

Resident Information Booklet

**NEWMARKET PLACE
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TISDALE, SASKATCHEWAN
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Kelsey Trail Health Region



Revised March/2017

INTRODUCTION

Kelsey Trail Health Region operates one Long Term Care Facility in Tisdale –Newmarket Place. Newmarket Place is a 72 bed facility.

The purpose of Newmarket Place is to provide quality long term care for persons who require such care due to infirmity from age, chronic illness and/or disability.

PHILOSOPHY

Newmarket Place is dedicated to the provision of an environment which emphasizes quality of life and encourages growth of each individual member of it's' community. The client is esteemed and entitled to the best of restorative and supportive care – emotionally, intellectually, spiritually and physically. The worth and dignity of those providing services to the clients is respected. The climate and essentials that inspire the best, spontaneous giving-of-self are constantly sought.

FAMILY INVOLVEMNT

Families are encouraged to ask about programs in which clients are involved, participate in social programs, visit often and, if possible, take their relative out for short visits. Kelsey Trail Health Region strives to meet as many of the client's needs as possible, but the need for love and belonging can often only be adequately met by the individuals' families and friends.

ADMISSION

Admission is by application form. Forms are available from Homecare. When all relevant documents are received, the application will be reviewed by the Access Review Committee. The Committee decides on eligibility for admission to Long Term Care.

DISCHARGES

Discharges may occur if the home is unable to meet the care needs of the client. Decision will be based on assessment of the clients' needs and the needs of the total client population. Where a temporary need for another type of care exists, a client may be transferred temporarily to the appropriate care facility.

FINANCES

Clients will be responsible for a monthly charge based on Saskatchewan Health Income Testing, as well as non-benefit drugs and personal comforts. There will also be a Flat Fee of \$21.25/month which will be adjusted annually to increases in OAS/GIS. This fee is for Personal Hygiene items (toothpaste, toothbrushes, denture crème, denture adhesive, mouthwash, cotton tip applicators, shampoo, conditioner, hand soap, body cleansers, basic lotion, baby oil, body powder, Peri-wash, lubricating gel, etc.) Clients who do not have financial resources may apply to the Department of Social Services for assistance under the Saskatchewan Assistance Plan.

A Comfort Account service is available for safekeeping of client comfort funds. Clients are advised against retaining more than \$5.00 pocket money on the ward.

Clients, who are unable to take care of their personal finances or pension cheques, should make arrangements prior to admission for someone to handle these matters, as well as payments such as M.S.I. premiums, optometrist or chiropodist (foot doctor).

THINGS TO BRING

CLOTHING

Clients are usually dressed in their own clothing rather than hospital gowns or pajamas. Therefore, they require several changes of casual, machine washable clothing. Delicate clothing that requires dry-cleaning is not recommended, but may be provided and dry-cleaned at the clients' expense.

Clothing and footwear purchase is the responsibility of the client and family and should be done on an on-going basis. If this is not possible, special arrangements should be made with the Activity Department for clothing purchases and sufficient funds should be provided for this purpose.

All personal clothing and articles brought into the facility will be labeled with the clients' name. This will be done by the laundry department.

Guidance may be provided to clients or relatives regarding clothing purchases. If specialized clothing is suggested, we have catalogues from which to order.

Note: Clothing which requires dry-cleaning is the responsibility of the client and the staff of Newmarket Place will not be responsible for ensuring that it is appropriately cared for.

LADIES CLOTHING

NIGHTWEAR

- 6 – $\frac{3}{4}$ length gowns or pajamas as appropriate for the client (some clients may require back opening gowns)
- 1 or 2 roomy, front opening housecoats – appropriate to needs

UNDERCLOTHES

- as appropriate for the client and sufficient to allow for changes daily and as needed
- 6 – 8 undershirts or bras as appropriate
- 10 – 12 pairs of underpants, roomy
- incontinent supplies are available at the clients' expense

DRESSES OR SLACKS AND TOPS

- 6 changes as appropriate for the client
- 1 – 2 outfits appropriate for dress up occasions

SHOES

- 1 pair non-slip, good support, low heels, if needed (running shoe with Velcro front is best)

SLIPPERS

- 2 – 3 pairs of washable, non-slip, appropriate for client

SOCKS

- 7 pairs of diabetic socks

CARDIGAN SWEATERS

- 2 – 3 roomy, machine washable

MENS CLOTHING

NIGHTWEAR

- 4 – 6 changes of pajamas or back opening nightshirts as appropriate for the client; sufficient to allow for several changes if required.

