

SALEM HOME INC.

**RESIDENT
POLICY
and
INFORMATION
HANDBOOK**

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WELCOME

Salem Home is now your home. We sincerely wish that you will receive the support you need to enjoy your stay and continue to meet your own goals. You will meet many other residents as well as staff who are committed to ensuring a living environment supportive of your needs.

This handbook has been prepared to introduce you to your new home by letting you know what services are offered, who provides them, and how to obtain them. We encourage you to keep this booklet close by as you and your family may find it helpful to refer to this information from time to time. We welcome your questions and concerns and invite you to discuss them with staff members.

Mission Statement

Our commitment....
To provide Christ Centered care embracing the values of
Compassion,
Dignity,
Excellence,
And Faith

INTERPRETATION OF MISSION STATEMENT

The provision of relationship-centred care to the residents. Quality and appropriate services are offered to the residents admitted to Salem Home. The end-result of the services provided to the resident should result in an optimal state of well-being for the resident.

DEFINITION OF VALUES

Compassion

- Providing residents and employees with a sense of belonging.
- Taking time to understand and meet the residents and employees' needs.
- Supporting the emotional, spiritual, and physical well-being of the residents and employees.
- Respecting the residents and employees regardless of cultural heritage.

Dignity

- Providing person centred care, believing that each resident and employee is a unique expression of God's creative genius.
- Honouring the right of privacy of residents, employees, and the organization
- Practicing the Golden Rule with those we care for, work with, and meet.

Excellence

- Continually working together to improve how we provide care and services.
- Insuring care and service excellence using evidence-based and promising practices.
- Adhering to a high standard of moral conduct, and dealing with people honestly
- Assuring results and accountability for wise and cost effective use of resources.
- Promoting learning through training and development of employees

Faith

- Developing and maintaining trusting relationships as an expression of our faith
- to create community
- Our faith provides the framework which guides our decision making
- Nurturing and supporting residents and employees to live the Fruits of the Spirit
- Fostering an environment which encourages and supports the spiritual growth of residents and employees

VISION

*Salem Home
will be recognized as an
innovative leader in the delivery of
Long Term Care Services.*

AN OVERVIEW

Salem Home was started by the various Mennonite churches of Winkler and surrounding area in 1956. Since that time, Salem Home has been committed, as an expression of Christian faith to provide, with dignity and respect, the physical, emotional, social, spiritual and intellectual needs of each resident regardless of age, race or religion.

To this end, we provide each resident with a private room equipped with it's own washroom, closet and basic furnishings. Our residents also have access to spacious grounds, gazebo and courtyard which are wheelchair accessible.

Our care services include medical, pharmacy, occupational therapy, nursing, activities, social work, pastoral care, volunteers, nutrition services, laundry and housekeeping.



RESIDENT AGREEMENT

This agreement made in duplicate this ____ day of _____ A.D., 20 ____.

between

SALEM HOME INC.
(Hereinafter called the "Home")

and

(Hereinafter called the "Resident")
of the second part:

Whereas the Home provides accommodation, goods and services as prescribed in the Personal Care Services Insurance and Administration Regulation; and whereas the Resident desires to live in the Home.

This agreement witnesseth that:

1. The Home agrees to provide board and accommodation to the Resident and such personal care as the Resident may require and the Home is able to provide.
2. The Resident and/or Legal Representative agrees to pay the following charges:
 - a) The daily residential charge at the rate per day as set out by Manitoba Health;
 - b) Any ambulance charges with respect of the Resident, which are not considered an insured benefit;
 - c) Such reasonable charge as may be levied by the Home for the provision of supplies and/or services requested or required by the Resident. Such services may include the provision of toilet articles, newspapers, room telephone, room television, cable service for television, barber or beautician services, sewing, minor mending, labelling of clothing, dry cleaning, rentals such as lifting and transferring equipment—spenco mattresses, spenco cushions, recliners, wheelchairs and any pharmaceuticals not covered by the pharmacare program.

Resident Agreement *(continued)*

- d) The purchase cost of wheelchairs, accessories, and any other equipment specific to the needs of the resident that is recommended by professional staff and is not normally provided by a personal care home.
3. The Resident agrees to pay one month, in advance, any portion of the residential charge not payable by any government or government agency. Arrangements for payment shall be made by the resident, or his/her Legal Representative, with the Business Office at time of admission.
4. The resident or his/her designated representative for health care, hereby consents to the following:
 - a) to enter into a discussion regarding the right to choose or refuse treatment;
 - b) dental examinations and incurred costs, including making of dentures when deemed necessary by the physician;
 - c) the purchase of glasses and hearing aides;
 - d) the collection of information and the release of information from the resident's record as is required for the care of the individual in accordance with the Personal Health Information Act.
 - e) The release of relevant health information from the resident's record to a Certified Footcare Nurse, privately hired by the resident or his/her legal representative.
5. The Home ensures the provision of medical care for the resident. The resident understands that should he/she choose an alternative physician, that physician must be willing and available to visit the Home to provide written and/or signed medical orders, provide on-call and any other services as may be required.
6. To ensure safety standards, the resident and/or designate agrees to the inspection by the Home's Plant Operations department, all permitted electrical equipment, prior to its placement in the resident's room. Motorized wheelchairs or scooters may be permitted within the Home following an assessment by the Occupational Therapist and authorization from the Director of Resident Care Services.
7. The Resident agrees to purchase all clothing that he/she may require.

