

Kelsey Trail Health Region

Welcome Guide

Hudson Bay Health Care Facility Level 4

614 Prince Street

Hudson Bay, Saskatchewan

S0E0Y0

306 865 5600

Welcome

Kelsey Trail Health Region Board, staff and residents of Hudson Bay Health Care Facility-Level 4 (HBHCF) 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 for their families. We recognize that your move means change for you and for your family. This decision to move is often not an easy one to make. A nursing home can provide round the clock nursing care, specially designed bathing facilities, social contact, and activities designed for people of a certain age and condition. The decision to move into a nursing home must involve the patient and the family, and it must be agreed upon by the patient that this is the best place for that individual. It is often prudent for a family meeting to be called so that all family members, as well as the resident, are involved in making the decision. At times, when the resident cannot understand the decision, a social worker and the Case Manager can help to encourage and support the transition in the best interests of safety for that loved one. Nursing Homes can provide social, physical, emotional, and spiritual support; the decision to move into a care home can be a tough one, but also a loving one.

If inadequate research is done into the decision to move into Long Term Care the move will be made more difficult. You (the resident and family) need to believe the nursing home decision is the best one for your loved one. The planning involves a detailed look at the needs of the resident, as well as their prognosis and future outlook considering their capabilities and future care needs as their condition and age progresses, and taking a realistic look at the finances available to manage providing for this care. It is advisable to have a Power of Attorney in place prior to moving into a care home so that decisions are clear and understood by all involved while the resident is still able to make those decisions.

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

Who are we:

HBHCF is an integrated facility with a long term care department dedicated to providing a caring environment, offering physical, social, emotional, and spiritual support, including a holistic approach to quality of care. We have 20 private rooms as well as 2 Respite beds (for temporary care). Our facility is fully wheelchair accessible and as it is integrated with acute care residents have ease of access to acute care, Lab, therapies, etc when required. 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 care 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 the communities of our region. At HBHCF patient and family centered care is about providing respectful, compassionate, responsive care that meets the needs, values, cultural backgrounds, beliefs and preferences of residents and their families by working in partnership with them.

A Nursing Home is a home, not a hospital. The family and friends of the resident are still an integral part of the resident's life. Even in the best of nursing homes, the family plays an important role in determining how well the adjustment period is managed. You have valuable information to share with the care providers, and you are the link between the resident and the outside world. We encourage family to visit and stay involved as, though the care providers can provide the physical care, you are best at providing the sense of security and purpose that they need, especially through the time of transition.

Vision, Mission, and Values of KTHR

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 and 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 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 commitments to these principles that community is created. Members of your care team will deliver services that reflect 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 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 (eg. Health Care decisions); this person may help you in participating in decision-making and planning of your care.

-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 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 an 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 (ex. 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 (eg. Maintaining continence or walking)

-you will be provided opportunities for physical and meaningful activity

-you will know the names and roles of the people providing your care as the 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 council meetings

- 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 protected. This means:

- you will be offered options for privacy during your personal care

- you will be offered options during toileting

- you will have the option to communicate in private with your care team

- you will have the option to receive visitors into your home

- 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 belongings 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 (ex. combs, phone, and remote controls,etc)

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 other residents and staff members, and promote an environment free of all types of abuse.
2. Give correct and complete information to your care team and participate in the planning of your care.
3. Ask questions when you do not understand information.
4. Be patient and understand that care is provided to those whose needs are most pressing. This may result in delays to your care.
5. Meet the terms of policies and practices of the home.
6. Maintain independence and participate in your care and decision making to the greatest extent possible.
7. Be informed about how your choices affect your health.
8. 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.
9. Take responsibility for your personal belongings; articles you bring into your new home are your responsibility; we encourage you not to bring items of great monetary or sentimental value.

Resident and Family Centered Care

Four pillars of patient and family centered care:

1. **Respect and Dignity:** Healthcare providers listen to and honor the perspectives and choices made by patients and their families. The knowledge, beliefs, values, and cultural backgrounds of patients and their families are included in care planning and delivery.
2. **Information sharing:** Healthcare 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.
3. **Participation:** Patients and their families are encouraged and supported to participate in care and decision making as much or as little as they choose.

4. **Collaboration:** Patients and their families, healthcare providers and healthcare 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 council meetings.

Include families in individual resident care planning. We meet yearly to review that care needs are being met. We invite families to attend quarterly medication reviews. 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 decisions affecting their environment: their home.

