

# SALEM HOME INC.



# INFORMATION HANDBOOK

Printed: January 1994

Last Revised: June 2022

# Welcome!

Salem Home is now your loved one's home. We sincerely wish that your loved one and your family 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 resident and family 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 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.

If you have more questions after reading this handbook or require more information, please contact us:

Phone (204)325-4316

Fax (204)325-5442

Mailing Address:

Salem Home Inc.

165 15th Street

Winkler, Manitoba

R6W 1T8

Visit our Website: [www.salemhome.ca](http://www.salemhome.ca)

Email via "Contact Us" page in the website

Follow us on Facebook or Instagram @salemhomefoundation

# Table of Contents

Welcome .....	2
Introduction	
Our Story.....	6
Mission Statement.....	7
Core Values.....	7
Our Vision .....	7
Information about Us.....	8
Relationship Centered Care .....	8
Licensure.....	9
Resident Bill of Rights and Responsibilities.....	10
Room Accommodations and Services.....	12
Room Furnishings and Personal Belongings.....	12
Electrical Appliances .....	12
Housekeeping .....	13
Newspaper Delivery.....	13
Resident Room/Transfer .....	13
Responsibility for Repair Loss/Damage.....	13
Telephone .....	14
Television.....	14
Internet/Wifi Connections .....	14
Mail.....	14
Elevators .....	15
Laundry.....	15
Clothing.....	15
Incontinent Products .....	15
Resident Clothing Sales.....	15
Linen .....	15
Laundry .....	16
Dry Cleaning.....	16
Labelling of Clothes.....	16
Family and Visitors.....	16
Family .....	16
Visitors – Family and other Guests.....	17
Flowers (Scents and Allergies) .....	17
Hand Hygiene.....	18

Financial Information.....	19
Business Office Hours .....	19
Cash .....	19
Donations and Bequests .....	19
Tips and Gratuities .....	19
Trust Accounts .....	20
Monthly Payment of Account .....	20
Designated Financial Representative .....	20
Legal Issues .....	21
Guaranteed Income Supplement (GIS) .....	21
Resident Care Services.....	21
Hair Care .....	21
Nail Care .....	21
Mouthcare .....	22
Toiletries/Misc. Personal Care Items .....	22
Social Services.....	22
Therapeutic Recreation .....	23
Library.....	23
Resident and Family Council .....	23
Spiritual Care .....	24
Pastoral Care Services .....	24
Memorial Services .....	24
Church Services and Special Events .....	24
Volunteers .....	24
Leaves.....	25
Hospital Leave.....	25
Resident Leave .....	25
Social Leave.....	25
Extended Leave.....	25
Medical Information and Services .....	25
Medical Services .....	25
Alternative Therapies.....	26
Flu/Pneumococcal/COVID-19 Immunizations .....	26
Communicable Disease Information .....	26
Health Care directive .....	26
Goals of Care.....	27
End of Life Care .....	27

Health Care Record/Confidentiality .....	28
Medical Assistance in Dying (MAiD).....	28
Nursing.....	28
Occupation Therapy Services.....	29
Wheelchairs and Equipment Rental.....	29
Pharmacy .....	29
Medication usage.....	30
Nutrition Services .....	30
Registered Dietician .....	30
Courtesy Beverage .....	30
Guest Dining .....	31
Vending Machine .....	31
Transportation.....	31
Ambulance and/or Handi-van Usage .....	31
Appointments .....	31
Salem Foundation Van .....	31
Resident Safety .....	32
Restraints.....	32
Abuse Policy.....	32
Resident/Family complaints/Concerns .....	33
Safe Environment .....	34
Fall Prevention .....	34
Violence, Aggression and Responsive Behaviours.....	34
Pressure Injury Prevention.....	34
Fire Protection Safety .....	35
Security .....	35
Smoking .....	35
Safe Work Environment.....	36
Culture of Safety .....	36
Plant Operations.....	37
End of Stay.....	37

## Our Story

Salem Home's story begins in 1951 in Leamington, Ontario, at the Conference of Mennonites in Canada. Rev J M Pauls gathered the Manitoba delegate together to discuss the building of a Home for the Aged in southern Manitoba. A committee was struck at that meeting to further investigate the feasibility of such an undertaking. The committee membership had representatives from across southern Manitoba.

On March 1, 1956, the first nine residents moved into the new home. Of the 54 residents, 40 residents were ambulant and 14 were bed-ridden. Rev Abram Born was engaged as the "Haus Vater", and Ms. Elizabeth Peters as Matron.

Since its inception, Salem Home has undergone multiple projects.

- 1958 – saw the addition of 16 rooms for residents, an enlarged dining room and a 10-room residence for staff.
- 1972/73 – the addition of 60 beds for personal care
- 1986/87 – a replacement of the 1956/59 building with 65 beds, office, activity, and kitchen work spaces. This build also included the advent of a pilot project, the Special Care Unit, one of two in Manitoba
- 2001 – addition of 20 beds making a total of 145 long term beds.
- 2010 MPR, Meeting Room etc
- 2016 Maple Dining room and Evergreen patio
- 2016 Front Entrance
- 2018 Cottonwood Dining room
- 2021 Renovations of 1972 Resident Rooms

In 1989/90, the name "Salem Home for the Aged" was changed to "Salem Home Inc." to better reflect those admitted into the personal care home. While the majority of the residents admitted into Salem Home were elderly, there remained resident admissions who were well below the age considered to be senior, but who required significant levels of care.