Resident Agreement *(continued)*

8. The Resident acknowledges that he/she will be responsible for all of his/her personal belongings. All personal valuables, including jewellery, clothing, aides, appliances, etc., should be insured with a carrier of his/her choice.
9. The Home reserves the right to ask that a resident remove personal belongings, i.e. furnishings from his/her room to ensure adequate space is available to meet his/her care needs.
10. The Home reserves the right to move a resident, within the Home, for the best interests of the Resident and other residents of the Home.
11. The Home reserves the right to discharge a resident who, following a medical and/or social and/or nursing assessment has been deemed at a level of care that is not available in the Home.
12. The Home reserves the right to discharge a resident, upon the recommendation of the Safety, Standards and Ethics Review Committee, who displays behaviour that is significantly disruptive to other residents, or is a serious threat to the welfare of residents and/or staff.
13. The Legal Representative shall be responsible for the payment of any charges payable by the Resident to the Home hereunder.

Signed this ____ day of _____ A.D., 20__.

Witness _____

Resident/Designate

Witness _____

Health Care Proxy

Witness _____

Legal Representative

INFORMATION and SERVICES

ACCOMMODATIONS

Each room is equipped with basic furniture. Additional furniture may be added to the room as deemed acceptable. In order to create a more home-like atmosphere, you are encouraged to bring your favorite chair, pictures for the wall, and a clock. Limited personal closet and shelf space is available. Staff must be able to provide safe care in an environment that is uncluttered.

Electrical Appliances

Electrical appliances, such as a radio, shaver, television, fan or room air conditioner, are the responsibility of the resident. All appliances must meet CSA or ULC standards. The appliances must be checked by the Plant Operations Department before being used. Residents must be able to demonstrate that they can operate these appliances safely. In the interest of safety, electric heaters, toasters, kettles, heating pads and electric blankets are not allowed.

It is family's responsibility to provide regular cleaning of personal refrigerators, as well as monitoring for outdated or spoiled food items.

Fire Protection Services

Salem Home has an early warning fire detection system. There are heat or smoke detectors in all areas.

Fire drills and inspections are carried out on a regular basis. Your cooperation is appreciated during these drills as they are for your protection.

Housekeeping

We strive to provide a clean, tidy, pleasant environment, and to create an atmosphere for healthy, happy living.

We require castors on all large furniture items to facilitate cleaning. Under the bed storage is prohibited. Families may be contacted and asked to provide cleaning services for rooms with excessive possessions.

Newspaper Delivery

The Winkler Times is delivered weekly. You may take a copy to your room for reading. Upon request, the Business Office will make arrangements for you to subscribe to the Winnipeg Free Press. Payment is the responsibility of the resident.

Personal Possessions

Treasured personal possessions such as a radio, flat screened wall-mount television, easy chair, pictures, lamp, plants, etc. may be brought into your room. Please consult with the Social Worker before bringing in large items of furniture other than those mentioned above. As space is limited, the resident may have to choose accordingly.

Resident Room/Transfer

Each resident will be assigned a room upon admission.

Increased care needs or social concerns may necessitate a room change. Whenever possible, family will be informed before any move is initiated. We, however, reserve the right to move the resident.

Costs associated with the reconnection of cable-vision and/or telephone, are the responsibility of Salem Home unless the resident specifically requested the transfer.

Responsibility for Loss/Damage

Salem Home will not accept financial responsibility for loss, damage or theft of personal possessions. We will do our best, however, to recover lost items and to ensure that your possessions are safe. Please report any losses immediately to the nurse in charge. The Director of Resident Care Services and/or the Chief Executive Officer can also be contacted.

Telephone

The provision for a telephone outlet is available in each room. The cost of connection and the monthly bill are the resident's responsibility.

You or your legal representative is responsible to arrange connection with MTS. Your family is responsible to bring in a phone and return it when no longer needed.

Televisions

Televisions are located in several areas within Salem Home. You may also have your own flat-screened wall mounted television sets. Cable-vision hook-up is available in each room. The cost of connection and the monthly bill are the resident's responsibility. The Business Office will make arrangements at your request.

Internet Connections

You are welcome to bring in your own computers. However, IT support is not available from Salem Home Staff and remains the responsibility of the resident. The resident is responsible for the cost of the connection and the monthly bill.

CLOTHING, LINEN and LAUNDRY

Clothing

You are responsible to purchase all clothing that you may require. It will be necessary for you to have enough clothing including under clothes, shirts, sweaters, pants, skirts, dresses and shoes. Other necessities that the resident is responsible to provide are: toothbrushes, dentures, denture cleaner (if required), combs and brushes, glasses, hearing aids and batteries, rechargeable electric shavers.

Residents unable to dress independently may be requested to purchase dresses, slips, gowns and housecoats which open completely, either in front or back. A good quality polyester blend is recommended.

Incontinent Products

Basic incontinent products are supplied in accordance with Manitoba Health policy. If another product is preferred, such as a pull-up type product, the cost of the product is the responsibility of the resident.

Resident Clothing Sales

Golden Wear, Easy Living and other companies come to Salem Home on a regular basis to sell clothing articles to residents, family members and staff. It is recommended to purchase open back clothing at these sales. Please contact the Life Program Manager for further information.

