunity we suggest that proper clothing is available for all seasons.

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### Social Work Services:

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A Long Term Care Social Worker is available by request or referral to residents and families of Kelsey Trail Health Region long term care homes. Social Workers provide support and practical assistance to residents and their families during their pre-admission, residency and discharge. The Social Worker acts as a counselor and advocate for residents and their families. The Social Worker can assist with understanding financial issues specific to long term care placement, information about the homes, and assist families to cope with issues which may arise from admitting a family member to a special care home.

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### Spiritual Care:

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Spiritual Care is coordinated by the Recreation Department. Monthly memorials are held to celebrate the life of recently deceased residents. Local Clergy visit Pineview Lodge on a regular basis and are on call at all times. Religious services are held Thursday at 7:00pm with different denominations taking turns. Please notify the Recreation Director if a resident would like to attend services or requires a visit so that arrangements can be made. Please feel free to inform clergy from your home community so they can continue to be involved.

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### Volunteers:

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The Volunteer Services Department for Pineview Lodge is committed to recruiting responsible, caring volunteers to enhance the quality of life for the residents. The ages of our volunteers vary as widely as their reasons for choosing to volunteer. Typical volunteer duties may include; visiting, decorating, entertaining, and assisting with outings. If you are interested in volunteering please contact our Recreation Office.

## General Information

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### Admission

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Admission to a Long Term Care Facility starts by arranging a meeting with Homecare. They will do assessments to confirm a need for LTC to assist you in completing an application form to long term care. The completed application is reviewed by the Kelsey Trail Health Region Admission Review Committee (ARC) who approves eligibility and prioritizes the individuals for all the long term care homes in the Kelsey Trail Health Region. You will be notified if the applicant is qualified for Long Term Care and when a bed is available. You will then contact the facility at 306-862-9828 to arrange a date and time for admission.

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### Day of Admission

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It is recommended that a family or friend accompany the resident at the time of admission. Please plan to spend up to three hours on move in day to complete the necessary forms and begin orientation to your new home. The following items will be required to complete the admission:

- ✓ A current Saskatchewan Health Services Card. **Important:** the resident and or family shall be responsible to notify Saskatchewan Health Service Plan (1-800-667-7551) of the resident's **change of address to 400 6<sup>th</sup> Ave East Nipawin, SK. SoE 1Eo.**
  - ✓ Photocopy of Power of Attorney (if applicable)
  - ✓ Photocopy of health care directive or living will (if applicable)
  - ✓ Clothing such as shirts, pants, dresses, socks, underwear, pajamas, sweaters, shoes, slippers, outerwear (coat, hat and boots). Several of each of these items is recommended. Please only bring items that fit the resident and are easy to get on and off.
  - ✓ Razor, dentures, glasses, hair brush, pick or comb and hearing aids. Please label these items.
  - ✓ Furniture and other décor should be labeled before being brought to Pineview Lodge
  - ✓ Personal valuables such as expensive jewelry and cash are discouraged.
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### Furniture

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Pineview Lodge provides each room with an electric bed, bulletin board, chair, dresser, closet and bedside stand. Residents may bring additional furniture and we suggest that you consult with nursing staff so that they may advise you on what furniture is most suitable. At times furniture may need to be removed when a resident's care needs become such that more room is needed. For example: If you bring in a chair for the Resident we will have to remove the one

that is provided by Pineview Lodge, also it is your responsibility to remove all furniture that is brought into Pineview Lodge.

Residents are encouraged to personalize their rooms. Pictures may be hung on the walls (our maintenance department can assist with this) and washable bedspreads and comforters are welcome. Residents may bring a radio, tv or small music player if they choose.

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## Telephone

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Telephone service is available through **SaskTel 1-800-727-5835** and it is the responsibility of the resident and/or responsible party to arrange for hookup and payment.

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## Television

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Pineview Lodge has three televisions within our facility for the residents viewing pleasure. You will find one in the North and South Living Room, and Pinehaven. Residents are welcome to bring a television for their own rooms. KTHR ~ Pineview Lodge has a contract with Access Communication. Contact the Business Office for more information.

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## Dementia Care

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Pinehaven is a special unit consisting of 10 beds for mobile residents who have been diagnosed with dementia. Residents diagnosed with dementia may have a behavior that puts them at risk. All doors leading on and off the unit have locks and alarms which can be deactivated with a code staff will provide you with.

The goals in Pinehaven are to promote physical maintenance, cognitive stimulation and activity programming that is specially adapted for maximizing resident functioning.