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

Services

1. **Business Office:** 306 865 5600

The business hours are 7:30am to 4:30pm Monday to Friday with the exception of statutory holidays. Residents pay a monthly fee, based on their income; it is important that income tax has been filed and that information is shared with KTHR. Income information is required on admission, annually, and if income changes. If the information is withheld the resident will pay the maximum resident charge. This rate is subject to change on a quarterly basis, based on increases to OAS/GIS as announced by the Federal Government. Resident's income is based on annual income plus any earned interest. Personal assets are not taken into account. Married residents can choose to complete an Optional Designation Form which will enable the Ministry to only consider the resident's income and not the combined income when determining fees. Upon admission all residents shall be notified in writing the procedure for monthly billing and collection. All residents' expenses can be paid at the business office at the facility or mailed to the Regional Office. The Regional Office is responsible for mailing out the invoices (usually around the middle of the month) and they are responsible for answering any questions or deviations on your bills. Postdated cheques will be accepted and receipts issued when the cheques are deposited. However we encourage automatic debit as the easiest means of paying fees.

Resident trust accounts are set up for access by the residents for hair care, transportation, outings, and other miscellaneous items the resident may want to purchase. You will be asked to take part in this service at time of admission. A separate statement is issued for this account. The care home is not responsible for money kept in the resident's room.

Provincially there is a charge of \$20.25/month for personal hygiene products which are supplied through the nursing home; this includes items such as Kleenex, lotion, shampoo, denture adhesive, hand soap, body cleanser, etc.

On occasion residents improve and decide that they can return to living on their own. Discussion would occur between RN, family, resident, and Case Manager and discharge planning would occur so that all necessary community services would be in place prior to discharge.

Upon discharge or death, the resident rate will be charged up to the day they leave their room. We appreciate the family removing personal items within the next day or two so we can prepare the room for the next resident. We understand that this can be difficult; typically there is another family waiting for a room, so it very much appreciated if the belongings can be removed as soon as possible.

Monthly charges include: basic nail care, nutritional supplements, name plate on their door, labeling of belongings, wound care supplies, medication packaging, and infection control items.

Additional charges include: -prescription costs, therapies equipment, incontinent supplies, transportation costs, wander guard bracelet, single client items such as hip protectors or pressure relieving booties, and so on. Nursing is expected to advise you of the cost and need of an item before any purchase would be made on behalf of the resident. Private telephone, and cable TV are additional costs and would be the responsibility of the family/resident to set up.

2. Physicians

The physicians in our community rotate (in one month rotations) taking call and visiting the residents in the Long Term Care Home. The physicians work as a team and health information is shared between the members of that health care team. The physicians make rounds on the long term care wing weekly, and are available in the event of an emergency. The physician is also included in the initial family/resident care planning meeting to ensure that the team and the family are all working from the same understanding of care goals.

3. Nursing Services

We have a mix of RN, LPN, and CCA employees on our staff. We provide 24 hour nursing coverage. The function of the nursing department is to assess, monitor, and provide care to meet the physical and emotional needs of each resident.

Continuing Care Aides provide most of the direct (hand on) assistance to residents. Residents and their families are encouraged to discuss any requests or concerns with staff at any time.

4. Food Services

Residents are served three meals a day. Mealtimes are approximately 8:15am, 12:00, and 5:00pm. Snacks are available between meals. Special diets are available by consultation with the head cook and dietitian as needed. In addition, food preferences are honored whenever possible and alternate menu choices are made available. Family and friends can purchase meal tickets from dietary staff and join their loved ones at

meals or coffee times. Meals can also be served in another area, at the discretion of the nurse on duty, if the family is larger and wants to eat one on one with their loved one. Any food items brought in for a resident must be approved by the nurse. It will then be labelled and placed in the dining room fridge (if perishable).

5. Housekeeping Services

HBHCF maintains a high standard of cleanliness and sanitation throughout the facility. Housekeeping staff clean each person's room daily. We encourage you to make the room homey, but we encourage limited knick-knacks as it makes dusting a challenge and if ever there is an outbreak of a virus and cleaning is stepped up accordingly, the cleaning process can be that much more difficult.

6. Laundry and Linen Services

Positive feelings about ones' self are influenced greatly by appearance. Our laundry department keeps the personal clothing of each resident carefully laundered, and returns items to the rightful owner. Our laundry department operates on Mondays, Wednesdays, and Fridays.

