



Special thanks and appreciation is expressed to the long term care social workers and the Corporate Communication department for their assistance in the design and development of this book.



Central  
Health



**Long term care  
information for  
residents and families**

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## Questions? Concerns? Important numbers to remember

Use this section to record questions or concerns you may wish to share with long term care facility staff or important information or numbers you want to remember.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

*Client relations -*

**Want to tell us about something we are doing well...**

Central Health welcomes compliments from you regarding the services provided.

You may ask a staff member to complete a compliment form or express your compliment via phone, written correspondence, email or verbally to any staff member or directly to the Client Relations Coordinator.

**What to do about a concern...**

Central Health has a procedure for responding to concerns from persons who receive care and treatment from us.

Tell your concerns to a staff member for immediate *on the spot* resolution. If the results are not satisfactory, you may ask any staff member to complete a complaint form on your behalf. Your concern will then be forwarded to the Client Relations Coordinator.

As well, you can contact the Client Relations Coordinator at any time yourself.

To share a compliment or concern or ask a question please contact:

**Client Relations Coordinator**  
**50 Union Street**  
**Grand Falls-Windsor, NL**  
**A2A 2E1**

**Telephone: (709) 292-2272**  
**Toll Free: 1-888-799-2272**  
**Email: [client.relations@centralhealth.nl.ca](mailto:client.relations@centralhealth.nl.ca)**

**Central Health provides long term care services in a number of facilities.**

**Long term care facilities within Central Health are:**



A.M. Guy Memorial Health Centre, Buchans



Baie Verte Peninsula Health Centre/Copper Crescent, Baie Verte



Carmelite House, Grand Falls-Windsor



Connaigre Peninsula Community Health Centre, Harbour Breton



Fogo Island Health Centre, Fogo Island



Dr. Hugh Twomey Health Centre, Botwood



Lakeside Homes, Gander



North Haven Manor, Lewisporte



Notre Dame Bay Memorial Health Centre, Twillingate



Valley Vista, Springdale



Bonnews Lodge, Brookfield



Central Health extends greetings to residents, their families and friends. It is our hope that as a result of our working together, we will provide homes that are comfortable, cheerful places to live in and visit.

Every effort will be made to meet the individual needs of the resident. A team approach is used to ensure quality of life for each resident, focusing on the medical, physical, social, spiritual and psychological needs of residents. With residents, family and staff working together, the facilities in Central Health provide a very caring environment.

### **Caring and sharing promotes good family relationships**

When a person becomes a resident of a long-term care facility, he/she often experiences separation anxiety which is a feeling of loneliness and detachment from family and friends.

Family involvement provides an opportunity to reduce this anxiety, to show the resident that he/she, though away from home, is still a very important part of the family and is still dearly loved and not forgotten.

We encourage family participation in the resident's day-to-day care. Our staff, however, understands that the responsibility for resident care remains with them, even when family members are helping out.

Staff will advise family members what they may do to help, and also provide direction with equipment such as a geriatric chair.

### **How can you help?**

- assist with grooming (hair, nails, shave, cosmetics, etc.).
- assist with meals.
- change clothes/pajamas.
- tidy table/desk tops and shelves.
- walk or take for a ride in wheelchair (possibly outside if weather permits).
- take to chapel, dining room, gift shop.
- assist with exercises and recreational activities.
- assist to bathroom.
- get refreshments, i.e., juice/milk from kitchen.
- read books, magazines, newspapers.
- keep relative abreast of family happenings (e.g. weddings, births).
- take relative out for ice cream, ride, special events.
- share a meal in the dining room.
- acknowledge special dates (birthday, anniversary).
- bring pet for a visit.
- encourage children to visit.

### *Smoke free policy*

All facilities and properties of Central are smoke free. Smoking is not permitted by residents, staff or visitors within the facility or on Central Health property.

### *Infection control*

Hand washing is one of the most effective means of preventing the spread of infection. There are public hand washing stations located near entrances and throughout the facility. **All** visitors are asked to use these stations to wash their hands prior to and after visiting the residents (refer to pamphlet).

Please **do not** visit if you are feeling unwell or have any of the following symptoms:

- Sneezing
- Coughing
- Headache
- Sore throat
- Fatigue
- Fever
- General body aches and pains
- Stomach upset (nausea), vomiting and diarrhea

Please remember that many of our residents are quite frail and may become very ill if in contact with anyone with the above symptoms. These types of illnesses tend to spread quickly in a long term care facility.

### *Protecting your privacy*

Central Health is committed to keeping all information about residents confidential. Central Health takes responsibility to protect the security and confidentiality of the residents' information very seriously. It will only be released outside of the organization when permission is obtained or when we are required by law (refer to pamphlet).