When the history of Salem Home is reflected upon, it is clear that Christ's guidance and leading is evident in the boards' deliberations, and He has put boards and people in place to deal with the issues of the day which ensured the organization and its values remain consistent with those on which Salem Home was founded.

## **Mission Statement**

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

### *How we Interpret our Mission Statement*

Our goal is to care for your loved one in such a way that s/he and you have a positive “lived” experience while here. We make every effort to provide you with the right care to meet your loved one’s needs and strive for excellence in everything we do.

### *How we Interpret our Core values*

Compassion: We strive to provide each resident with a sense of belonging to a community and a positive and meaningful lived experience.

Dignity: We acknowledge that each resident has a unique history and personality, and has a right to be valued.

Excellence: We strive to be the best we can be through teamwork, education and innovation.

Faith: We foster an environment that uses biblical and Anabaptist based decision-making that encourages and supports spiritual growth of residents and staff.

## **Our Vision**

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



## Information About Us

- Since its beginning, 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.
- Each resident lives in a private room with its own washroom, closet and basic furnishings.
- There is also access to spacious grounds, patios and a courtyard which are wheelchair accessible.
- Our care services include medical, Pharmacy, Occupational Therapy, Nursing, recreation activities, Social Work, Pastoral care, volunteers, nutrition services, laundry and housekeeping.
- We frequently have requests for students/Physicians in residence to complete their education requirements/practicums at Salem Home. These individuals never work alone and are paired up with our exceptional staff. If you would rather not participate in these educational experiences, please let the Nurse know.

## Relationship Centered Care

Our intention at Salem Home is to provide each resident with the opportunity to flourish while they live here. To do this we have developed the Relationship Centered Care model as follows:

- The primary focus of care is establishing and maintaining a relationship with each resident entrusted into our care.
  - It promotes the development of relationships between residents and staff to reflect an ethic of love (unconditional positive regard, forgiveness, and service).
  - It promotes the importance and quality of interactions between residents, their families, and staff of all disciplines, as well as the church and Winkler communities.
  - Creates a community throughout the organization, both in the individual care areas, and as a whole.

- Through their relationships, residents experience fulfillment through security, continuity, belonging, purpose, achievement and significance.
- Reciprocal in nature between residents and carers.
- Listening to resident life stories and learning about their lives
- Providing residents the choice wherever possible to live their lives the way they want to – supported autonomy.
- The physical environment, care, and activities is designed to reflect the promotion of relationships, choice and community.

## Licensure

Our annual licensure is based upon meeting:

- Manitoba Health Personal Care Home Standards
- Accreditation Canada.
- Protection of Persons in Care Office Reporting (PPCO)

## Resident Bill of Rights and Responsibilities

I have chosen Salem Home to be my home. Even though my mind or body may not be well, I enjoy the same rights as other residents.

If/When I am not able to speak or make my own choices; my health care representative, family or staff will ensure that my rights are honored. If my choices affect me poorly, I have the right for you to try to convince me to change my mind in a gentle manner.

My rights are to be respected.

1. I wish to be treated with courtesy and respect and in a way that fully shows my worth and unique person. This is in keeping with Salem Home's Mission and Values.
2. I am a person made in the image and likeness of God, with my own unique needs and want to be sheltered, fed, clothed, groomed, and cared for in a manner that meets my needs.
3. I want to keep and display special items and pictures in my own room. I will keep in mind safety guidelines and others' rights. My room and the Home should be clean, meeting safety standards.
4. I have the right to appoint a person to receive the facts about my well being, and to make a judgment about my health care, if I am not able to speak for myself. THIS PERSON WILL BE MY HEALTH CARE REPRESENTATIVE. I, or my representative:
  - Have the right to be told about my health status, treatment and outcomes,
  - Have the right to give or refuse consent to treatment, and to be told of the effects of giving, or not giving, consent.
  - Have the right to have my health records kept private (as per law).
5. I have the right for staff to care for me in a way that gives me choices, increases my sense of wellness, and gives me a chance to find meaning and purpose in my day to day life.

6. I have the right to privacy. This includes
  - time alone,
  - to receive family and visitors without meddling.
  - my care to be done in private.
  - to spend time with my spouse in a room that ensures time alone.
  - To share a room with my spouse, if my spouse lives here and it is my wish – if a room exists and my/my spouse’s health is not at risk.
7. I have the right to have my loved ones with me all the time when my death is near.
8. I have the right to continue to be a citizen of my community, to raise concerns or ask for changes without fear of harm. I will follow the steps of communication outlined in the Information Handbook, and posted in the unit where I live.
9. I have the right to manage my own finances if able to do so. If I, or my legal representative, has a contract with Salem Home to open a Trust Account on my behalf, we have the right to:
  - Get regular statements of any money that was paid on my behalf.
  - Be assured that my finances are managed solely on my behalf.
10. I have the right to attend social, cultural, and religious activities that make me who I am. I wish to be made aware of programs and activities at Salem Home. When possible, I want to enjoy the outdoors.