Just as things get misplaced at home, so can things get misplaced in our care home. Please alert staff if ever you note that something is missing. Personal laundry is laundered here within our facility, whereas sheets and bedding are laundered provincially. (Except when client is in a Respite bed, and then it is the expectation that family do personal laundry.) We ask that upon admission you label all personal clothing, and any time you bring new items you alert the nursing or laundry staff so that each piece is labelled with your loved one's name before it gets sent to laundry. We ask that you not bring in any items that require special care for laundering; as you can appreciate, the loads are large and detergent is premixed to get items cleaned in general wash.

Some ways you can help include:

- *Assist the resident 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 health condition. Staff can help to determine what is appropriate.

- * If you notice lost or missing clothing or blankets, please report to staff immediately. We have a lost and found basket for unclaimed or unlabeled clothing.

- *Purchasing machine washable clothing is best.

- *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 labelled and returned to the resident.

*Activity Worker and front line often will assist by advising the families of clothing needs as they arise.

7. Medications

All prescriptions are purchased at our local **Pharmasave** which provides a total program of pharmaceutical services to HBHCF. You do not need to have your prescriptions refilled at our pharmacy prior to admission as the nurse will confirm each medication with your doctor and have the order filled. Our goal is to ensure that medications are used properly, effectively and safely. This includes a medication review every three months; the resident and their families are invited to take part in these medication reviews if they desire. Your questions or concerns with respect to medications are welcome at any time. Medications are not to be kept in the resident's room unless they are approved by nursing staff; this is related to safety of all residents living here. You will be asked to open an account at the Pharmasave so that bills for your loved one's medications can be sent directly to you. Nursing we will be responsible for ordering and pick up of those medications.

Immunizations are provided by nursing staff; flu vaccine and pneumoniae vaccine are provided at no cost if consent is obtained by the resident.

8. Recreation Therapy (Activities)

Our Recreation Worker is an active member of our care team 7 days a week, from 0930-1800. They coordinate the volunteer programs and organize programming that is culturally, spiritually, socially, and physically appropriate to the aging population. A monthly calendar is mailed/e-mailed 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.

Residents are encouraged to continue interests or hobbies that they have enjoyed throughout their lives. Every effort will be made to accommodate these interests.

Residents should bring along any crafts, books, albums, or other interests.

Recreation Therapy uses the Handivan 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. The Recreation Worker holds monthly Resident Council Meetings in order to aid the residents in having their voice heard in the LTC home.

9. Volunteers

Volunteers enhance the quality of life of the residents and are needed in many capacities. The ages of the volunteers vary as widely as their reasons for choosing to volunteer. Typical volunteer duties may include; visiting, meal assistance, entertaining, assisting with outings, hair setting, walking program, baking, reading stories/letters, etc...We welcome volunteers who are caring and committed to apply with the Case Manager. Case Manager will supply you with the necessary paperwork to fill out prior to taking on the role of volunteer.

10. Spiritual Care

Spiritual care is coordinated by the Recreation Department. Religious services are held every Sunday in the Chapel area by local churches who rotate this service. Memorials are held to celebrate the life of recently deceased residents. Local clergy visit on a regular basis and are on call if needed. Please notify the Recreation Worker 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 loved one's community so they can continue to be involved.

11. Hairdresser

Salon services are available to residents as needed. The Recreation Worker makes arrangements for a local hairdresser to come in to provide this service. If you have a preference to a specific hairdresser we welcome the family to call that hairdresser to make arrangements and set an appointment. Volunteers also come in every Friday morning to set hair for the female residents.

12. Social Worker

A Long Term Care Social Worker is available by request or referral to residents and families of KTHR long term care homes. When the decision is made to move into a care home there is a time of adjustment; the adjustment can be more intense for one person than for another. It can be a form of grief as that individual has given up their home and some degree of independence, and often the move to the care home is seen as the final move before death. When an elderly person is moved from their home, they lose their

routine, friends, social position, and turf. They are experiencing many losses even if it was their decision to move. Social Workers provide support and practical assistance to residents and their families during the pre-admission, residency, and discharge. The Social Worker can act 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.