Linen

Bed linen, pillows, blankets, bed spreads, drapes, towels and face cloths are supplied for you. However, you may use your own bedding and towels if desired, provided they are labeled and can withstand industrial laundering. Please note that feather pillows or blankets are not allowed in the facility.

Laundry

Laundry services are provided at no additional cost to you. A washer and dryer are located in the Heritage Room. Residents/families who wish to launder special items may use these facilities. Please see Life Program Manager for more information.

Dry Cleaning

The resident or family are responsible to arrange and pay for dry cleaning services.

Labeling of Clothes

ALL clothes must be labeled. We will label garments for a one-time fee charged at the time of admission if clothing arrives the day of admission. A late fee will apply for large volumes of labeling after admission date. Please refer to Memo posted in each resident's bathroom on Cottonwood and Maple. For Evergreen and Willow, please advise the Charge Nurse each time new clothing is purchased.

DENTAL/EYE CARE

Dental care examinations and follow up care are arranged by the resident or family.

Eye examinations and follow up care are arranged by the resident or family.

Residents are responsible for the dental/optometrist's fees, and for transportation to and from the office. Should you require an escort, you will also be responsible for the payment of those services.

ELEVATORS

Elevator service is available between each floor. To access the second floor, use the elevator located by the Maple nursing desk.

FAMILY

Family

Your support is invaluable to your family member as they become a resident at Salem Home. We encourage you to participate in the following ways:

- Visit your loved one regularly.
- Take the resident for drives, visits or social leave outside of Salem Home
- Escort the resident to outside appointments.
- Bring the church bulletins and encourage church members and pastors to visit.
- Attend post admission and family conferences when scheduled.
- Support teas and other special events at Salem Home
- Replenish the resident's wardrobe and personal toiletries as needed.
- Assist in volunteer programs and at meal times.
- Participate in evaluation processes to ensure optimum care for your resident. A family questionnaire has been designed for this purpose.

Family Questionnaire

The Family Questionnaire is intended to determine the satisfaction level of the family and/or resident with the admission process and the initial plan of care implemented for the new resident. It provides a mechanism for Salem Home to determine the effectiveness of the admission process and to determine gaps in the process that can be corrected.

The Family Questionnaire will be sent to the family under covering letter from the Chief Executive Officer, three weeks after admission. A prompt completion and return of the questionnaire to the Chief Executive Officer is both helpful and appreciated.

An annual Resident/Family Satisfaction Questionnaire is also circulated to residents who have been at Salem one year or longer.

Resident/Family Complaints/Concerns

If you or family has a complaint or concern about a service provided you are encouraged to communicate your complaint/concern to the Charge Nurse, Resident Care Manager or Social Worker.

You may also direct a concern to the departmental Manager/Director or the Chief Executive Officer. Appointments with any of the above may be arranged by contacting the Executive Assistant.

In the event that a concern cannot be resolved, the concerned party has the option of calling the Program Leader, Senior's Health at the RHA-CMI.

Visitors - Family and Other Guests

All information of a medical, personal and/or business nature pertaining to a resident, an employee, or Salem Home is confidential.

Visitors are welcome and may visit any time during the day or evening. However, visitors are encouraged to show consideration of resident needs for rest and avoid very early or late hours.

Many of our residents are vulnerable and are at risk for communicable diseases. Visitors are asked to refrain from visiting if not well.

In the event of a communicable disease outbreak, such as a flu or diarrhea, staff may have to restrict visiting to stop the spread of germs.

Children, under age 12, must be accompanied by a responsible adult, and must not be left unattended at any time. Parents are responsible for the behavior of their children and must ensure appropriate behavior while on the premises.

You, the resident have the right to designate your visitors. Moreover, Salem Home has the right to limit or prohibit access of any person whose presence in the facility may place residents and/or property at risk.

Flowers / Scents and Allergies

Families and friends of residents are requested not to include lilacs and lilies of any kind when sending or bringing floral arrangements to residents.

Also, the wearing of strong fragrances by residents and visitors is discouraged as many staff and residents have allergic reactions/sensitivities to lilacs, lilies and strong fragrances. Your

cooperation is much appreciated.

FACILITY USE on RECOGNIZED HOLIDAYS and SPECIAL OCCASIONS

Family gatherings at Salem Home. for the Christmas season, New Years, Easter, Pentecost, Ascension Day, Father's Day, Mother's Day, Thanksgiving and for special circumstances such as birthdays and anniversary celebrations must be planned in advance.

We encourage your families to take you out for these occasions whenever possible. For those times when it is not possible, reservations for space for family gatherings must be made with the Life Program Manager. To ensure your reservation site, you are asked to sign a rental agreement and make a deposit in advance. Families are responsible to bring in and clean up all food, beverages, and dishes.

Reservations for small family visits on regular days do not have to be made in advance and do not require a rental fee.

NOTE: No candles on cakes please.

FINANCIAL and INFORMATION SERVICES

Business Office Hours

A receptionist is on duty at the Business Office from 9:00 a.m.-12:00 noon and 1:00 p.m. - to 4:30 p.m., Monday to Friday, to assist you with any inquiries.