### *Falls Prevention Program*

The new **Falls Prevention Program** was implemented in all long term care facilities in Central Health January 2011. This program requires every resident to be assessed for their risk of falling upon admission and every 90 days or earlier if they have a fall. The assessment tool completed by nursing determines whether the resident is low, medium or high risk for falls. Depending on the resident's risk level different interventions are put in place to prevent falls from occurring. These interventions may include:

- placing a high risk falls logo above the resident's bed
- a referral to pharmacy to suggest adjustments to their medications
- recommend the resident purchase and wear hip protectors
- implementation of chair or bed sensors
- referrals to the physiotherapist, occupational therapist, or dietitian.

Education will be provided to the family by different team healthcare providers regarding the interventions implemented to help prevent the resident from falling. For more information please see the enclosed pamphlet on **Taking Steps to Avoid Falls in a Healthcare Setting**.

### *Resident's clothing*

Resident's clothing must be labeled upon admission. Please ensure that clothing purchased following admission is also labeled. **All** clothing must be wash and wear. Special care items, such as 100 per cent wool, silk, linen are to be laundered at your own risk. Clothing for residents is to be limited to five to seven changes, due to limited closet space. Family members are asked to alternate the resident's clothing, according to the season. The facility is not responsible for lost clothing items.

### *Adaptive clothing*

There may be times when staff assesses the changing needs of residents and it may be determined that the resident requires adaptive clothing. This clothing is designed for ease of changing and will help to improve the comfort and dignity of the resident.

### *Dental/Eye/Hearing care*

Arrangements can be made for residents requiring dental, eye or hearing services. A referral can be made to the social worker, who will determine eligibility for subsidy. A resident's dentures and eyeglasses are labeled upon admission. Dentures, eye glasses and hearing aids are sometimes lost or damaged by the resident. The replacement of the item, where the action of the resident, causes the loss or damage will be the resident's responsibility.

### *Beautician services*

Beautician Services are available at all facilities under Central Health. The cost of the service is the responsibility of the resident.

### *Visiting*

The facility is recognized as the residents' home. There are no defined visiting hours. However, visitors are encouraged to check with nursing staff before visiting very early or late in the evening. Visiting is always encouraged.

### *Scent free policy*

Central Health has a scent free policy. Fragrances such as cologne, perfume, aftershave lotion, etc **are not** permitted, due to the increasing number of residents and staff having sensitivities or allergic reaction. In keeping with the scent free policy, the facility discourages gifts of poinsettias or any floral arrangement that gives off a scent.

### *Allergies*

Some residents and staff members are allergic to certain foods and other products. Please do not offer food to a resident who is unable to tell you of his/her allergy. It is always best to check with a nurse.

Family members are asked not to bring any latex balloons, due to residents and staff allergies. **Latex balloons are not permitted** in any facility operated by Central Health. Latex balloons can cause severe reactions in persons who have a sensitivity or allergy to latex. Myler balloons are permitted.

## **Residents rights and responsibilities**

Central Health's primary purpose is to provide for the care and well-being of each of its residents in Long Term Care. Care is provided to meet the physical, psychosocial, spiritual and recreational needs of residents, recognizing the uniqueness of each resident as a person with a past, present and future. The following are your rights and responsibilities:

### **QUALITY CARE**

#### *Rights:*

You have the right to:

- receive quality care and services and to be assisted to achieve and maintain your maximum level of independence.
- have access to activities which fulfill your physical, spiritual, social and emotional needs.
- be provided with a safe and secure living environment.

#### *Responsibilities:*

You are responsible for:

- working along with the health care team to maintain independence, whenever possible, in your personal care.
- identifying activities and programs that interest you.
- adhering to safety regulations.

### **INFORMATION**

#### *Rights:*

You have the right to:

- have your condition, care and treatment explained in terms easily understood by you and/or your family.
- be given the opportunity to participate in developing your plan of care.

#### *Responsibilities:*

You are responsible for:

- giving your caregivers information about your health. This includes a current list of medications you are taking. This list should include all prescription drugs, over the counter medications, natural & herbal medications, creams, ointments, eye drops, inhalers, etc.
- asking questions about what you do not understand.
- following your recommended treatment plans.

# RECOGNITION AND DIGNITY

## Rights:

You have the right to:

- be treated with dignity, kindness, consideration and respect and to be involved, whenever possible, in any decision affecting your life.
- share your views, observations and problems with staff, other residents and family.
- be kept informed about new policies and changes taking place in the home.
- receive appropriate responses to your requests for services that can be reasonably provided.
- form and enjoy personal relationships.
- practice the religion of your choice.
- receive the greatest comfort we can provide.

## Responsibilities:

You are responsible for:

- treating all residents, staff and others with respect and consideration.
- becoming involved in and encouraging your family's participation in the Resident/Family Council of the home, where offered.
- making choices to meet your social and spiritual needs.
- recognizing space limitations and safety regulations when bringing personal effects into the home.