13. Mail Service: We offer mail service within the facility. Mail goes out daily Monday to Friday and comes in daily as well. We assist the resident to open, read and send out their mail.
14. Family Support Group: Currently we do not have a family support group, but this is something that we would be pleased to facilitate should the need or wish arise.
15. Process for Addressing Concerns: We have a process in place to hear concerns as they may occur in a home environment. We ask that you address concerns to the Facility Administrator or the Case Manager as concerns arise and if you feel that the concern needs to be brought higher up in the KTHR management hierarchy then you are asked to call the Quality Care Coordinator at 306 752 8808. Another avenue is the Ombudsmen office at 1 800 787 6211. We will do our best to ensure that concerns are resolved in a timely and professional manner.

General Information

Admission

The admission process to enter into a Long Term Care Facility starts by arranging a meeting with the Case Manager who will discuss your options with you and assist you in completing an application form. A full and comprehensive assessment is completed by a Home Care assessor prior to the application going forward. The application is then reviewed by the Kelsey Trail Health Region Admission Review Committee (ARC) who approves eligibility and prioritizes the individuals for all the long term care beds in our region. You will be notified if the applicant is qualified for Long Term Care and offered a bed when one is available. There is often a waitlist to get into your facility of choice. The ARC committee manages this list and beds are offered according to priority. If care is required as soon as possible, it is often in the residents best interest to accept the first available bed, and to be placed onto the transfer list; in this case you would return to your facility of choice once a bed became available there. You will then be given a contact number for the Care Home selected in order to arrange a date and time for the admission.

Day of Admission

It is recommended that a family member or a 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. Admission policies and signing of agreement is part of the process, as well as signing consent for treatment forms. A full nursing assessment and medication review will occur, as well as a general review of our daily routine and layout of the home. A recent medical exam is not typically required as a fall assessment is done by the Home Care RN at time of application.

The following items will be required to at the time of the admission:

- * A current Saskatchewan Health Services card. Important: The resident or family shall be responsible to notify Sask. Health Service Plan (1-800-667-7551) of the resident's change of address; 614 Prince Street, Box 940, Hudson Bay, Sk., S0E0Y0.

- * A photocopy of Power of Attorney; we encourage all families to obtain a P.O.A. for their loved one. Consult your lawyer or google www.plea.org for further information.

- * A photocopy of health care directive or living will; this will be reviewed with you at time of admission.

* Clothing such as shirts, pants, dresses, socks, underwear, pajamas, sweaters, non-slip sturdy 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. Names will be needed to be written on all clothing.

* Electric razors, dentures, glasses, hair brush, comb, and hearing aids. Please label items.

*Furniture and other décor should be labeled before being brought to HBHCF, and itemized for future reference. Hanging of anything on the walls will be done by maintenance staff; any electrical items need to be assessed by maintenance as being safe in our environment.

* Personal valuables such as expensive jewelry and cash are discouraged. If you feel that it is important for the resident to have certain items close by (regardless of value) we recommend that you obtain insurance for these personal items. We can place items in a safe but space is limited.

* Mobility aides that are currently being used (walker) need to be brought in and labeled.

Furniture

HBHCF provides each room with an electric bed, bulletin board, chair, closet, desk, 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 for care provision is needed.

Residents are encouraged to personalize their rooms. Pictures may be hung on the walls (our maintenance department can assist you with this) and washable bedspreads and comforters and pillows are welcome. Potted plants are not always appropriate in residents' rooms; if desired, please limit to 1 or 2 non-poisonous plants.

Telephone

Family can get a phone hooked up in the resident's room by contacting Sask-Tel and setting up an account. We also have a portable phone that can be utilized by the residents to take calls from their families (the phone is located in our charting room, and in the Activity Worker's office and is not carried on a worker). We encourage families to call and stay involved.

Television

HBHCF-LTC has 2 lounge areas where TV viewing is accessible. Cable service is also available in each resident room. Family is responsible for contacting Access Communications at 1-866-363-2225 to arrange hook up and payment. We ask that family bring in TV or radio for the residents room if they so desire.

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

Our home consists of housing Long Term Care residents with a variety of chronic conditions. We strive to live and work in unity. Residents with dementia live alongside other residents who may appreciate increased privacy. Our goal is to treat everyone equally and respectfully of their unique care needs. You may hear alarms and buzzers periodically as we utilize measures to keep our residents safe from wandering and from falls.