The Business Office is **not open** during the following recognized statutory holidays:

New Year's Day	Louis Riel Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Civic Holiday	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day

Cash

You are encouraged to keep only a small amount of money (\$20.00 maximum) in your room. Salem Home cannot be responsible for monies kept in your room.

Designated Representative

It is important that we have on file the name, address and telephone number of the designated party responsible and legally entitled to conduct business and financial matters for you, the resident.

Legal Issues

Families are asked to discuss with the Social Worker/Resident Care Manager prior to making arrangements for a resident to sign legal documents, for example: power of attorney documents which would assist with the management of the resident's financial affairs.

Families are also asked to advise the Social Worker/Resident Care Manager if arrangements have been made with a lawyer to see a resident for the purpose of having a resident sign legal documents. Residents must be mentally competent to be able to sign legal documents.

Donations and Bequests

All persons wishing to make a donation or a bequest to Salem Foundation are referred to the Chief Executive Officer. Income tax receipts for donations of \$10.00 and over is provided to the donor.

Monthly Payment of Account

Residential charge rates are set by Manitoba Health and are based on your income. Because of changes in income and the cost of living, rates are re-assessed every year. You will be asked to provide your Notice of Assessment from the previous taxation year in order for Us to assess your daily residential charge. If you are married, your daily charge will be assessed based on the combined income of you and your spouse. Payment of the residential charge must be made by the first banking day of each month. An annual summary of residential charges will be available to family members for income tax purposes.

Arrangements for method of payment should be made with the Business Office upon admission.

Payments

Residential charges, telephone accounts, miscellaneous expenses, etc.

may be paid during business hours, at the front desk.

Tips and Gratuities

Our staff undertake their work conscientiously and with your best interests in mind. They do not expect gifts.

A smile, a word, or a little note, however, is always appreciated by staff. The acceptance of money by a staff member is definitely prohibited, and can result in dismissal.

Trust Accounts

You are strongly encouraged to open a trust account in the Business Office for miscellaneous expenditures and petty cash. Examples of miscellaneous expenditures are rental of resident equipment and supplies not paid for by Manitoba Health. An initial deposit of \$200.00 is recommended upon admission.

No less than \$50.00 and no more than \$400.00 will be held in this trust account. Interest is used for the benefit of all residents. Deposits, or withdrawals (payable in the name of the resident only), may be made during business hours. Trust accounts cannot be overdrawn. There is a small monthly administration fee for maintaining the trust account.

Guaranteed Income Supplement

If you and your spouse are receiving GIS and are living apart due to one of you living in a PCH, it may be financially beneficial to be considered as a single person for GIS purposes.

For further information please contact our Social Worker or the Service Canada office

Phone: 1-800-622-6232

Website: www.serviceCanada.gc.ca

HAIR CARE

Hair care is available for both men and women in our salon, at a reasonable charge to the resident. Contact the Life Program Manager, or Charge Nurse, for further information.

NAIL CARE

In order to comply with Health Canada's requirements for infection control for nail care, residents are required to purchase their own nail care equipment. We will provide each resident, upon admission, with the required equipment at cost for a total of \$10.00. This will be charged to the Resident Trust Account.

Other services such as a Foot Care Nurse, massage therapist, reflexologist, chiropody, are the responsibility of the resident.

LEAVES

Hospital Leave

A hospital leave is defined as the absence of a resident from Salem Home because of admission to a hospital. This absence may not exceed twenty-one days for each period of hospitalization unless an extension is granted by Manitoba Health. Per diem charges for accommodation at Salem Home will continue while on an approved hospital leave.

Social Leave

A social leave is defined as an absence of not more than three days at any time during the course of one week. A week commences Monday and ends the following Sunday. These days are exclusive of the annual twenty-one day extended leave.

Extended Leave

You are entitled to twenty-one days of extended leave during each fiscal year.

LICENSURE:

Our annual licensure is dependant upon meeting these standards:

- Legislated Manitoba Health Personal Care Home Standards
- Accreditation Canada.

LIFE PROGRAM

Life Program provides meaningful recreation and leisure programs to improve cognitive, physical, social and creative abilities as well as assisting with one's sense of self-worth and spirituality. Various programs are offered on each unit, which are based on resident interest and ability. Some of the programs offered include exercise, baking, music, crafts, reminisce, entertainment, outings and various special events throughout each month. Your families are welcomed and encouraged to participate with you in the various Life Programs offered. The Life Program Schedule for the current month is available on our web site as well as outside the Life Program Office.

Ladies' Auxiliary

The Ladies' Auxiliary, comprised of members of the supporting churches of Salem Home, hold a bi-annual craft, tea and bake sale.

This event is open to all residents, family members, staff and members of the general public. Proceeds are designated to items which will improve the quality of care for the residents.

The Ladies' Auxiliary also participates in major activities such as the resident and family picnic held each summer. The Life Program Manager of Salem Home is a member of this committee.

Library

A small library is provided for your reading pleasure. Please ask staff for directions.

Resident and Family Council

The council is intended to provide the resident and family with a formal opportunity to meet regularly, share ideas, provide input and partake in decisions concerning the daily lives of the residents. Guest speakers may be invited. If you need more information, please contact the Social Worker for details. All residents and family are encouraged to attend.

Tuck Shop

A tuck shop is operated by the Life Program department during regular business hours, Monday through Friday, for the convenience of the residents. Items such as crafts, cards, writing paper, combs, etc. are available for purchase.

