

A Handbook for Residents & Family Members



Saint Vincent's Nursing Home
Quality of life through compassionate and innovative care



2080 Windsor Street, Halifax, NS B3K 5B2

Phone (902) 429-0550

Fax (902) 492-3703

www.svnh.ca

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SECTION 1

Message from the Executive Director

Welcome to Saint Vincent's Nursing Home!

Moving to a new place with new surroundings and new people can be quite an adjustment. We hope to make your move as positive and easy as possible!

There are probably a number of questions running through your mind. That is why we have prepared this information guide for your use. Hopefully, you will find the answers to the many questions you have. If not, please feel free to ask.

On behalf of all of us at Saint Vincent's I would like to welcome you, your family and friends. We will do all we can to make you as comfortable as possible. I look forward to meeting you personally in the very near future.



Kristin Schmitz
Executive Director

Saint Vincent's Nursing Home

Quality of Life through Compassionate & Innovative Care

Vision

Quality of life through compassionate and innovative care.

Core Values

Respect

We set a standard for courteous dialogue with each other, the residents and our community partners. We seek to understand each person's unique needs, dreams and perspectives.

Dignity

We work together to provide care that honours the inherent dignity and worth of each person. We hold ourselves accountable to provide services and care based on residents' choices.

Compassion

We demonstrate compassion through our kindness and empathy for residents and one another.

Home

We strive to create an environment that is welcoming and reflects the feelings of home.

Teamwork

We are tenacious in our belief that teamwork is critical to providing holistic and quality care. We commit to our individual roles with an understanding of the connection and dependence on one another's dedication to common goals.

Mission Statement

Saint Vincent's Nursing Home is an accredited private not-for-profit Home for the Aged founded by the Roman Catholic Archdiocese of Halifax.

Our mission is to provide quality care and services in a home-like atmosphere.

We are dedicated to fostering a nurturing environment for residents, family, employees, physicians, volunteers and students; one that recognizes their physical, psychological, emotional, social, spiritual and cultural needs. We respect the aging process and support our residents' right to make choices.

In keeping with this mission and the expressed needs of the community, promoting quality of life is the cornerstone of all care, services and programs.

Statement of Values

AT SAINT VINCENT'S WE BELIEVE:

- In the resident's *quality of life* being our priority
- In the *dignity, worth, and uniqueness* of every person
- In the *respectful and individual treatment* of each resident
- In *compassionate care* in a home-like and nurturing environment
- In the *value* of our *employees, students, and volunteers* and their *contributions* to life at Saint Vincent's
- In providing a *supportive work environment*
- In *family members* and *friends* being an integral part of life at Saint Vincent's and we appreciate and support their contributions
- In the importance of encouraging and supporting *community relationships*

Commitment to Residents

- To provide the resident with appropriate information regarding his/her diagnosis, prognosis, treatment and treatment alternatives in order that he/she may make informed decisions affecting his/her health.
- To promote resident involvement in his/her care plan and to promote independence.
- To provide all residents with equal access to health care regardless of economic status, sex, race, colour, creed, disease process, national origin, religion, source of payment or ethical or political beliefs.
- To provide for the spiritual well-being of the resident.
- To provide for the spiritual needs of the resident that nourishes, strengthens and expresses faith.
- To treat all residents with consideration and respect.
- To respect the privacy of all residents.
- To encourage the resident to retain his/her individuality and not be judged for his/her decisions.
- To provide sensitive and knowledgeable caregivers who will maintain a sense of hopefulness and who will attempt to understand resident needs when discussing illness, injury and/or facing death.
- To provide all residents with standards of care which meet accreditation standards and professional standards of the respective health care providers' professional associations.
- To maintain the confidentiality of the health care records and any other information relating to the resident.
- To focus on the quality of life in providing support and care to the resident.
- To accept that all residents are unique and that their unique needs must be identified, recognized and understood.
- To assist and encourage the resident to exercise his/her rights as a citizen: this may include grievances and/or recommended changes in policy and services of the Home, free from restraint, interference, discrimination or reprisal.
- To be informed of his/her legal rights upon request.
- To be encouraged to manage his/her own personal finances and affairs or delegate this responsibility to a person of his/her choice.

Privacy Policy

Saint Vincent's Nursing Home has implemented a privacy policy which is designed to protect the privacy of its residents, employees, families and volunteers. For further information contact the social worker at ext. 113 or visit our website at www.svnh.ca.