- a) Wanderguard: Residents diagnosed with dementia have behaviors that place them at increased risk. All doors leading on and off the LTC unit have locks and alarms which are activated when the wanderguard unit is nearby, and can be deactivated with a code that staff may provide you with. There is a monthly charge for this type of alarm.
- b) Bed alarms: Some residents who are more confused and who may not think to ring for assistance prior to getting out of bed, and who have had a history of an unsteady gait or falls, may have their bed alarmed to alert the staff that they have gotten out of bed. This is in hopes of reducing the number of falls to our residents.
- c) Motion sensor alarms: These alarm when they sense motion; they are useful for alerting staff when a resident with dementia has exited their room (especially at night); then the staff can quickly go and re-direct the resident back to their room or other activity prior to them disturbing other residents.
- d) All residents' rooms have a call bell system whereby they can call nursing staff for assistance from their bed or from their bathroom.

We are a minimal restraint facility (meaning that we do our best to refrain from using either physical or chemical restraint). At times we may use restraints for the best safety of the resident, but it is our policy that such residents would be closely monitored following application of such a restraint.

Our facility is in compliance with OH&S guidelines as well as WHMIS guidelines. We have fire drills once a month. The alarm will ring loudly. The supervising nurse will announce that it is a drill and business will carry on as usual.

We have a fall prevention program in place. Our facility follows a falls management program that involves assessment of the resident's risk of falling so that measures can be put in place to decrease the risk of falls and to prevent injury. You will notice a falling star sticker on the door to indicate that a resident is at higher risk for a fall.

We have a program for decreasing risk of bed/pressure sores to maintain healthy skin integrity. Skin condition is assessed upon admission and regularly afterwards to ensure decreased occurrence of pressure sores and wounds.

We follow up-to-date 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 wash your hands upon entering and leaving the facility, and feel comfortable in reminding the care provides to wash their hands if you note any missed opportunities. We try to ensure that outbreaks do not occur but when they do, we act on them 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. We discourage clients from going for walks down the acute care wing as there is increased risk of exposure to viruses in hospital setting.

Medication safety is a priority. You can contribute to medication safety by ensuring you are informed and ask questions about the medication the resident is taking. Review of medications is done by your health team quarterly and whenever necessary. Medication preparation and administration are activities that require the nurses' undivided attention. Significant errors are made as a result of distractions. When medications are being administered we ask that you not interrupt the nurse; you will see notices reminding everyone not to interrupt the nurse during medication pass.

Families are encouraged to ask staff before moving their loved ones. We have a Transfer-Lift-Reposition program in place to minimize the risk of injury to residents when being lifted, repositioned or moved, and to prevent injury to staff. Nursing staff have been taught transferring, lifting and repositioning techniques, and can offer you guidance on the best technique in this practice. You will notice a symbol card in the room that alerts the staff how to safely lift, transfer, and reposition the resident so that best techniques is well

communicated amongst staff. The Occupational Therapist is consulted when we have a change in condition or are uncertain on the best positioning for a client.

Health Care Directive

A health care directive is a legal document in which people write down requests about their future treatment, prior to a crisis occurring. 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 their wishes are followed. The physician, the nurse, and the Case Manager can assist you with completing this form and answer any questions which may arise. Bear in mind that in the event that the resident is sent out for treatments and interventions the cost of the transfer/transportation would be applied to the resident.

Residents on Leave

Hudson Bay Health care Facility-Level 4 is the residents’ home, therefore residents may come and go as they choose provided that they are accompanied by a responsible adult. We ask that the resident and /or family member give advance notice to the nursing staff, and sign the resident out on the sign-out sheet by the exit, also indicating expected time of return. This allows the nurse to send any necessary medications and cancel meal service for that period of time. There is also a white communication board at the entrance/exit to the LTC dining room that is to be noted on who is out of the building. If a resident is unable to transfer into a regular vehicle, arrangements can be made for the Handivan (865-7770), at cost to the resident, to ensure that no one is injured while transferring the resident.

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 (within 10 meters of any doors or windows). KTHR has a program to assist those who wish to quit smoking and support will be provided to you if needed.

Alcoholic Beverages

Our home does allow our residents to have an occasional alcoholic beverage upon the residents' request. Family or resident would be responsible to purchase, and nursing staff would give a drink to the resident upon their request. The bottle would be kept in the medication room and not in the residents' room to ensure safety of all residents.