# Room Accommodations and Services

## **Furnishings and Personal Belongs**

- Each room is equipped with basic furniture, including a bed, dresser and nightstand.
- To feel more comfortable in your new home, you should bring personal possessions to make it your own. Keep in mind that there is limited personal closet and shelf space available, and staff must be able to provide safe care in an environment that is uncluttered.
- Items you may want to consider bringing are meaningful pictures for the wall, a clock, radio or lamp, if you wish. All items must be clean and in good repair.
- An easy chair/recliner can be brought in but we ask that be leather or vinyl based on infection control guidelines.
- Please consult with the Social Worker before bringing in large items of furniture. Space is limited; you may have to choose accordingly. Furniture that comes with the room will not be removed.
- Personal mattresses cannot be brought in.
- All personal items should be labelled.
- Items that cannot be kept in the resident's room include: Scatter rugs, scissors, matches/lighters, candles/sparklers and pocket knives etc.

## **Electrical Appliances**

- Electrical appliances, such as a radio, shaver, television, fan or room air conditioner, are the family's responsibility. All appliances must meet CSA or ULC standards. Due to new regulations, fans are discouraged. Should a fan be brought in, it must be new and cleaned weekly by family.
- The appliances must be checked and approved by the Plant Operations Department before being used.
- The resident must be able to demonstrate that s/he can operate appliances safely.
- Electric heaters, toasters, kettles, heating pads, electric blankets, halogen lamps, irons, coffee makers and hot plates etc., are not allowed.
- One-cup personal coffee makers such as a Keurig are only allowed if the resident is able to demonstrate safe use independently.

- Personal refrigerators are not encouraged. There are refrigerators in each Care Area Dining room that may be used for resident's personal items. If a fridge is moved in, the family is responsible to provide regular cleaning, as well as monitoring for outdated or spoiled food items.

### **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 local newspaper is delivered weekly. The Resident may take a copy to their room for reading.
- You may make arrangements to subscribe to the Winnipeg Free Press. Payment is the resident's responsibility.

### **Resident Room/Transfer**

- A room will be assigned 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 reserve the right to move the resident.
- Costs associated with the reconnection of telephone, satellite television, and/or internet are the responsibility of Salem Home unless you have specifically requested the transfer.

### **Responsibility for Repair, Loss/Damage**

- Salem Home is not responsible for repair of any personal items brought in.
- Salem Home will not accept financial responsibility for loss, damage or theft of personal possessions. We do our best to recover lost items and to ensure that the resident's 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.

- Residents are encouraged to consider personal insurance on individual/personal property including hearing aids, glasses and dentures as applicable.

### **Telephone**

- A telephone outlet is available in each room. The cost of connection and the monthly bill are your responsibility.
- You or your legal representative is responsible to arrange connection with MTS. You are responsible for your own phone.

### **Television**

- If you want to take advantage of the cable TV service (included in the monthly service fee), you will need to bring in a flat screened wall-mount television (not exceeding 37" screen). There is a one-time installation fee to have it mounted to the wall. It is recommended that you bring a Smart TV if you want to use the Wi-Fi services that are available.
- Live streaming services are at the cost of the resident.
- If you would prefer satellite TV instead of cable TV, the installation of the satellite dish is at the discretion and cost of the family.
- Plant Operations must be present when installing the dish.

### **Internet/Wi-Fi Connections**

- The resident is welcome to bring in their own computer. However, IT support is not available from Salem Home Staff and remains the family's responsibility. You are also responsible for the cost of the connection and the monthly bill.
- Wi-Fi from Valley Fiber is available throughout the building, including resident's rooms. This service is available to all residents, and included in the monthly service fee. Access to Wi-Fi is password protected, but you can ask the Nurse for this information.

### **Mail**

- Mail is collected and delivered, Monday through Friday, to Salem Home. Resident mail is distributed to the appropriate care area.
- The receptionist is available to sell and place appropriate postage on

outgoing letters and parcels Monday through Friday.

## **Elevators**

- An elevator service is available between each floor. To access the second floor, use the elevator located by the Maple Care Area desk.

## **Laundry**

### **Clothing**

- The resident or family is responsible to purchase all clothing that is required. It will be necessary for the resident to have enough clothing including under clothes, shirts, sweaters, pants, skirts, dresses and shoes. A good quality polyester blend is recommended
- If the resident is unable to dress independently, you may be asked to purchase open back clothing. For more information on what this is or where to purchase, please speak to a Nurse.

### **Incontinent Products**

- Basic incontinent products are supplied in accordance with Manitoba Health, Seniors and Active Living policy.
- Pull-up type products are an extra cost where the resident pays the difference in the price.
- If the resident prefers another product, the cost of the product is your responsibility.

### **Resident Clothing Sales**

- Companies come to Salem Home on a regular basis to sell clothing articles to residents, and family members.
- It is recommended to purchase open back clothing at these sales.
- Please contact the Therapeutic Recreation Manager for further information.

### **Linen**

- Bed linen, pillows, blankets, bed spreads, drapes, towels and face cloths are supplied for the resident. You may use your own bedding and towels, provided they are labeled and can withstand industrial laundering.



- Feather pillows or feather duvets are not allowed.

### **Laundry**

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

### **Dry Cleaning**

- The family is 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.
- Cottonwood and Maple - Please place any new articles of clothing in the mesh bag hanging in the resident's bathroom, to ensure they are labelled.
- Evergreen and Willow, please advise the Charge Nurse each time new clothing is purchased.