MAIL

Mail is collected and delivered, Monday through Friday, to Salem Home. Resident's mail is distributed from the appropriate nursing unit.

The receptionist is available to sell and place appropriate postage on outgoing letters and parcels Monday through Friday.

MEDICAL SERVICES

We provide an attending physician to each unit. You are encouraged to use the medical care services provided. Should you decide to retain the services of your own physician, transportation to and from the physician's office becomes your responsibility. The services of a geriatrician, psychiatrist and a psychologist are also available through the Special Care Unit.

When hospitalization is required, the services of Boundary Trails Health Centre will be used.

Flu Vaccine/Pneumococcal Immunizations

A consent form must be signed before flu vaccinations and pneumococcal immunizations can be given to the resident. You, the resident or representative for health care will be requested to sign the consent form at time of admission.

Should you or your representative need further information about the flu vaccine, you are encouraged to speak to the Resident Care Manager.

Advance Care Plan

Upon admission a discussion will take place that will focus on education and information regarding end-of-life care. The goal of the discussion(s) is to develop a care plan that is in the best interest of each individual

resident and respecting your desires.

If a Health Care Directive is currently in place, a copy of the Directive will be placed on the chart for reference.

Advance Care Plans will be reviewed with each Annual Care Conference and when medical condition changes.

Palliative Care Services

Palliative means “to relieve without curing”. The decision to receive palliative care services at Salem Home, rather than being transferred to a hospital, is discussed with the Resident Care Manager and the attending physician.

If it is necessary for a relative to remain overnight with a seriously ill resident, arrangements can be made with the Charge Nurse.

Health Care Record

Personal health information will be entered into a health care record for each resident, which will be managed in compliance with The Personal Health Information Act of Manitoba (PHIA).

You have a right to examine, receive a copy of, and request a correction to your information. A fee will be applied. Any request for information ought to be directed to the Resident Care Manager or Unit Charge Nurse. All requests made by family pertaining to your loved one will be reviewed and responded to within 72 hours as per P.H.I.A.

NURSING SERVICES

Nursing services are provided twenty-four hours per day. A Resident Care Manager is assigned to each unit and works Monday through Friday. A professional nurse is always in charge of the unit if the Resident Care Manager is not on duty.

A plan of care is developed for each resident to maintain the highest possible level of function and well-being.

Concerns pertaining to health and medication should be directed to the nurse in charge of the unit.

Restraints

We are committed to an environment of least restraint for each resident. Least restraint is defined as the least restrictive approach that promotes autonomy and dignity while maximizing safety.

Restraint use may be appropriate if the benefits outweigh the burdens and your state of wellness is maintained and/or enhanced. Your desire to remain independent and willingness to accept the risks associated with this will be respected.

There are many risks associated with the use of restraints. For example, the use of a lap table restricts movement and may result in blood clots, skin integrity problems and a loss of muscle tone/strength, which can lead to further immobility. There is also a risk of a resident sliding down and choking on a lap table. Side rails also pose risk of serious injury as residents may attempt to climb over the rails or out the back of their bed resulting in falls with potentially serious injuries. Psychologically, those who are restrained may suffer humiliation, anger and can become more agitated.

Therefore, before a restraint is used, all possible alternatives must be considered. If a decision is made to use a restraint, consent must be obtained from you the resident or your health care proxy and a reduction plan that includes regular evaluation must be in place. The resident care plan must reflect actions taken to prevent complications that can result from the use of restraints.

Abuse Policy

We are committed to providing every resident with an environment that is free from abuse or neglect. No form of abuse or neglect of residents by staff, families, volunteers, visitors or other residents is condoned or tolerated.

The Protection for Persons in Care Act (Bill 7) defines abuse as follows: mistreatment, whether physical, sexual, mental emotional, financial or a combination of any of them, that is reasonably likely to cause death or that causes or is reasonably likely to cause serious physical or psychological harm to a person, or significant loss to the person's property.

The act also requires that a service provider or any other person who

has a reasonable basis to believe that a resident is, or is likely to be, abused has a duty to report the belief and the information on which it is based to the Protection for Persons in Care Office (Protection Office) at Manitoba Health. Reporting options are as follows:

- Phone: 1-866-440-6366 (toll free) or 1-204-788-6366 (Monday to Friday 8:30-4:30)
- Letter: Persons in Care Protection Office
300 Carlton Street
Winnipeg, Manitoba R3B 3M9
- E-mail: protection@health.gov.mb.ca
- Fax: 1-204-775-8055

In person: at the office, address above

Safety

We are committed to providing an environment where health and safety are maintained. This includes the implementation of safeguards to prevent falls and injuries to our Residents and Staff. SCHIPP Equipment (**S**afe **C**lient **H**andling and **I**njury **P**revention **P**rogram) that may be used to assist staff in best assisting you may include: transfer belts, wheelchair sliders, transfer board, bed sliders, sit/stand lifts, and mechanical lifts.

Upon admission and quarterly, you will be assessed to determine risk for falling. Based on risk, different interventions and care approaches will be suggested. Nursing staff will discuss their recommendations with you and your family and develop a plan of care accordingly to keep you as safe as possible.

Unfortunately, we cannot prevent everyone from falling. With the help and input of family, we can work together to keep you healthy, independent and as safe as possible.