HOUSECOATS

- 1 – 2 roomy, appropriate for client (not too short)

PANTS

- 6 pairs of pants (sweats or jeans), roomy and easy to fasten
- suspenders if needed
- 1 – 2 pairs of dress slacks, washable

SHIRTS

- 6 shirts, machine washable, loose fitting, front snaps with snap cuff

UNDERWEAR

- 10 – 12 pairs of good quality undershorts; long drawers if client prefers
- 6 – 8 undershirts, if desired
- incontinent supplies are available at the clients' expense

SOCKS

- 10 pairs of diabetic socks

CARDIGAN SWEATERS

- 2 – 3 machine washable

SHOES

- 1 pair non-slip, good support, if needed (running shoe with Velcro front is best)

SLIPPERS

- 1 – 2 pairs, washable, roomy, non-slip, appropriate for client

PERSONAL ITEMS

Hospitalization (SHSP) and MSI copies are to be left at the Nursing Station

- cosmetics, electric razor, brush and comb, and nail care (nail clippers & file).
- radio, television and clock may be brought if desired
- room furnishings are provided but clients may bring a favorite chair or piece of furniture if appropriate. Please check with the Nursing Manager or the Nurse-In-Charge.

If desired, the client\family are welcome to purchase a twin size bedspread to feel more at home and personal.

MEDICATION

It is recommended medication and ointments brought to the home be given to the Nurse-In-Charge and they will be reviewed by the physician.

RECREATION

Clients are encouraged to continue any interest or hobbies. Every effort will be made to accommodate these interests. Clients should bring pictures, albums, books and hobby crafts.

POTTED PLANTS

Potted plants are not always appropriate in client rooms. If desired, please try to limit to one or two plants. There are greenhouse and gardening areas available and clients are encouraged to use these for the enjoyment of all.

VALUABLES

Clients and families are encouraged to deposit funds to the Comfort Account in the respective business offices.

Clients are advised **NOT** to bring valuable articles into the facility as the facility cannot be responsible for the security of clients' personal belongings.

MOBILITY AIDS

Clients should, at the time of admission, bring all the equipment they are using, including privately owned equipment and those that are on loan from the S.A.I.L. program. S.A.I.L. equipment will be returned when it is no longer required by the client. All equipment must be identified, preferably upon admission, with hospital bracelet.

SCENT FREE ENVIROMENT

Scents present a health hazard for some workers, clients/residents/patients, visitors, volunteers, medical staff and contracted services within the Kelsey Trail Health Region. In the interest of providing a safe workplace and care environment, the use of scented products and presence of heavily scented flowers/plants will be **discouraged** or restricted.

Any scented flower or plant **that creates a hazard** for workers or clients will be removed from the Kelsey Trail Health Region buildings.

The Kelsey Trail Health Region is committed to providing a safe and healthy environment for workers, volunteers, clients, and general public. This includes the prevention of harassment and violence and the promotion of a scent free/reduced workplace.

ACCOMMODATION

Clients are accommodated in private rooms. Room placement is based on the needs of the client. It is not permanent and may be changed at the discretion of the Nursing Manager/Facility Administrator.

SMOKING REGULATIONS

The intent is that Newmarket Place, as a health care facility, will be a non-smoking environment.

ALCOHOLIC BEVERAGES

Are permitted in the facility but are to be kept in the medication room and dispensed by the nurse in charge. Residents are not to keep alcoholic beverages in their rooms.

CHURCH SERVICES AND PASTORAL CARE

Non-denominational church services are offered weekly as arranged by the Tisdale Interfaith Pastoral Care Association. Local clergy will visit as required by the clients.

VISITORS

Visitors are welcomed any time appropriate to the client. There are no set visiting hours. Visits by children are welcomed and encouraged. Young children should be under supervision. Pet visits are permitted. Pets should be under control of a responsible person at all times, must be kept on a leash, and pet vaccinations must be up-to-date. Quiet areas are provided for private visits.

Visitors may be requested to leave a clients' room temporarily while staff work with client.

PHYSICIAN SERVICES

Medical services are provided by the medical staff at Tisdale Hospital. The client will be put under the care of the Physician that is on call at the time of admission, unless Family Physician is in Tisdale. Physician visits are at the discretion on the individual Physician. Physicians are on call for emergencies, and make regular rounds at Newmarket Place.

NURSING SERVICES

Nursing care is provided by Registered Nurses, Licensed Practical Nurses and Continuing Care Aides, under the supervision of the Nursing Manager. At Newmarket Place there is 24 hour coverage by a RN/LPN.

Following admission, clients are assessed and care plans are developed with potential goals and established treatment programs individualizes to meet the clients' needs. Care is directed by the attending physician.

MEDICATIONS

All Medications are to be ordered by the physician and supplies by Lacroix Drugs on a Monitored Dosage System. Please do not purchase any additional medicines or ointments.

All medications are stored in a locked medication room.

Multidisciplinary Medication Review – After admission and then quarterly throughout the year, medication reviews will be done with the nursing staff, residents admitting physician, pharmacist & family. This review is done to focus on identifying & resolving drug related problems. The review ensures that the medication prescribed is appropriate for the resident’s diagnosis. This is done to ensure the effectiveness of medication, cost effective and any required monitoring is being carried out.

CARE CONFRENCES

Care Conferences are informal meetings held once a year with family, nursing staff, the Pharmacist, and Nursing Manager to discuss the resident’s care, medication and how they are managing in the facility.

