



Welcome Guide

Chateau Providence

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Welcome

Kelsey Trail Health Region Board, staff and residents of Chateau Providence welcome you. Your new community will support your health, wellbeing, 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 Chateau Providence. We encourage you to ask questions and talk to your health care providers.

Chateau Providence 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 30 private beds including one respite bed. Admission to long term care 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 Chateau Providence 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.



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Vision, Mission & Values of Kelsey Trail Health Region

VISION

Healthy People in Healthy Communities

MISSION

Working Together to Improve the Health of People

VALUES

Respect

We will support our clients, colleagues and partners in positive, productive relationships

Transparency

We see every interaction as an opportunity for caring, compassion and to build trust with each person

Excellence

We will pursue excellence through diligent effort, both individually and collectively

Accountability

We are thoughtful guardians of our resources

Engagement

We will continually work to earn confidence, faith and collaboration with our clients and colleagues

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.

Resident Rights

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.

Resident Responsibilities

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

Four Pillars of Patient & Family Centered Care

Respect and Dignity

Healthcare providers listen to and honour 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.

Our Aim

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.

Our Plan

Engage families and residents in long term care Resident and Family 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

Business Office: 306.275.2400

Wendy Borstmayer is the Business Office Administrative Assistant. In Wendy's absence the Facility Administrator or the Nurse in Charge may be able to assist you. Residents of Chateau Providence 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. Resident expenses may be paid at either Chateau Providence or any other Kelsey Trail Health Region Facility Business Office (Please bring your invoice with you). Cheques can also be mailed to Kelsey Trail Health Region Box 1780, Tisdale, SK S0E 1T0. Postdated cheques will be accepted and receipts issued when the cheques are deposited. The Resident or Responsible Person (Power of Attorney or

Individuals sharing a Joint Bank Account with the Resident) may set up pre authorized payments from a financial institution to pay the Kelsey Trail Health Region monthly expenses.

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.

It is discouraged for Residents to keep large sums of money in their rooms. A resident may obtain small cash advances from the Nurse in Charge 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

Food Services:

Chateau Providence has one main dining room where residents are served three meals daily. Mealtimes start at approximately 8:30 am, 11:45 am, and 4:45 pm. Snacks and coffee are served at 2:30 pm and 7:00 pm in the main lounge area. Special diets are available by consultation with the head cook as needed. In addition, food preferences are honored whenever possible and alternate menu choices are made available. Family and friends can purchase a meal ticket from the kitchen and join residents at meal time.

Hairdresser:

Salon services are available to residents on Thursday mornings. Services include cuts, perms and sets and can be booked through the nursing staff. Fees are paid through the resident trust account. Listings of services and costs are available.

Housekeeping Services:

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

Laundry and Linen Services:

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 – 2:00 pm Monday- Friday.

All individuals' clothing are laundered in house at Chateau Providence with the exception of specialty clothing.

To ensure that clothing is returned to the right owner, we label all clothing. It is recommended that if you bring in new items, you also write the residents name somewhere on the garment with permanent ink. This includes belts, scarves, shoes, slippers, etc. Here are some things that you can do to help:

- ✓ 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 residents 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 to ensure that the clothing gets labeled and returned to the resident.

Medical Services

Dr. J. Wingate provides Physicians Services to Residents of Chateau Providence. He visits regularly and is contacted should additional consultation/ visitation be required. Should your usual Physician be someone other than Dr. Wingate and you wish to continue with your Family Physician, please discuss your wishes with that Physician. (The Physician must have visiting privileges in the Melfort Area). Please also advise the Facility Administrator or Nurse in Charge of your decision regarding Physician Services.

Medications:

All prescriptions are purchased at Shoppers Drug Mart which provides a total program of pharmaceutical services to Chateau Providence. You do not need to have your prescription refilled at your pharmacy prior to admission as the nurse will confirm each medication with your doctor and have the order filled at Shoppers Drug Mart. 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.