The risk of falling is greater if you:

- Have had falls in the previous weeks or months
- Have difficulty walking
- have leg weakness
- have periods of confusion

- Have a need to go to the bathroom quickly
- take certain types of medications
- are older than 80years of age
- Have an acute illness or chronic illness
- Have difficulty with vision
- wear unsafe footwear, ill-fitting footwear, walk in socked feet
- Use side rails, lapbelts and other restraints
- Have hazards on the floor or in your room (i.e. clutter)

What can I do to lower my risk of falling?

- calling for assistance when feeling weak/dizzy or needing help
- wearing safe footwear
- sitting up in bed a minute before standing up
- taking your time when walking
- Telling us if you are experiencing any bladder or bowel problems

NUTRITION SERVICES

We are responsible for providing meals and nourishments to the residents.

Family should consult with the Charge Nurse prior to bringing in special food items if you are on a special diet.

A Registered Dietitian is able to monitor the resident's nutritional status and make necessary adjustments to the diet. The Dietitian also ensures that the menu meets nutritional requirements while accommodating the food preference of the Mennonite culture.

Courtesy Beverage

Visitors may be offered courtesy coffee/water during resident nourishment times, one serving for up to three guests. Visiting groups larger than three may purchase beverages and other food items in the cafeteria at list price. Cafeteria hours are from 8:00 a.m. to 8:00 p.m.

Guest Dining

Visitors wishing to dine with the resident may purchase a served meal

through Nutrition Services.

Visitors requesting a meal with the resident shall inform the Nutrition Services prior to 10:00 a.m. for the noon meal and 3:00 p.m. for the evening meal. Maximum number of guests allowed is five. Groups of six or larger must make special arrangements with the Life Program Department. You the resident are required to pay for non-menu items through the cafeteria.

Guest Meal on Admission Day

On admission, a courtesy meal will be given to family members wishing to have a meal with you on your first day of admission (limit of 4 guests).

Vending Machine

Drink vending machines are located in the building for your use.

OCCUPATIONAL THERAPY SERVICES

An occupational therapist attends bi-weekly to make recommendations for Safe Client Handling and Injury Prevention Practices. This may include techniques and devices for mobility, transfer and/or positioning.

You will be assessed upon admission and appropriate individual programs will be outlined and modified as needs change. Based on the recommendations of the Occupational Therapist, families will be requested to purchase or rent equipment to aid in the safe handling of you the resident.

Wheelchairs and Equipment Rental

Salem Foundation rents wheelchairs, walkers, spenco cushions, medi-lift slings and transfer poles, transfer belts and bed/wheelchair sliders. Fees will be applied for use/purchase of bariatric equipment. Payment for equipment rental is made through the resident's trust account.

PASTORAL CARE SERVICES

Salem Home provides spiritual care services to its residents', which are provided by the Pastoral Care Coordinator. Examples of these services include counseling, comforting and supportive visits, prayer and scripture reading, etc. Unless otherwise indicated, the Pastoral Care Coordinator will

notify the church that you belong to, or are affiliated with about your admission to Salem Home and will encourage your own pastor to visit regularly.

The Pastoral Care Coordinator is on duty five days a week: Monday, Wednesday and Friday from 8:00 am to 4:30 pm and on Tuesday and Thursday from 9:00 am to 4:30 pm. Worship services are scheduled throughout the week. Visitations with the Pastoral Care Coordinator may be arranged directly or through the Charge Nurse.

Memorial Services

The purpose of the Memorial Service is to provide all residents with a forum to bring closure at the time of a co-resident's death.

Chapel arrangements for memorial services may be booked through the Pastoral Care Coordinator.

PHARMACY

Pharmacy service is provided by licensed pharmacists. Drugs prescribed by your physician as well as other medical-surgical supplies are ordered and dispensed by professional nursing staff members. The cost of most medications and supplies is covered by Manitoba Health.

Herbs and vitamins, if so desired, are the responsibility of the resident.

PLANT OPERATIONS and MATERIELS MANAGEMENT

Plant Operations and Materials Management is provided to ensure a safe, comfortable home with well kept building and grounds.

Please notify the Charge Nurse of any necessary repairs you may require. The Charge Nurse will make the appropriate requisition to the Plant Operations and Materials Management.

RESIDENT BILL OF RIGHTS AND RESPONSIBILITIES

The following rights apply to all residents who choose Salem Home as their place of residence. Residents, unable to speak for themselves due to mental or physical restrictions, shall enjoy the same rights as all residents. It is up to the health care representative, family and staff to ensure their

rights are respected.

1. In keeping with the Salem Home Mission and Philosophy statements, every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality.

Interpretation:

- To have people knock on her/his door before opening (unless an emergency)
- To be addressed by his or her proper name (Mrs. Smith) until permission is given to be addressed in a more casual way (Joan)
- To be talked to directly, to have care explained and to be spoken to while care is being delivered.
- To be listened to about how she or he wishes to be treated/taken care of/physically handled.

Every resident has the **responsibility**:

- To treat other residents, families, and staff with the same respect and courtesy
- To communicate concerns
- To understand that staff may not be able to respond as quickly as desired because they provide assistance to other residents.
- To give other residents 'space' and privacy when they wish it
- Not to interfere with other residents' private property
- Not to abuse staff or other residents.