# PRIVACY

## Rights:

You have the right to:

- as much privacy as we can provide.
- confidentiality of your health care as well as of personal and financial affairs.

## Responsibilities:

You are responsible for:

- understanding the limitations placed on privacy.
- respecting the privacy of other residents.
- recognizing that staff involved in your care will require access to your health care information.

# YOUR HEALTH CARE

## Rights:

You have the right to:

- have medical care provided by a physician of your choice who provides service to the Home.
- agree to or refuse any procedure or medical treatment.
- be free from chemical or physical restraint.

## Advance Health Care Directives

For competent residents who do not have an *Advance Health Care Directive* upon admission a meeting can be scheduled. Pamphlets are available to assist residents in preparing an *Advance Health Care Directive* (refer to pamphlet).

## Fire safety

For safety reasons, residents are not permitted to clutter their rooms. Extension cords/power bars **are not** permitted in residents rooms.

**All** electric items such as, televisions, radios, lamps, etc., must be CSA approved and are inspected by the maintenance department prior to use by the resident.

Christmas lights are permitted in residents' rooms provided that the following criteria are met:

- lights must be CSA approved (look for the stickers).
- lights must be a maximum of 12 amps.
- must use miniature lights which have cool-burning bulbs.
- all lights must be examined for damage and discarded if damage discovered.
- wall outlets cannot be overloaded.
- extension cords cannot be used.

**Decorations should be kept to a minimum and you must ensure that ceiling tiles and the sprinkler operation are not compromised by decorating.**

## Fire safety exercises

Fire safety exercises are held regularly to prepare staff and residents for the possibility of an emergency. At the sound of the alarm, residents and visitors are asked to follow the instruction of the staff.

## Wander guard/Watch-mate system

Residents who have the potential to wander outside may be cared for in a facility which provides a Wander guard/Watch-mate system. The resident will wear a bracelet which detects when the person is about to exit the facility; an alarm will sound which alerts staff — who will then respond.

When an individual has the potential to wander, and cannot be managed using wander-guard and is at risk of elopement, he/she will be placed on a special care/protective care unit. The unit is secured and has a security coded key pad system. This is to ensure resident safety.

The residents' closets on protective care units have a key pad and family members are given the code. Visitors are cautioned when entering and leaving the unit to watch for residents near the door. When leaving, please ensure that the door is closed.

There are two facilities in Central which provide protective care — they are the Dr. Hugh Twomey Health Centre, Botwood and Lakeside Homes, Gander. If placement at either of these facilities is not available, the resident may have to be transferred outside the Central Region.

### *Personal décor and furnishings*

Residents are encouraged to personalize their room. However, due to the limited space and needs of the resident, the following is to be considered:

- Permission must be obtained before bringing in any chairs, as many chairs are inappropriate due to design, stability and fabric. Only **vinyl/leather** chairs are permitted. Residents seating needs will be assessed.
- Space in residents' rooms is extremely limited and when rooms become too cluttered with furniture and other belongings, it becomes increasingly difficult to provide care and the resident's safety is placed at risk.
- Rugs and mats **are not** permitted as they are potentially unsafe.
- Suitcases must be taken home by family, following resident's admission. A small suitcase/overnight bag may be left, in the event of hospitalization or an extended visit home.
- "Knick knacks" are to be kept to a minimum.
- Additional shelving is **not** permitted in residents rooms.

### *Financial services*

Board and lodging is charged at the rate as set by the Department of Health & Community Services. Payments are made at the end of each calendar month. Financial assessments are completed on residents who require a subsidy. The Social Worker will assist in counseling and completing the initial financial assessment.

### *Trust account*

All competent residents may complete a Resident Trust Fund Agreement. This is a non-interest bearing account. Any monies entrusted to the facility on behalf of the resident shall be deposited into a resident trust account. A record shall be maintained showing the date and amount of all deposits and withdrawals.

Only the person designated to handle the residents finances, will have access to the residents trust account. Families have to provide receipts for items purchased for the resident.

### *Valuables*

It is strongly recommended that residents not keep valuables such as jewelry or money in their rooms. The Home cannot be held responsible for missing items.

### *Power of Attorney*

Upon admission to any of the long term care facilities operated under Central Health, all competent residents are encouraged to complete a *Power of Attorney*. This document identifies an individual who will manage the resident's financial affairs, in the event the resident does not wish to carry out this responsibility, or in the event the resident is incapable of doing so. The *Power of Attorney* process will be explained to the resident and his/her family by the social worker.

### *Responsibilities:*

You are responsible for:

- providing us with the name of the person you would wish to handle your financial affairs should you no longer be able to do so.
- paying your board at the end of each month.
- informing us of any changes in your financial situation so the necessary adjustments can be made.
- ensuring that large amounts of money and valuables are not kept on you or in your room.