Nursing Services:

The function of the Nursing department is to assess, monitor, and provide care to meet the physical and emotional needs of each resident. There is RN/LPN coverage for 12 hours daily as well the RN/LPN staff are on call at night to deal with any issues that may arise.

Chateau Providence provides Continuing Care Assistant coverage 24 hours per day. Continuing Care Assistants provide most of the assistance to residents with their personal care. Whirlpool baths are provided once or twice a week.

Residents and family are encouraged to discuss any requests or concerns with staff at any time.

Physical/Occupational Therapy:

Residents are encouraged to do as much of their personal care as able and participate in all appropriate activities in order to maintain and improve functional, mental and physical capabilities. An ADL (Activities of Daily Living) worker may provide Range of motion exercises and assistance with ambulation. Daily exercises are offered Monday to Friday in the common area. An Occupational Therapist /Physio-Therapist provide consultation services as deemed necessary. Wheelchairs, walkers, Sask-a-poles, etc. are arranged for by the facility. However, residents should bring along personally owned equipment, or equipment on loan from the provincial "S.A.I.L." Program. Equipment will be checked by therapy services and S.A.I.L. equipment, if not needed by the resident, will be returned.

Recreation Department (Activities): 306.275.2405

The Recreation Department provides services 7 days /week. The Recreation Department organizes community outings, entertainment, baking, church services, games and anything that involves the Residents' cultural, spiritual, intellectual, social and physical needs. We encourage residents to participate, but they are also welcome to just observe. A monthly activity calendar is posted outside the Activity Department and is mailed or emailed 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.

Social Work Services: 306.752.1772

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.

Spiritual Care:

Pastoral Care Services are provided by local Clergy and designated Church Representatives. Roman Catholic Mass is celebrated every Wednesday morning in the lounge area. Other denominations are welcome to have services within the facility. Clergy of all denominations are welcome to visit former parishioners that live at Chateau Providence.

Transportation

The Melfort Handi-Van may be booked by either the nurse or the resident/family. Payment is required at the time of the trip. The St. Brieux Community (Wheelchair) van may be used, on occasion, for short trips. The van is booked through Chateau Providence; however, the van is not owned by the facility. The individual using the van is responsible for replenishing the fuel used and mileage is charged at \$0.50 per kilometer.

Volunteers:

Volunteers are welcome at Chateau Providence 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, assistance to appointments, meal assistance, entertaining, and assisting with outings. If you are interested in volunteering please contact our Recreation Department.

The Chateau Auxiliary is a group of dedicated volunteers that assist with many resident activities as well as provide funding for many events and special projects. The Chateau Auxiliary meet monthly on the first Tuesday of the month.

Chateau Providence Phone List

BUSINESS OFFICE	306.275.2400
NURSING DESK	306.275.2410
FACILITY ADMINISTRATOR	306.275.2403
RECREATION	306.275.2405

General Information

Admission

Admission to a Long Term Care Facility starts by arranging a meeting with Homecare 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 Administrator or Nurse in Charge at 306-275-2400 to arrange a date and time for admission.

Day of Admission

It is recommended that a family or friend accompany the resident at the time of admission. Please plan to spend up to four 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 200 1st Avenue North, Box 340, St. Brieux, SK S0K 3V0.
 - ✓ 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.
 - ✓ Razors, 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 Chateau Providence
 - ✓ Personal valuables such as expensive jewelry and cash are discouraged.
-

Confidentiality

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

Communication

There are several avenues of communication available to residents and families. There are a number of white boards in the common area indicating the activities for the day as well as the daily menu. 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 staff. A list of family email addresses is maintained to communicate to Resident and Family council minutes, newsletters, monthly activity calendars, or important information regarding situations in the home (eg. visitor restrictions regarding outbreak information). Please provide your email to Recreation Department or the Nurse in Charge if you would like to receive email communication.

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

- ✓ Quality Care Coordinator 1-877-573-6601
- ✓ 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.

Furniture

Chateau Providence provides each room with an electric bed, bulletin board, chair, 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.

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 or small music player if they choose.