2. Every resident is an individual created in the image and likeness of God with his/her own unique care needs and has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.

Interpretation:

- To have his/her care needs met by using a holistic approach to care that respects the worth and dignity of each person.
- Each resident has a right to have their own bed in a room that has adequate ventilation and properly heated.
- Each resident has the right to have enough nutritious, food that is properly prepared and served in an appropriate manner.
- To be offered a therapeutic meal plan to meet the needs of someone who has a particular health condition.
- To be assisted with eating as necessary.
- To be dressed in clean street clothes during the day unless a resident is not well

enough to leave their bed.

- To choose what to wear.
- To have help from staff to look neat, clean and tidy. This may include getting help to wash or comb his or her hair, having clothes changed during the day if soiled etc.

Every resident has the **responsibility**

- To help staff understand what his/her needs are.
- To provide his/her own clothes to wear during the day and night.
- To follow the facilities procedures to ensure all clothing is properly labelled.

3. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.

Interpretation

- To feel that his/her privacy is respected when personal needs are being looked after. For example, when resident is undergoing a treatment, a bath or other personal care the door should be closed.

Every resident has the **responsibility**:

- To respect the privacy of other persons in the facility. This may include leaving a room to let the staff assist another resident in private.

4. Every resident has the right to keep and display in his/her room personal possessions, pictures, and furnishings in keeping with safety requirements and other residents' rights.

Interpretation

- Since the facility is home to the resident, it is important to have personal things around to make the resident feel comfortable provided space is available for provision of adequate care. Some personal belongings a resident may want are a favorite quilt, cushions, books, clothes, family pictures and a few articles of personal furniture, a special lamp, a radio or television.

Every resident has the **responsibility**:

- To talk to staff about what he/she would like in his/her room
- To ensure that personal belongings do not get in the way of safety or the rights of other people who live and work in the facility. There may be a limit on the amount of personal goods a resident may bring or display and a limit on the amount of closet and storage space.

- To look after personal goods and make sure that valuable goods and jewellery are placed in a secure or locked place when not in use.

5. (a) Every resident, or his/her representative for health care, has the right to be informed of the residents medical condition, treatment and proposed course of treatment.

(b) Every resident or his/her representative for health care, has the right to give or refuse consent to treatment, including medications, in accordance with the law and to be informed of the consequences of giving or refusing consent.

(c) Every resident has the right to have his/her health records kept confidential in accordance with the law.

Interpretation:

- The doctor or another member of the health team shall inform the resident or his/her family what kind of health care is needed and what treatment is being given, upon their request.
- Where there is considerable potential risk for a recommended treatment, the resident or his/her representative for health care shall be informed to determine consent or refusal.
- All residents are entitled to the presumption that they can make decisions on their own behalf unless proven otherwise. A person is mentally competent for the purpose of making treatment decisions if he/she understands what he/she is doing and appreciates the consequences of
- his/her actions. The resident may have someone help make decisions if desired. If a resident is cognitively impaired, then his/her designated health care proxy is entitled to the same information about the proposed treatment and has the same rights to make decisions about the resident's care.
- The law states that residents' health records are private. Only the persons responsible for the resident's care may see medical files unless the resident gives his/her permission. Records must be kept in a place where others cannot access them unless they have proper authorization.
- Access to the health record can be obtained following the regulations outlined in the Personal Health Information Act.

Every resident has the **responsibility**:

- To participate in his/her own care and to ensure that the health professionals providing treatment and care are aware of his/her health problems and changes in condition, to the degree that he/she is able.

- To respect the privacy of the health records of other residents.
- To advise the health care team of the extent of his/her involvement in decision-making related to health care.

6. Every resident has the right to a care approach that promotes the resident’s personal independence (autonomy), optimizes his/her sense of wellness and provides opportunity to find meaning and purpose in day to day life.

Interpretation:

- To be provided with the best options available to promote independence in a manner that respects the individuals value system.
- All alternatives to restraints shall be investigated. If the resident’s safety demands consideration of restraint application, than the least restraint option shall be considered. Consent must be obtained from either the resident (competent) or his/her health care representative.
- The health professional must explain to the resident why the restraint is being proposed, the risks and benefits of using and not using the restraint, and any alternatives.
- To make available a range of activities, exercises, handicrafts, and other programs that are mentally and physically stimulating and can improve or help the resident maintain independence.
- A resident is NOT required to participate in activities even if it would be to his/her benefit.
- The resident or his/her legal representative has a right to engage paid companion services to enrich the residents’ daily life experiences.

Every resident has the **responsibility**:

- To ensure that staff are aware of his/her personal interests and whether activities offered meet his/her need.

7. Every resident has the right to privacy, to receive visitors and consult in private with any person without interference. This includes the right to meet privately with his/her spouse in a room that ensures privacy. Where both spouses are residents in the same long-term care facility, they have the right to share a room according to their wishes, if an appropriate room is available and his/her wellbeing is not compromised.

Interpretation:

- This means that a resident has the right to meet and talk with people. Because Salem Home is his/her home, a resident may invite family or friends to visit.
- To be alone with his/her spouse. Where the spouse lives outside, the LTC facility should provide a place to meet in privacy.
- To share a room with his/her spouse if they live in the same facility. Residents may have to wait for the appropriate room to be together. Sharing a room with spouse shall not compromise the health or safety of either resident.