Protection of Persons in Care Act (PPCA)

Saint Vincent's Nursing Home has always had a strong anti-abuse stance; the Protection for Persons in Care Act provides further safeguards for residents. The Act requires health facility administrators and service providers (including staff and volunteers), and encourages all others (**including family and visitors**), to promptly report all allegations or instances of abuse to the Department of Health. You may contact the Department of Health directly or bring your concerns to a member of the management team who can assist with the process.

Under this Act, abuse may be physical, psychological, emotional, sexual, medical, or related to neglect or theft and may be caused by staff, volunteers, family members, visitors or others.

When a report is made an inquiry and/or investigation will be performed by the Department of Health. In addition, Saint Vincent's will conduct an internal investigation.

For more information or to report abuse:

1-800-225-7225
www.gov.ns.ca/health

Least Restraint Policy

At Saint Vincent's the residents' *quality of life* is our priority. We believe in the dignity, worth, and uniqueness of each individual and in providing a safe, home-like atmosphere where risks are minimized. We respect the rights of residents to have freedom to make choices. Therefore, we believe in an environment of *least restraint**.

In consultation with a physician, our multidisciplinary team will ensure that any restraint used is appropriate, used correctly, and monitored frequently. Any restraint use will be discussed with residents and family members.

Please speak with a member of the care team if you have any questions.

**Least Restraint* means "all possible alternative interventions are exhausted before deciding to use a restraint."

SECTION II

Admission Procedure

Day of Admission

On the day of admission the resident and their family should arrive at approximately 10:30 AM (unless another time has been previously arranged). You will be oriented to your room and introduced to the Clinical RN/LPN and other members of the nursing staff. Family members are invited to stay with the resident for as long as they wish.

What to Bring

During the pre-admission interview, the social worker will discuss what items you should/may bring with you. It is very important that you bring your current medications and your Nova Scotia Health Card and give these to the nursing staff directly upon admission. Saint Vincent's supplies a hospital bed, bedside table, over bed table and chest of drawers. Some rooms have a wardrobe instead of a closet. All rooms are equipped with cable and telephone outlets and residents may have their own television and telephone. Residents or a family member must make arrangements with Aliant or Eastlink to have a telephone connected. Pictures, ornaments or any other decorative items will make your room more home-like. It is suggested that a new resident not attempt to bring everything at once; but rather add to the room as he/she becomes more comfortable with the surroundings and as space allows.

Please bring walker and/or wheelchair in addition to any other assistive devices you currently use. If you are considering purchasing a new chair for a resident or bringing one from home, it is recommended that you discuss the following guidelines with our physiotherapist: avoid rockers, or swivel chairs, soft seats and oversized chairs as they all make standing up very difficult. Recommended are firm, yet comfortable seats with full-length arms and high backs for head support, such as recliner chairs with foot swells. The chairs should be made of durable fabric or with "stain guard", and the seat should be at least 18 inches from the floor. The seat should be only a few inches wider than the resident.

We request that the resident bring sufficient undergarments for a minimum of seven complete changes. Additional clothing items should be chosen based on the resident's

day-to-day needs and the storage available. It is important for all residents to bring slippers or walking shoes that fit properly, with non-slip soles. Please ensure that all clothing is given to the seamstress for labelling. This will minimize clothing getting lost. Although dry cleaning is available, clothing that requires hand washing/dry cleaning is not recommended.

Talcum powder is not permitted in the nursing home due to infection control and safety issues surrounding the inhalation of the talc and the powder making the floor slippery.

Accommodations

Saint Vincent's offers both private and semi-private accommodations. If a resident wishes to move from a semi-private room please notify the social worker who will place the resident's name on a transfer list. Please note that medical necessity will be given priority over personal preference when assigning private rooms.

Finances and Related Information

Payment of Rates

On the day of admission the accounts officer will review our admission, payment and pharmacy agreements with you and answer any questions you may have about payment for costs of care. Business office hours are 9:00 AM to noon and 1:00 PM to 4:30 PM, Monday to Friday.

Personal Use and Trust Accounts

A monthly personal use allowance is provided to residents admitted prior to January 1, 2005 and who receive financial assistance with their costs of care. These funds are kept in a personal use account. Residents who wish to withdraw funds from their personal use account must go to the business office and complete a withdrawal slip for the amount of cash requested. A resident who withdraws cash on their own is not required to provide receipts for purchases. A designated third party who purchases items for a resident must provide receipts before any funds will be reimbursed. Any expenditures over \$50.00 will be reimbursed by cheque within 48 business hours.