Going Out

Chateau Providence is the residents' home therefore residents may come and go as they choose. We ask that the resident and or family member let the nursing staff know and sign out in the pass book provided and indicate when they will return. This allows the nurse to send any necessary medications and cancel meal service for that period.

Health Care Directive

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 physician, the nurse manager or nurse in the house can assist with completing this form and answer any questions which may arise.

Multi-disciplinary Resident Care Plan Meeting

An initial care team conference is scheduled 6-8 weeks after admission and annually for each resident in Chateau Providence. These meetings typically include the nurse manager, registered nurse, continuing care aide, pharmacist, dietary, recreation, family and resident when appropriate. The aim of the conference is to maintain resident-focused care by information sharing, problem solving and goal setting. A meeting will be scheduled annually, although may be called at any time upon request.

Resident and Family Council

The Resident and Family Council meeting is held on the 1st Thursday of the month with residents, families and staff for the purpose of sharing information, planning activities and addressing concerns. All residents and their families are welcome and encouraged to attend.

Safety

In an attempt to ensure the safety of wandering/confused Residents, the doors are alarmed. Please obtain assistance from staff members or press the silencer button if you wish to exit through the alarmed doors. A personal alarm system is available for Residents who may be at risk for wandering.

Telephone

There is a telephone jack in each resident room. It is the responsibility of the Resident/Responsible person to make arrangements with SaskTel for the telephone installation, payment of services, as well as discontinuation when telephone services are no longer needed by the Resident. Please inform staff if SaskTel will be installing a telephone.

Television

Chateau Providence has 2 televisions with Cable service for the residents viewing pleasure. Cable service in the Resident's room is available through Access Communications 1-866-363-2225 and it is the responsibility of the Resident and/or Responsible Person to arrange for hook up and payment.

Tobacco

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. However, if the resident chooses to smoke, the facility designates an outdoor location for the resident to smoke. Cigarettes and matches/lighters are stored at the nursing station. Visitors are not permitted to smoke within the building or on the Chateau Providence grounds.

Visiting

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, main lounge area, quiet room, activity room, outside on the patio 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 7:30 pm. There is a doorbell beside the door if entering outside these hours. Visitor parking is available at the front of the building.

We also have an activity 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 Nurse in Charge or the Recreation Department to book this room.

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 Chateau Providence.

Resident Safety

In our facility we take our role in resident safety seriously. We promote resident safety through infection control practices, proper use of equipment, preventing accidents, and training staff to prevent injury. We report all incidents and learn through them.

Residents and families also play an important role in safety. As the centre of the health care team, you help us to ensure a safe environment by being informed and actively involved in your care.

Infection Prevention and Control

We follow infection control guidelines in order to decrease the spread of germs in our facility. Cleaning your hands is the most important defense in the spread of infection. Please use the hand sanitizer provided in the dispensers to clean your hands upon entering and leaving the facility. We try to ensure outbreaks do not occur, but when they do, we act quickly to limit the spread of the outbreak. Family and visitors should not visit if they have a fever, a new cough, diarrhea or vomiting. Influenza vaccines will be offered to residents and the health care team. The influenza vaccine is recommended for family and friends that visit. Food safety is also an important safety issue. If you are bringing in food please check with the staff regarding storage of food.

TLR (Transfer-Lifting-Repositioning)

Families are encouraged to ask the staff before moving their loved ones. The purpose of the TLR program is to minimize the risk to residents when being lifted, positioned or moved and to prevent injury to staff. Nursing staff have been taught transferring, lifting and repositioning techniques. You will notice the symbol card in your room that alerts the staff how to safely lift, transfer and reposition you.

Medication Safety

You can contribute to medication safety by ensuring you are informed and ask questions about the medication you (resident) are taking. Review of your medication is done with you and your health care team quarterly and whenever necessary

Falls Management

Our facility follows a falls management program that involves assessment of your (resident) risk of falling so that measures can be put in place to decrease the risk to you (resident) and prevent injury. You will notice the falling star on your door to indicate if you have been identified as at risk for a fall.