FOOD SERVICES

Meals are served in the dining rooms. Meals may be served in other areas at the discretion of the Nurse-In-Charge in consultation with the Nursing Manager. Nursing staff assist clients with their meals as needed.

Nourishments are provided mid-morning, mid-afternoon and in the evening. Juices and nourishments are provided at other times as required by individual clients. Special diets are provided as ordered by the physician and/or dietician. Individual likes and dislikes are respected.

Visitors wishing to have a meal with their friend or relative may arrange this with the Nurse-In-Charge. Payment for meals can be made at the cafeteria.

Please note: Any food brought in for the client must be approved by the Nurse-In-Charge. It must be labeled, dated and placed in the cottage kitchen’s fridge if perishable. Any concerns about a clients’ diet should be brought to the attention of the Nurse-In-Charge.

ACTIVITY DEPARTMENT

Recreational programs are designed to enhance the quality of life of each client. Recreational services are coordinated with other services in the facility. Involvement of clients, family members, volunteers and community is essential to this service. Some components of this program are:

PHYSICAL ACTIVITIES

This program consists of an exercise program, games and sports geared to abilities, outings and walks.

SOCIAL

This program includes family visits and events, dances, picnics, outings, religious services and groups, parties and entertainment.

INTELLECTUAL AND CREATIVE

This program includes learning and relearning skills, discussions, demonstrations, reminiscing, personal visits and crafts.

VOLUNTEERS

Volunteers always enhance the quality of life of the clients and are needed in many capacities. Please contact the Activity Worker for additional information.

SPECIAL OCCASIONS

Regular monthly birthday teas are held for the clients. Special teas for clients may be hosted by the family, providing prior arrangements are made with the Activity Department.

A Christmas gift opening is held on Christmas Day. Families are invited to participate if possible. A gift for the Christmas tree is purchased and labeled by the family, or activity worker if family is unable to, thus ensures each resident has a gift to open.

RESIDENT COUNCIL

This group is established by and for the clients to represent their interests in relation to the operation of the facility and to encourage client input and participation in activities of the facility.

The Resident Council maintains a close relationship with the Activity Department. It provides a liaison between the clients and administration.

LIBRARY SERVICES

Large print books and talking books are obtained and provided to clients.

NEWSPAPERS

The Tisdale Recorder and Review is delivered to each facility. Any other newspaper must be obtained by individual subscription.

MAIL SERVICES

Mail pick up and delivery is provided daily Monday through Friday. Stamps may be purchased at the business office.

Residents' mailing address:

Newmarket Place
Box 2620
Tisdale, Sk.
S0E 1T0

TELEPHONE

Clients may use the telephone at the Nursing Station at the discretion of the Nurse-In-Charge. Clients may arrange for private telephones by speaking with the Nurse Manager or Facility Administrator. Cost of hookup for phone services is \$10.00, then a monthly fee of \$25.00 thus includes all long distance services.

TELEVISION

Clients are welcome to bring televisions in but are responsible for hookup and payment of cable services. A television is provided in the lounge area for common use. It is the families' responsibility to have wall-mounted TV's professionally mounted.

TRANSPORTATION

Transportation and accompanying clients to appointments is the responsibility of the family. If family is not available to accompany them a regional driver can be arranged for a fee.

The Handi Bus service and Taxi service is available to the clients for a fee. This may be arranged at the Nursing Station.

Any residents using the Handi Bus **MUST** be accompanied. It is expected that the family will accompany the resident, if in the case family cannot accompany then a suitable volunteer will be arranged or the appointment will be changed to a date when family member can accompany.

For emergency transfers or if the clients' condition warrants, ambulance transportation will be arranged by the Nurse-In-Charge.

Outdoor areas suitable for client walks and wheel chair rides are provided at Newmarket Place.

LEAVE OF ABSENCE

Clients are requested to report and sign out any time they leave the building. A sign out – sign in book is provided at the Nursing Station. Please indicate the length of absence, pick up any medication required in that time period and indicate if absent for a mealtime.

AUXILIARIES

An Auxiliary is established at the facility. Membership is solicited from clients' families and friends, service groups existing in the sponsoring areas, and any person interested in participating in the provision of service in any capacity to the clients and facilities. Volunteers are encouraged to join the Auxiliary.

For more information regarding the Auxiliaries, please contact the Newmarket Place Activity Director or Auxiliary President. The names and numbers of these individuals can be obtained by calling the facility.

LAUNDRY SERVICE

The laundry department ensures sufficient linen is available at all time for the proper care and comfort of the clients.

Personal clothing is laundered. Items must be properly labeled to ensure return of personal articles.

HOUSEKEEPING AND MAINTENANCE SERVICE

These departments provide a clean, safe, comfortable and attractive environment for clients, staff and visitors.

Fire and emergency plans are developed and fire drills are held at regular intervals.

HAIRDRESSING SERVICE

A hairdresser visits weekly to do haircuts, sets and perms. Payment for this service is the responsibility of the client.

Appointments and other services will be arranged as needed with the approval of the attending physician.

For further information please contact:

Nursing Manager	1 306 873-6550
Facility Administrator	1 306 873-6550