Saint Vincent's will provide Trust Account Services for all residents. This account is established and used for a variety of financial purposes as outlined in the admission agreement. The accounts officer will review the Trust Account Agreement with you upon admission and answer any questions you may have.

For safety reasons, it is recommended that residents not keep more than \$20.00 in their room at any given time.

Special Needs

Residents admitted prior to January 1, 2005 and who receive financial assistance with their costs of care are eligible for special needs. Special needs are supplies or services that are not normally provided by the facility. Examples of these are: dentist or denturist; eyeglasses; hearing aids; etc. Residents are required to apply personal resources over and above the designated threshold of \$1,000 set by the Department of Health & Wellness, and which are held in their personal use/trust account towards the cost of the required item. Funds up to \$1,000 are not required to be used **EXCEPT** in the case of an application for assistance with funeral costs. In **all** cases, permission to purchase the required service or article **MUST** be obtained from the Department of Health & Wellness **prior** to placing the order. Any special need for which prior approval has not been obtained will be the financial responsibility of the resident. The social worker is available to assist with the pre-approval process.

Over Cost Fund

All residents admitted to a long term care facility after January 1, 2005, may be eligible for specific items/services under the Department of Health & Wellness Over Cost Fund. The two most common are occupational therapy assessments and/or the provision of specialized equipment, e.g. wheelchairs or geri chairs. The staff of Saint Vincent's will normally identify the need for such services or items and the appropriate request forms will be submitted to the Department of Health & Wellness on behalf of the resident. Items or services that are ordered on behalf of the resident without prior approval from the Department of Health & Wellness will be the financial responsibility of the resident. Questions about the Over Cost Fund may be directed to the social worker.

Income Tax and Care Costs

Residents in long term care facilities are not required to pay for the medical care portion of their care costs. These costs are paid by the Department of Health & Wellness. The resident pays a predetermined accommodation cost (room and board). As residents can deduct their room cost as a medical expense on their tax return, a letter identifying the annual care cost is issued by the business office by February 28th of each year.

Specialized Equipment Program

Specialized equipment i.e. pressure reduction mattresses, wheelchairs, etc. may be accessed through the Health Equipment Loan Program (HELP) which is administered by the Canadian Red Cross. If it is determined that a resident would benefit from a piece of specialized equipment, the physiotherapist will request approval from Capital Health for the cost of an assessment by a registered occupational therapist. An assessment will be arranged after approval has been received. The occupational therapist then completes the assessment, prescribes the appropriate equipment, obtains two quotes from local suppliers and forwards all information to Capital Health for approval. If approved, the Canadian Red Cross supplies the equipment. It's important to note that a) the resident may be assessed a monthly fee based upon their income and cost of the equipment and an agreement must be signed before the equipment is supplied; and b) residents with private insurance must first apply to their own insurance carrier for benefits before being considered for the HELP program.

SECTION III

General Guidelines

Visiting Hours

We believe family members and friends are an integral part of life at Saint Vincent's and we appreciate and support their contributions. As such, we encourage visiting by family and friends and ask that any concerns or questions over visitation (appropriate hours, time of day, and length of visit) be discussed with the registered nurse on the unit. Each resident and the care team will set individual guidelines as required.

Possession of Food and Alcohol

Family members may bring residents small quantities of nonperishable foods. As many residents are on a special diet, please consult with the nursing staff and/or clinical dietitian before bringing in any food.

If a resident wishes to have alcoholic beverages, and/or requires it for medical reasons, a written order must be received from the resident's attending physician. All alcohol is kept in the medication room and is dispensed by our nursing staff. Alcohol purchases for personal use are the financial responsibility of the residents and/or their family unless ordered for medicinal purposes. Wine is offered to residents with their Thanksgiving and Christmas meals.

Leaving the Premises

If a family member plans to take a resident off the unit for any period of time - short or extended, they must:

- Notify the unit RN or LPN about where the resident is going and expected time of return;
- Sign a resident pass form to leave the premises.

If the resident is leaving the facility for an extended amount of time (e.g. overnight, vacation, etc.) the unit RN or LPN must be notified three business days in advance to ensure that the resident's medications are prepared to accompany them on their leave.

Parking

Saint Vincent's provides parking on a first come first served basis for families, staff and visitors. Those using our parking facilities require a visitor's parking pass, which may be obtained from the receptionist. Cars not displaying a parking permit may be ticketed or towed.