Visiting

Visiting hours are not restricted; family and friends are welcome at any time. Doors to the facility are locked at 9:00pm each evening but you can ring the doorbell to gain admission by the nurse if required. Family and friends are an important aspect of the residents' life and we encourage you to visit frequently to keep that relationship strong. Children are especially welcome as many residents enjoy their visits. KTHR has a pet policy and we welcome pets into our facility provided they are well-tempered, groomed, leashed, and vaccinations are up to date. Please see the Activity Worker who can guide you through the policy and assist you to complete the checklist before we allow your pet to visit. Visiting can be enjoyed in the resident's room, family room, lounge, dining room, or outside on the patio. Families visiting the critically ill are encouraged to stay around the clock if they choose. Front doors are unlocked at 06:30am.

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. If you must visit, please wear a mask if you are coughing, and use proper cough and sneeze etiquette (using your elbow and not your hands) when needed, as well as washing your hands afterwards.

Special Occasions/Fundraising

Regular monthly birthday teas are held for the residents to celebrate those who have a birthday in that month. Special teas for a resident may be hosted by the family providing prior arrangements have been made with the Activity Worker and she will inform dietary staff as well. The Activity Worker also organizes some special teas and functions where the public are invited to attend. At Christmas time we hold a Silent Auction and proceeds go towards fun activities for our residents. At Christmas the families are asked to purchase, wrap, and label a present for under the tree to ensure that each resident gets a gift to open on Christmas morning. There are also a few potlucks held through the year on special

occasions; more information regarding these events would be available in the newsletter that the Recreation Department sends out regularly.

Communication

There are several avenues of communication available to residents and families. A large bulletin board which features activities, daily menus, residents/family council meeting minutes and other news hangs on the wall in the main hallway down the LTC wing. 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 recreation staff. A list of family email addresses is maintained to communicate to family (please provide the Activity Department with your email address if you prefer this type of communication).

Families are encouraged to discuss any concerns or questions as they may arise with the LTC nurse, Nurse Manager or Facility Administrator. We are all a part of your care team and have the best interests of the resident at heart. 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

-KTHR Board member-local member Nancy Steinbach

-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 1-800-667-9787.

Resident Council

There is a Resident Council that meets monthly (every 3rd Thursday). A resident council is an organization of persons living together in the same nursing home. All residents residing in the facility automatically become members of the council. We believe it is healthy for residents to play an active role in meeting their everyday needs. The purpose of the council is to represent the residents of our home in matters of interest to all residents. It is channel for feedback from the residents to the care team. The council supplements other informal and professional communication transmitted through the staff, volunteers and managers. The date and time of upcoming meetings are posted on the Activity Bulletin Board. All residents and their families are welcome and encouraged to attend.

Resident/Family Care Meetings

An initial care team meeting conference is scheduled 6-8 weeks after admission and annually for each resident. These meetings typically include the Case Manager, Registered Nurse, Continuing Care Aide, Recreation Worker, family members and the resident. The physician is also included in the initial meeting. The aim of the conference is to maintain resident-focused care by information sharing, problem solving, and goal setting. We review the care plan, review the medications, and generally discuss how things are going. A meeting will be scheduled annually, although a meeting may be called at any time upon request of the family or the Facility.

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 by not asking staff questions about things that you may see or hear that do not pertain to your loved one, and to not take pictures, except of your loved one without first obtaining consent. If you have questions about your loved one's care, it is best to have these discussions in a private location so as best to ensure confidentiality of your loved one.

Health Care Auxiliary

The Hudson Bay Health Care Auxiliary is a small group of volunteers who raise funds for equipment and supplies for the facility, focused on providing comfort to the residents living there, and also for patients who come into our facility. They assist the Activity Department with social events and provide funds to buy the small "extras" that enrich the lives of the residents or help make their stay more enjoyable. For example, the Health Care Auxiliary pays for the cable service in the two patient lounge areas in the LTC wing. Family, friends, and persons in the community are welcome to join the Auxiliary which meets at the facility on the first Wednesday of the month (except January, July, and August) at 7:00pm. For more information contact the Business Office or the Case Manager.

Lastly,

Our purpose and worth cannot be diminished by age. Coming into the care home environment should not be seen as a fearful experience. Our goal is that your stay with us

be as comfortable as possible, that your dignity and worth as a person not be lessened, and that we learn from you as much as we give to you. We welcome you to come to us with any words that can help us to make your stay here the best that it can be.