Families are encouraged to personalize the resident's room but are discouraged from keeping items of significant value or money in the room. Residents with dementia may pick up items in one area and then deposit them elsewhere. Marking all belongings with the resident's name is of utmost importance. For safety reasons, please do not leave food in resident rooms. Cookies, chocolates or other snacks may be left with staff to label them with resident's name and put them in the kitchen. If you have any questions about what kind of food you should or should not bring in please ask the nurse.

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## Health Care Provider

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Pineview Lodge has regular rounds provided by nine physicians. The physicians also oversee medication reviews and family conferences to address concerns as they arise. Should you or your loved one have concerns, please speak to the court Nurse who can then contact the physician responsible for your resident. Residents who do not have a Community Physician – one will be assigned to them.

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## Health Care Directive

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A health care directive is a legal document in which people write down requests about their future treatment. A health care directive comes into effect when a person is no longer able to speak for themselves. This is known as being 'without capacity' to make decisions. The health care directive makes the wishes of the resident known to the entire care team and helps to ensure your wishes are followed. Your nurse manager or nurse on the court can assist with completing this form and answer any questions which may arise.

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## Residents on Leave

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Pineview Lodge is the residents' home therefore residents may come and go as they choose. We ask that the resident and/or family member sign out on "the sign out sheet" provided in each court and indicate when they will return. This allows the nurse to send any necessary medications and cancel meal service for that period. If a resident is unable to transfer into a regular vehicle please make arrangements for the **Handi-Van (306-862-7901)** to ensure that no one is injured trying to transfer the resident.

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## Tobacco

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Kelsey Trail Health Region has implemented a tobacco and smoke-free policy. This policy outlines that tobacco products are not allowed inside any health service facility operated by the Health Region or on the grounds of these facilities. Visitors are not allowed to smoke on the premises; residents are encouraged to stop smoking prior to admission.

Kelsey Trail Health Region has a program to assist those who wish to quit smoking and support will be provided to you should you participate.

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## Visiting

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Visiting hours are not restricted, family and friends are welcome at any time. Children are especially welcome, as many residents enjoy their visits. Kelsey Trail Health Region has a pet policy and we welcome dogs to the facility provided they are well tempered, groomed, leashed and vaccinations are up to date. Visiting can be enjoyed in the resident's room, South Quiet Room, North or South Living Rooms, outside in the courtyard and strolling around the grounds and neighborhood. Families visiting a loved one who is critically ill are encouraged to stay around the clock if they choose. Front doors are unlocked at 7:00 am and locked at 9:00 pm. There is an intercom button beside the door if entering outside these hours.

**Note:** *Please do not visit if you are sick. To protect yourself and your loved one please use the hand sanitizer provided at the doors upon entering and leaving the facility.*

We also have a board room and a quiet room that can be booked for private get togethers or if you are sitting with an ill loved one. Please contact the Business Office or Recreation Coordinator to book this room.

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## Communication

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There are several avenues of communication available to residents and families. Each block has a large bulletin board which features activities, daily menus, resident/family council meeting minutes and other news. Mail service is provided for outgoing mail at the business office. Incoming mail is received at the business office and delivered and read if necessary by the recreation staff. A list of family email addresses is maintained to communicate to family council minutes, newsletters, or important information regarding situations in the home (eg. visitor restrictions regarding outbreak information) Please provide your email to the Business Office if you would like to receive email communication.

Families are encouraged to discuss any concerns or questions as they arise with the court Nurse, Nurse Manager or Facility Administrator. If it is necessary to pursue a concern further, the following would be the appropriate order of communication:

- ✓ Quality Care Coordinator 877-573-6601
- ✓ Ombudsman: When Residents or their families feel a decision has been made or an action taken that unfairly affects them, they may be able to help. Call 800-667-9787.

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## Resident & Family Council Meetings

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There is a Resident Council that meets First Wednesday of each month in the south common area with staff and residents for the purpose of sharing information, planning activities and addressing concerns. All residents and family are welcome and encouraged to attend.

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## Confidentiality

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Staff is required to protect confidentiality; as such staff cannot share information about other residents, families or staff. Please help us protect our residents' right to privacy and confidentiality.

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## Pineview Lodge Home Phone List

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BUSINESS OFFICE	306.862-9828
FACILITY ADMINISTRATOR	306.862-9828
RECREATION	306.862-6132
MEDICAL SOCIAL WORKER	306.862-9828



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