## **Family and Visitors**

### **Family**

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

- Visit your loved one regularly.
- Take your loved one for drives, visits or social leave outside of Salem Home
- Escort your loved one to outside appointments.
- Bring the Church bulletins and encourage Church members and Pastors to visit.
- Attend post admission and annual care conferences when scheduled.
- Support special events and fundraisers at Salem Home
- Replenish your loved one'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 loved one. Several questionnaires have been designed for this purpose, including the annual Resident Family Satisfaction Questionnaire.
- Attend Resident Family Council Meetings

### **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. We ask that you also maintain confidentiality in respect for all residents and staff.*

- Visitors are welcome and may visit anytime during the visiting hours. These will be posted on the front door and on the website. Visitors are encouraged to show consideration for the resident's needs and for the community of Salem Home.
- Many of our residents are vulnerable and are at risk for communicable diseases. Visitors are asked not to visit with any cold or flu symptoms. During an outbreak, visiting may be restricted to stop the spread of germs.
- Children must be accompanied by a responsible adult, and must not be left unattended. Parents are responsible for the behavior of their children and must ensure appropriate behavior while on the premises.
- The resident has the right to designate her/his visitors.
- Salem Home also has the right to limit or prohibit access of any person whose presence in the facility may place the resident, other residents, staff and/or property at risk.
- Inappropriate behaviour from family to staff will result in consequences ranging from restrictions to criminal charges.

### **Flowers / Scents and Allergies**

- Family and friends are requested not to include lilacs or lilies of any kind when sending or bringing floral arrangements to their loved one.
- The wearing of strong fragrances by the resident, other residents and visitors is discouraged as many staff and residents have allergic reactions/sensitivities to strong fragrances. Your cooperation is much appreciated.

## Hand Hygiene

- Preventing the spread of germs is a joint effort between us all. Infections are caused by germs called bacteria and viruses, which are found on the skin, in the nose and throat. They are also found on things we touch like door knobs, tables, remote controls, and phones. We want to keep everyone – residents, visitors, volunteers and staff – safe and prevent infections from occurring this way. Handwashing is the most important thing you can do to stop the spread of germs.
- Clean hands help stop the spread of germs that cause infections, including the common cold, influenza, hard to treat infections, and help prevent outbreaks.
- We ask that you take the time to clean your hands as you enter the Home, and remember to wash your hands before and after helping a resident eat, as well as before and after providing care to a resident you are visiting. Hand sanitizers are located throughout the building for everyone.
- Resident's also need to clean their hands regularly.

**Please Remember:** It only takes 20 seconds to protect yourself and others!

### How do I clean my hands?

To clean with soap and water:

1. Wet your hands and wrists with warm water.
  2. Apply soap and lather.
  3. Scrub your hands for 20 seconds including:
    - palm to palm
    - between and around fingers
    - back of each hand
    - fingertips, thumbs & wrists.
  4. Rinse your hands well.
  5. Dry your hands completely and use dry paper towel to turn off the tap and open the door.
  6. Use moisturizer to help maintain skin condition.
- Clean your hands with soap and water anytime they are visibly dirty.

To clean with an alcohol sanitizer:

1. Apply about ½ tsp. to the palm of one hand.

2. Rub your hands together including:
    - palm to palm
    - between and around fingers
    - back of each hand
    - fingertips, thumbs & wrists.
  3. Keep rubbing until hands are dry.
  4. Use moisturizer to help maintain skin condition
- Alcohol Sanitizer kills about 99% of germs in 30 seconds.  
Do NOT use alcohol sanitizer when hands are visibly dirty.

## Financial Information

### **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.
- The Business Office is closed 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
National Day of Truth and Reconciliation		

### **Cash**

- If the resident prefers to keep money in her/his room, s/he is encouraged to keep only a small amount (\$20.00). Salem Home is not responsible for monies kept in the resident's room.

### **Donations and Bequests**

- Anyone wishing to make a donation or a bequest to Salem Foundation are referred to the Salem Foundation Executive Coordinator or Salem Home CEO. Income tax receipts for donations of \$10.00 and over are provided to the donor.

### **Tips and Gratuities**

- Our staff undertake their work conscientiously and with the resident's best

interests in mind. They do not expect gifts.

- A smile, a word, or a little note, is always appreciated by staff. The acceptance of money by a staff member is definitely prohibited.

### **Trust Accounts**

- Families are strongly encouraged to open a trust account for the resident in the Business Office for miscellaneous expenditures and petty cash. Examples are rental of equipment and supplies not paid for by Manitoba Health, hairdressing, and special activities, etc.
- An initial deposit of at least \$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.
- Monthly statements are available on request.

### **Monthly Payment of Account**

- Residential rates are set by Manitoba Health, Seniors and Active Living. They are based on the resident's previous year's income. Rates are re-assessed every year for August 1<sup>st</sup>.
- You will be asked to provide the resident's Notice of Assessment from the previous taxation year in order to assess the daily residential charge. If the resident is married, the daily charge will be assessed based on the combined income of the resident and her/his spouse.
- More information can be found on-line at: <http://www.gov.mb.ca/health/pcs/guide.html>, or you can speak with the Social worker.
- Payment of the residential charge must be made by the first banking day of each month. A fee will apply for each time a payment is late. Automatic withdrawals are encouraged, otherwise payment must be made by cash or cheque.
- An annual summary of residential charges will be available to the resident or your family for income tax purposes.