## **YOUR RIGHTS ARE IMPORTANT TO US**

If you have any questions or feel you have been denied any of these rights, you should bring this to the attention of a member of your health care team or management personnel. We encourage you and your caregivers to talk openly about any aspect of your care.

## **HEALTH SERVICES**

The following services are available at most facilities:

### *Nursing services*

Nursing Care is provided on a twenty four hour basis by RN's, LPN's and PCA's. Nurses work closely with you, your family and other health professionals to ensure your health care needs are met.

### *Medical services*

Medical Services are provided by physicians on a twenty four hour basis. Residents from outside the area, who do not have a family physician, will have one assigned upon admission. All facilities have an on call physician.

### *Pharmacy*

All prescriptions and over the counter medications are provided from the Pharmacy Departments of Central Health. Upon admission, all medications both prescription and non-prescription are administered by the nursing staff. **Family members are not permitted** to bring in any form of medication to the resident. The Pharmacy Departments will bill the resident or appropriate insurance for prescribed medications.

If residents are planning to be away from their facility for a few days the resident care co-coordinator/nurse in charge should be notified three days in advance, whenever possible. This will allow for the preparation of enough medications to take on the visit.

### *Clinical Dietitian*

Nutrition Assessments are completed on each resident by a registered dietitian. The dietitian ensures that the residents' special dietary needs are met.



### *Rehabilitative Services*

Residents are assessed by a physiotherapist and occupational therapist who visit regularly. An on site physiotherapy support worker, where available, will provide physiotherapy services to the residents, as required.

There is a limited supply of equipment at our facilities. Therefore, residents/families are encouraged to purchase their own equipment, following an assessment by the occupational and/or physiotherapist. This equipment could include wheelchair, walker, etc., that will meet the specific need of the resident.

Other rehabilitative services, such as audiology, speech language are available for an assessment on a consultative basis.

### *Therapeutic Recreation*

Recreation therapy services develop programs and a wide variety of events/activities to meet the needs of the residents. Activities include bus outings, spiritual services, physical fitness, games, special events and individualized programs to maintain/ improve quality of life. Family members are encouraged to consult with recreation staff and participate in activities/special events.

Each month the activity calendar is posted within each facility, outlining events and activities for that month.

### *Volunteers*

Volunteers play an important role in assisting all departments to meet the needs of the residents and enhance their quality of life. They give of their time and bring new ideas, skills, insights and energy. Volunteers may assist with personal visits, large or small group activities, special events, pet therapy, etc. Persons interested in becoming a volunteer should contact the Recreation therapy department at the facility of your choice.

### *Social Work*

To help ease the transition from community to the home, social work counseling is available to residents and their families. The Social Worker coordinates the admission process and orientates residents/families to the services provided by the facility. The Social Worker is responsible for providing information regarding policy, procedure and placement of residents. Social workers also assist residents with their financial matters, and provide information about accessing resources and services.

### *Pastoral /Spiritual Care*

Pastoral/Spiritual Care promotes spiritual values and religious faith. Chapel services are held on a denominational rotating basis. Residents who wish to have clergy visit may ask the nurse on the unit or social worker who will notify the appropriate clergy.

### *Interdisciplinary team meetings*

Interdisciplinary team meetings are scheduled to allow resident and family to have input into the care provided. These meetings provide opportunity for the information to be shared and the resident's care plan to be developed and regularly reviewed. The meetings are attended by all disciplines directly involved in the resident's care. The resident and/or family will be advised of the date and time of these meetings.

### *Internal moves/room changes:*

The Home reserves the right to make necessary room changes. However, prior to any room/unit change, the resident/and or family will be notified.

### *Pocket talker*

Residents who are hard of hearing can enhance conversation by using a pocket talker. The pocket talker is located at the nursing station.

### *Telephone*

Residents have access to the telephones located on the units. Residents and/or family members may arrange to have a private telephone installed in the resident's room, by making arrangements with the telephone company. All costs including the installation and monthly charge are the responsibility of the resident. If a resident requests a room change, he/she will be responsible for the telephone hookup.

### *Mail*

Incoming mail for residents is sorted in the administration office and delivered to the resident. Residents who have outgoing mail may have it delivered to the office with the cost of the postage charged to the resident.

### *Television*

There is a television located in the resident lounge/common area for residents' enjoyment. Residents, who wish to have a small television in their room, may do so. For residents who are interested in having cable services, there may be a cost for installation plus a monthly charge, which is deducted from the resident's trust account. The cost of cable services may vary from one facility to another.

### *Alcohol*

The use of alcoholic beverages by residents is assessed on an individual basis. Safety is a concern and we need to consider the possibility of the interaction with medications.

Requests for the use of alcohol must be directed to the nurse, who will consult with the physician. Abuse of alcohol will be strictly prohibited.