Every resident has the **responsibility**:

- To inform staff if more privacy with his/her spouse is needed so staff may make available the opportunity to meet in private.

8. Every resident whose death is considered imminent has the right to have members of the resident's family present twenty-four hours a day.

Interpretation

- The family may be with the resident day and night if the resident wants them there.

9. Every resident has the right to designate a person to receive information concerning his/her well being and to make decisions concerning health care should the resident be unable to speak for him/her self. THIS PERSON SHALL BE DESIGNATED AS THE HEALTH CARE REPRESENTATIVE.

Interpretation

- To choose a person whom the facility must maintain contact with and keep informed about any SIGNIFICANT changes in the residents health status.

Every resident has the **responsibility**:

- To make sure staff is aware of his/her wishes in respect to this matter if they are able.

10. Every resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes without fear of restraint, interference, coercion, discrimination, or reprisal. Residents are encouraged to use appropriate channels of communication as outlined in the Resident Policy and Information Handbook and as posted in each resident room.

Interpretation:

- Residents have the right to speak freely about things that concern them, and to suggest changes using appropriate channels of communication as outlined in the Resident Policy and Information Handbook and as posted in each resident room
- To vote in federal, provincial and municipal elections.

Every resident has the **responsibility**:

- To follow channels of communication as outlined in the Resident Policy and Information Handbook and posted in each resident room to facilitate the proper transmission and resolution of concerns.

11. Every resident has the right to be informed of services and programs provided by the long-term care facility.

Interpretation:

- To be informed about what services are covered by the fees paid by a resident in a facility and what services/equipment can be purchased for an extra fee.
- To be informed about any cost increases so that a resident can decide whether they want to incur these expenses eg. mending, hairdressing, etc.

Every resident has the **responsibility**:

- To ask questions to become familiar with how the facility operates.

12. Every resident has the right to manage his or her financial affairs where the resident is able to do so. Where a resident or his/her legal representative has entered into an agreement with the facility to open a trust account on behalf of the resident, the resident or his or her legal representative have a right to obtain regular accounting of any transactions undertaken and to be assured that the resident's finances are managed solely on the resident's behalf.

Every resident has the **responsibility**:

- To make appropriate arrangements for payments of expenses incurred
- To make sure the facility knows who is assisting the resident in money management and any changes in this designation.

13. Every resident has the right to live in a clean environment that meets provincial regulations and standards for safety.

Interpretation:

- Smoke alarms must function properly, fire exits must be clearly marked and stairways must be clear. The building must be clean, garbage removed regularly and bad odor controlled with good air ventilation etc.

14. Every resident has the right to enjoy outdoor activity wherever possible.

Interpretation:

- Residents should be able to enjoy nature, fresh air and outside activities wherever possible

15. Every resident has the right to pursue political, social, cultural, or religious interests to develop his or her potential.

Interpretation:

- To do things that interest her or him, such as continuing hobbies and follow political, religious or cultural practices. The facility should make it possible to do these things within reason.

Every resident has the **responsibility**:

- To make sure that hobbies and personal pursuits do not interfere with the safety or comfort of other residents or the rights of others to pursue their own interests.

ENDORSED BY MOTION OF THE GOVERNING BOARD ON MARCH 20, 2000.

SECURITY

In order to maintain a secure environment, the south main entrance is locked at 9:00 p.m. and the north staff entrance is locked at 6:00 p.m. These doors are opened at 6:30 a.m. All other entrances are constantly

locked.

A Roam Alert security system is in place to protect residents who are identified wandering risks. There is a resident charge for this additional protection.

SMOKING

We offer a smoke free environment. Persons who smoke will have a smoking assessment to determine safety to smoke alone or if assistance and/or supervision is required. A resident may need to hire someone to assist or supervise their smoking. If determined to be unsafe and supervision not available – smoking cessations will be required. A smoking assessment is completed annually and as necessary.

SOCIAL SERVICES

A Social Worker is available to prepare the resident and family for the admission to Salem Home

The Social Worker is also available to provide counseling for the resident and family as you adjust to experiences at Salem Home.

TRANSPORTATION

Ambulance and/or Handi-Van Usage

Ambulance fees are generally not an insured benefit and are therefore the responsibility of the resident.

Medical

Transportation to medical, eye and dental clinics is at the resident's expense. Families are encouraged, where possible, to accompany you on these trips. If family members are not available, and a staff member is required to escort you, a fee will be charged to you to cover the cost.

Salem Home Van

The Life Program Manager co-ordinates the use of the van. You or your family may make arrangements to use the van for a special event. Such arrangements must be made in advance and will be considered on a first come first serve basis. These arrangements should be made through the Life Program

Manager between Monday and Friday - 9:00 a.m. - 4:00 p.m. A predetermined rate will be charged to residents using Salem Home's van for personal use. All individuals who will be driving the van must hold a valid class IV Manitoba Driver's license or better and must participate in the van orientation training at Salem Home. Additional information may be obtained from the Life Program Manager.

VOLUNTEERS

Volunteers are individuals who serve Salem Home because of their concern for others. They assist in various areas of Salem Home and provide companionship for the residents. Families of the residents are encouraged to participate in the volunteer program. Arrangements can be made with the Volunteer Coordinator.