### **Designated Financial Representative**

- It is important that we have the name, address and telephone number of

the designated party responsible and legally entitled to conduct business and financial matters for the resident.

- If possible, it is encouraged that a resident have a Power of Attorney in place prior to admission. A lawyer may assist you with this if the resident is competent to make that decision. Signing authority at the bank is not the same as a legal Power of Attorney.

### **Legal Issues**

- Families are asked to discuss with the Social Worker/Resident Care Manager prior to making arrangements for their loved one to sign legal documents, for example: Power of Attorney documents or wills, etc.
- Residents must be mentally competent to sign legal documents.

### **Guaranteed Income Supplement (GIS)**

- If the resident and her/his spouse are receiving GIS and are living apart due to one of them 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](http://www.serviceCanada.gc.ca)

## **Resident Care Services**

### **Hair Care**

- Hair care including cuts, sets, perms and coloring etc., is at a reasonable charge.
- Contact the Therapeutic Recreation Manager, or Charge Nurse, for further information or to make an appointment.

### **Nail Care**

- The resident is required to purchase her/his own nail care equipment, in order to comply with Health Canada's requirements for infection control.
  - We will provide your loved one with the required equipment at cost for a total of \$15.00. This will be charged to the Resident Trust Account.
- You may arrange other services such as a Foot Care Nurse, if this is recommended. Please see the Nurse or Social Worker for more

information.

### **Mouth Care**

- You are required to have your own toothbrush and/or denture cleaning products.
- It is recommended that toothbrushes be replaced every three months and/or following illness. The cost of a toothbrush varies. Some residents are able to use the standard tooth brush, while other residents might require modified/specialty toothbrushes such as collis brushes.
- We will provide you with the required product, which will be charged to the Resident Trust Account.

### **Toiletries/Miscellaneous Personal care Items**

- Salem Home will provide general personal hygiene and skin care products, e.g. body lotion, denture cups, shampoo and body cleanser including soap, perineal cleanser, and barrier products.
- Residents are responsible for other necessities such as: toothbrushes & paste, mouthwash, dentures, denture cleaner/adhesive (if required), combs and brushes, glasses, hearing aids and batteries, and rechargeable electric shavers.
- Also, cosmetics, deodorant, mouthwash, non-prescription lotions, creams, sun screen, personal hygiene products (other than provided by Salem), support hose, compression stockings, compression garments, etc., are the resident's responsibility.

## **Social Services**

- A Social Worker is available to prepare you as family for the admission to Salem Home, and help answer any questions/concerns as they arise.
- The Social Worker is also available to provide counseling for you as you adjust to your loved one's experiences at Salem Home.

## Therapeutic Recreation

- Therapeutic Recreation provides meaningful recreation and leisure programs to maintain cognitive, physical, social and creative abilities as well as assisting with one's sense of self-worth and spirituality.
- Some of the programs offered include exercise, baking, music, crafts, reminisce, entertainment, outings and various special events throughout each month.
- Families are welcomed and encouraged to participate with their loved one in the various activities offered.
- While we encourage all residents to participate in activities we also respect their decision to decline an invitation.
- The Therapeutic Recreation Schedule for the current month is available on our website, throughout the building, on menu boards and available through the Therapeutic Recreation office.

### **Library**

- Libraries are provided for the resident's reading pleasure. Please ask staff for directions.

### **Resident and Family Council**

- The Council is intended to provide the resident and their family with a formal opportunity to meet regularly, share ideas, discuss upcoming events, provide input and partake in decisions affecting their well-being and environment in which they live.
- Guest speakers may be invited and there will be educational information presented.
- The council is made up of any residents and family members who wish to attend, and Salem Home staff upon invitation.
- Meetings are held five times per year. All are encouraged to attend.
- Meeting minutes are available on the bulletin boards in all Care Areas.
- If you need more information, please contact the Social Worker or Therapeutic Recreation Manager for details.



## Spiritual Care

### **Pastoral Care Services**

- The Pastoral Care Coordinator provides spiritual care services.
  - 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 the resident belongs to, or is affiliated with about admission to Salem Home and will encourage her/his pastor to visit regularly.
- The Pastoral Care Coordinator is available weekdays from 8:00 am to 4:30 pm.
- Chapel 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 way to bring closure at the time of a co-resident's death.

### **Church Services & Special Events**

- Local Churches provide Sunday morning services in the Chapel on a rotating basis.
- Other special events may include Lenten and Christmas services among others.

## Volunteers

- Volunteers are individuals from the churches and community who assist in various areas of Salem Home.
- Families of the residents are encouraged to participate in the volunteer program.
- Arrangements can be made with the Volunteer Coordinator.

## Leaves

### **Hospital Leave**

- A hospital leave is defined as the absence of a resident from Salem Home because of admission to a hospital.
- This may not be longer than twenty-one days for each period of hospitalization unless an extension is granted by Manitoba Health, Seniors and Active Living.
- Daily charges (for accommodation at Salem Home) will continue while you are in the hospital.

### **Resident Leave**

- Whenever a resident leaves or returns to Salem Home, please let the Nurse know and fill the Sign in/out sheet.
- This is important in the event of an emergency and staff need to know where the resident is.

### **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. These days are exclusive of the annual twenty-one day extended leave.

### **Extended Leave**

- Each resident is entitled to twenty-one days of extended leave during each fiscal year.

## Medical Information and Services

### **Medical Services**

- Each care area has a Family Doctor.
- Should the resident/family decide to retain the services of an alternate Physician, transportation to and from the Physician's office becomes their personal responsibility.
- The Behavior Treatment Unit will provide referral services of a Psychiatrist and/or a Psychologist when deemed appropriate by the Nursing staff.
- The services of Boundary Trails Health Centre will be used when required.

### **Alternative Therapies**

- Any alternative therapy service such as chiropractic, massage, reflexology, etc. are the sole responsibility of the resident/family.

### **Flu/Pneumococcal/COVID-19 Immunizations**

- All residents, or their representative for health care will be encouraged to sign the consent form at time of admission for the flu and/or pneumococcal immunization.
- Upon consent, the flu shot is given by a Nurse every fall.
- Influenza (the flu) can lead to serious respiratory illness or death in the elderly. Staff and visitors are also encouraged to get this to decrease the chance of spreading the flu to the residents.
- The COVID-19 vaccine will also be offered upon admission or as needed.
- Should you need further information about any vaccine, please speak to the Resident Care Manager.

### **Communicable Disease Information**

- Residents in personal care homes are at risk for certain communicable disease because they may not be able to fight infections as well as healthy people due to normal aging or poor health status.
- As well, residents live in close contact with many people, which can increase the number of viruses they are exposed to. This may require additional precautions, such as isolation.

### **Health Care Directive**

- The Health Care Directive is a legal document that a competent individual signs, which relays what their medical treatment wishes are in the event that they cannot make that decision.
- It also designates Health Care Proxies, people who the individual would like to make their health care decisions.
- This can be completed with a lawyer, or on a form provided by Manitoba Health, Seniors and Active Living as long as the resident is capable of making the decision and understands the consequences of that decision.
- Please see the Social Worker if you would like more information on this.

## **Goals of Care**

- At admission, a discussion will take place that will focus on the resident's wishes for medical interventions.
- A Health Care Representative will also be appointed who will make the resident's health care decisions when they cannot.
- The goal of the discussion(s) is to develop a plan that is in the resident's best interest and respects her/his desires.
- If a Health Care Directive is currently in place, we require a copy so it can be followed.
- Goals of Care will be reviewed at each Annual Care Conference, when medical condition changes or as needed.

## **A summary of the Goals of care are:**

- **Comfort Care:**
  - Interventions are directed at maximal comfort, symptom control and maintenance of quality of life excluding attempted resuscitation. Focuses on relief of pain and discomfort. Includes treatment for reversible conditions.
- **Medical Care:**
  - Interventions are for care and control of the resident's condition including a focus on treatment and investigation/intervention of any irreversible conditions, excluding attempted resuscitation.
- **Resuscitation:**
  - Interventions are for care and control of the resident's condition including any appropriate investigations/interventions that can be offered including attempted resuscitation (CPR).

## **End of Life Care**

- End of life care is provided at Salem Home. The resident can remain in their home with a familiar environment and staff around them, when they are in their final days.
- The decision to remain 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 the resident, arrangements can be made with the Charge Nurse.

- More information will be provided to you by the Nurse or Resident Care Manager when the time comes.

### **Health Care Record/Confidentiality**

- The resident's health information will be entered into a health care record, which will be managed in compliance with The Personal Health Information Act of Manitoba (PHIA).
- This confidential information is kept by Salem Home and only provided to those individuals who are authorized to have access. It is collected and shared between caregivers on a "need to know" basis in order to meet the resident's ongoing care needs.
- 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 Care Area Charge Nurse.
- All requests made by family pertaining to the resident will be reviewed and responded to within 72 hours as per PHIA.

### **Medical Assistance in Dying (MAiD)**

- In 2017, Manitoba Government passed a policy that permits Medical Assistance in Dying.
- Salem Home Governing Board and owner churches have made the decision to be an abstaining facility in keeping with our Mission and Values.

### **Nursing**

- A Nurse is available twenty-four hours per day.
- A Resident Care Manager is assigned to each care area and works Monday through Friday. A professional Nurse is always in charge if the Resident Care Manager is not on duty.
- A plan of care is developed for the resident to maintain the highest possible level of independence and well-being.
- Concerns pertaining to the resident's health and medication should be directed to the Nurse in charge of the care area.

## Occupational Therapy Services

- An Occupational Therapist will assess the resident on an as needed basis. This may include techniques and devices for mobility, transfer and/or positioning.
- Based on the recommendations of the Occupational Therapist, family may be requested to purchase or rent equipment to aid in safe handling for the resident.

### **Wheelchairs and Equipment Rental**

- Salem Foundation rents out equipment including: wheelchairs, walkers, spenco cushions, slings for medi-lift, transfer poles, transfer belts, TABS monitor and others.
- Additional charges will be applied for use/purchase of bariatric equipment. Payment for equipment rental is made through the resident's trust account.
- It is the resident's responsibility to purchase or rent equipment that they will use.
- Equipment is regularly inspected for safety. When personal equipment becomes unsafe, the resident will be asked to replace the unsafe equipment.
- Power Mobility Devices may be permitted within the Home following an assessment, including a Driving test with the Occupational Therapist and authorization from the Director of Resident Care Services. This must be safe for the resident to use and not pose harm for others. There is no designated parking or storage space available for these.

## Pharmacy

- Pharmacy services are provided by licensed Pharmacists. Drugs prescribed by the resident's 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, vitamins and alternate therapies are the resident's responsibility.

## **Medication usage**

- Salem Home has a process to ensure that all resident medications are regularly reviewed and medication usage is monitored. All residents have a quarterly review of their medications involving the Nurse, Physician and Pharmacist.
- The medication review can include:
  - Ensuring the resident’s pain is being controlled;
  - Noting any drug interactions or adverse effects;
  - Ensuring the resident and family’s input is incorporated into treatment decisions.
  - Ensuring care strategies and non-medication interventions are implemented when behavioral concerns arise rather than using medication as a first line intervention.

## **Nutrition Services**

- We are responsible for providing meals and nourishments to the resident.
- Residents are offered a choice of what they would like to eat at meal times. There is always an alternative if they prefer this.
- Residents can request more food or larger portion sizes.
- Special diets may be accommodated as the kitchen is able.
- Residents provide input into both the summer and winter menus by talking with the cooks or when they attend the Resident and Family Council.

### **Registered Dietician**

- A Registered Dietitian is able to monitor the resident’s nutritional status and help with adjustments to the diet.
- The Dietitian also ensures that the menu meets nutritional requirements while accommodating personal food preferences and of the Mennonite culture.

### **Courtesy Beverage**

- Visitors may be offered courtesy coffee/water during resident nourishment times.

## **Guest Dining**

- Visitors wishing to dine with a resident may purchase a meal through the cafeteria using cash, debit or charge account.
- Charge accounts may be set up by the resident's financial representative for designated individuals to be able to charge to the resident's Trust Account. This needs to be arranged with the Social Worker prior to purchasing a meal.
- Please notify the Charge Cook/Nurse of the care area if planning to bring in a meal for the resident.
- Cafeteria hours are posted on the Kitchen Door.

## **Vending Machine**

- Drink and food vending machines are located outside the Kitchen.

## **Transportation**

### **Ambulance and/or Handi-Van Usage**

- Ambulance/Handi-Van fees are generally an insured benefit for medically necessary appointments or emergency to Hospital or clinics. Based on Manitoba Health, Seniors and Active Living Guidelines there may be circumstances where fees are applicable.

### **Appointments**

- Transportation to, optometrist, dental office, hearing clinics or others, are at your expense.
- Families are encouraged, where possible, to accompany the resident on these trips. If family members are not available, and a staff member is required to escort, a fee will be charged to cover the cost.

### **Salem Foundation Van**

- The Therapeutic Recreation Manager co-ordinates the use of the van. These arrangements should be made between Monday and Friday - 9:00 a.m. - 4:00 p.m.
- Residents and/or family may make arrangements to use the van for a special event if a volunteer driver is available.
- Such arrangements must be made in advance and will be considered on a



first come first serve basis.

- A predetermined rate will be charged for personal use of the Salem Foundation van.
- All individuals who will be driving the van must hold a valid class IV, III, II or class I Manitoba Driver's license, and must participate in the van orientation training at Salem Home.
- Additional information may be obtained from the Therapeutic Recreation Manager.

## Resident Safety

### **Restraints**

Salem Home is committed to an environment of least restraint.

- A restraint is defined as any restriction/reduction of voluntary movement or freedom implemented to ensure the safety of self, others, or the physical environment.
- Examples of restraints could be mechanical (lap table or seatbelt on wheelchair, side rails etc.), chemical or environmental.
- 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 the resident's state of wellness is maintained and/or enhanced.
- The resident's desire to remain independent and willingness to accept the risks associated with this will be respected.
- If a decision is made to use a restraint, consent must be obtained from the resident or her/his health care proxy and a reduction plan that includes regular evaluation must be in place.

### **Abuse Policy**

Salem Home is 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* (the Act) is a law to help protect adults from abuse and neglect while receiving care in personal care homes,

hospitals or any other designated health facility.

- Definitions of Abuse and Neglect from the Act:

**Abuse:** Includes physical, sexual, mental, emotional and financial mistreatment. Any of these, alone or in combination, is considered “abuse” if the mistreatment causes or is reasonably likely to cause death, serious harm or significant loss of property.

**Neglect:** Includes mistreatment that deprives a patient of adequate care, adequate medical attention or other necessities of life or a combination of any of them and causes or is reasonably likely to cause death of a patient, or serious physical or psychological harm to a patient.

- In Manitoba, it is mandatory to report suspected abuse and neglect promptly. This means that anyone who has a reasonable basis to believe abuse or neglect has occurred, or is likely to occur, must report these concerns as soon as possible.
- See the PPCO website at [www.gov.mb.ca/health/protection](http://www.gov.mb.ca/health/protection) for more information or to complete online Abuse/Neglect reporting form.

### **The Protection for Persons in Care Office**

300 Carlton Street  
Winnipeg, MB R3B 3M9

Toll-free: 1-866-440-6366

Winnipeg: 204-788-6366

TTY Winnipeg: 204-774-8618

TTY Toll-free: 1-800-855-0511

Fax: 204-775-8055

E-mail: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)

### **Resident/Family Complaints/Concerns**

- If you have a complaint or concern about a service provided, you are encouraged to share your complaint/concern to the Charge Nurse, Resident Care Manager or Social Worker.
- You may also direct a concern to the Director of Resident Care Services (DRCS), or the Chief Executive Officer (CEO). Appointments with any of the above may be arranged by contacting the Executive Assistant.
- In the event that a concern cannot be resolved, you have the option of

calling the Program Leader, Senior's Health at Southern Health-Santé Sud.

### **Safe Environment**

- We are committed to providing an environment where health and safety are maintained.
- This includes putting safeguards in place to prevent falls and injuries to your loved one and our Staff.
- SCHIPP Equipment (Safe Client Handling and Injury Prevention Program) is used to assist residents and may include: transfer belts, wheelchair sliders, transfer board, bed sliders, sit/stand lifts, and mechanical lifts.
- Call bells are located at each bedside, each bathroom and in the Bathing rooms. This system is used for residents to call for help whenever it is needed.

### **Fall Prevention**

- Upon admission and quarterly, the resident will be assessed to determine her/his risk for falling. Based on risk, different interventions and care approaches will be suggested.
- Nursing staff will discuss their recommendation and potential costs with the family and develop a plan of care accordingly to keep you as safe as possible.
- Unfortunately, we cannot prevent all falls. With the help and input of family, we can work together to keep your loved one healthy, independent and as safe as possible.

### **Violence, Aggression and Responsive Behaviors**

- Manitoba Health, Seniors and Active Living is committed to providing a safe and respectful environment for residents, staff and visitors. To do so, we screen all residents for possible aggression and violence. This screening allows us to develop a plan of care that is tailored to the needs of the resident and which also helps keep staff and residents safe.

### **Pressure Injury Prevention**

- Pressure injury (also called pressure ulcer or "bedsores") is an injury to the skin and tissues under the skin, usually caused by sitting or lying in the same position for too long. Some health conditions, such as diabetes and poor

circulation, as well as not eating or drinking enough, difficulty moving or changing positions can increase the risk of a pressure injury.

- These injuries are serious and we have many different ways to prevent them, such as turning in bed, a good chair cushion recommended by the Occupational Therapist or Wound Care Specialist, specialty mattresses, good protein intake (using a supplement) and others.
- If you have any questions or concerns, please contact the Resident Care Manager. We can also provide you with more educational material if you are interested in it.

### **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, with all staff trained annually in fire safety.
- Your cooperation is appreciated during these drills as they are for everyone's protection.
- When the fire alarm rings, some doors will close automatically and magnetically locked doors will automatically unlock. The Elevator is not to be used during this time.

### **Security**

- In order to maintain a secure environment, the Main Entrance is locked. A video surveillance camera and intercom is located at the Main Entrance.
- A Roam Alert security system is in place to protect residents who are identified as wandering risks. There is a charge to residents who require this additional protection.
- There are video surveillance cameras in place throughout the home.

### **Smoking**

- We are a smoke free environment. This includes e-cigarettes, vaping devices, and cannabis.
- If the resident smokes, there will be a smoking assessment done to determine her/his safety to smoke alone or if assistance and/or supervision is required. This will be done annually and as necessary.
- The resident may need to hire someone to assist or supervise her/his

smoking. If determined to be unsafe and supervision not available – smoking cessations will be required.

- Staff are not permitted to assist residents to smoke.

## Safe Work Environment

- It is Salem Home's responsibility to provide a safe work environment for staff members. This includes, but is not limited to
  - Aggressive behavior from family members or visitors. Examples of such behavior may be using raised voices when talking, threatening language, swearing at staff or raising a hand.
  - Inappropriate touching. Examples are touching parts of a staff member's body that can be interpreted as being sexual or unwanted personal attention.
  - Violent behavior. Examples are pushing or shoving a staff member, hitting or slapping.
- Should any of these situations develop, it is within the staff member's right to contact the local Police Department. If the incidents warrant, such behaviours will result in consequences to family members and/or visitors ranging from restrictions to criminal charges.

### **Culture of Safety**

- We are committed to providing safe, competent and ethical care to residents through a positive culture of safety. This is an environment that promote flexibility, open and honest communication, as well as learning by reporting and analyzing errors and near misses.
- When you move into Salem Home, you are moving into a community of people. Just as you have needs for help with day to day living, so do other people. Other residents may also have conditions or illnesses that can make living together difficult.
- There may be people who will wander uninvited to others' rooms, or those who may become upset with other people, noises, smells or certain activities etc.
- We strive to do our best to help each resident and in turn ask that each resident be patient, kind and respectful of other residents and their

abilities.

- All Resident Care staff are male or female, of different ethnicities, and all provide personal care in a respectful and dignified manner.

## Plant Operations

- Plant Operations Staff work to ensure a safe, comfortable home.
- Please notify the Nurse of any repairs needed. The Nurse will make the arrangements.

## End of Stay

- When the services of Salem Home are no longer required either through a transfer, discharge or death, we kindly request for the resident's belongings to be removed within one business day. This allows us to prepare the space for a new resident who needs personal care services.
- Salem Home has the right to discharge a resident who displays behaviour that is significantly disruptive to other residents, or is a serious threat to the welfare of residents and/or staff.