Meal Cards

Family members are asked to inform the Nutrition Services Department if they plan to join their relative for a meal. A meal card must be purchased from the business office during regular office hours Monday to Friday, or from the receptionist after 5:00 PM and on week-ends. The meal card costs \$15.00 and does not have an expiry date. Food prices are \$2.00 for a sandwich or \$1.00 per item (i.e. meat, potato, vegetable and dessert would be \$4.00). A weekly menu is posted outside the Windsor Room. Coffee and tea are available in the Windsor Room at a small cost.

Purchases

Saint Vincent's supplies basic furnishings for resident rooms as well as items for personal hygiene such as toothpaste, soap, etc. The following list gives examples of items for which residents will be required to pay:

- Transportation – taxi, ambulance, etc.
- Fans
- Specific brands of shampoo, (unscented) lotion, soap, toothpaste, etc.
- Night lights
- Batteries
- Mirror (in addition to the one provided)
- Replacement lampshades (if resident owns lamp)
- Repair/cleaning of personal furnishings
- Specialty lighting
- Drapes or blinds (other than those provided)
- Comforters (other than those provided)
- Medication not covered by Pharmacare
- Cablevision and telephone

For a complete list please refer to Schedule C – *Responsibility of the Resident* – in the Admission Agreement.

Safety and Security

Saint Vincent's, through participation and active support from the Board of Directors, senior leadership, the OH&S Committee and all staff, acknowledges that a safety culture is a guiding principle in the provision of appropriate care for residents and a safe work environment for all. Our goal is to provide a safe and secure environment for residents, family members, visitors, employees and volunteers associated with the delivery of care. To that end, steps must be taken to ensure that rooms are oriented in a manner that supports safety. The Clinical RN/LPN will be happy to discuss the resident's particular needs and make recommendations that will provide for his/her safety and comfort.

Smoke-Free & Scent Reduced Environment

Smoking is prohibited anywhere on the property, including vehicles parked on the premises. This policy applies to residents, employees, volunteers and visitors. Saint Vincent's is a scent-reduced environment and as such we request that all staff, residents and visitors limit the use of fragrances and perfumed personal care products due to the sensitivity by staff and other residents.

Electrical Appliances

ALL ELECTRICAL APPLIANCES NEED TO BE INSPECTED BY MAINTENANCE STAFF PRIOR TO BEING TAKEN TO A RESIDENT ROOM. The number of electrical appliances that can be maintained in a resident room should be kept to a minimum to ensure a safe environment. Typically, permissible appliances include lamps, television, radio, etc. Appliances with heating elements, including but not limited to kettles, heating pads, etc. are not permitted for safety reasons. All appliances must be CSA approved and be inspected by maintenance staff. Residents should contact their Clinical RN/LPN for more information if required. Proper maintenance of all electrical equipment is mandatory. Maintenance staff may be able to initiate repairs in-house or make arrangements for outside service or replacement as required, at the expense of the resident.

Resident Room Decoration

Saint Vincent's will endeavour to accommodate resident preference when decorating rooms including the positioning of personal furniture. However, safety considerations will always be given priority over personal preference. i.e. location and number of extension cords.

Resident's Valuables and Loss of Personal Effects

Saint Vincent's **DOES NOT** assume responsibility for the loss of money or breakage (or loss) of valuables including hearing aids, dentures and eye glasses. If personal property, money or valuables are missing, please report it immediately to the Clinical RN/LPN. Some small personal property may be held in the safe in the business office. It is recommended that jewellery or other items of sentimental value be kept offsite.

Identification of Personal Belongings

The seamstress at Saint Vincent's will provide name tags and complete the necessary labelling of all residents clothing. Please remember to take new clothes to the seamstress for labelling. The seamstress will also mend and repair resident's clothing. Residents should label all pictures and personal items they bring to Saint Vincent's.

SECTION IV

General Information

Family Responsibility

Saint Vincent's realizes the importance of continued family involvement in the care of a loved one. It is the expectation of Saint Vincent's that the family will continue to provide support to the resident. Family members are encouraged to play an active role in the development of the resident's care plan and are invited to participate with their relative in events and activities at Saint Vincent's. **IF ACCOMPANIMENT IS NECESSARY, FAMILY MEMBERS WILL BE EXPECTED TO ESCORT THEIR RELATIVE TO MEDICAL APPOINTMENTS AND SOCIAL EVENTS OUTSIDE OF SAINT VINCENT'S.**

Residents' Council

Saint Vincent's Residents' Council is an organization to which every resident may belong. Residents' Council meets monthly to share information and to discuss problems or concerns that residents wish to raise. This is an opportunity for residents to be kept up to date on any activities that are going on within the nursing home.

Family Council

The Family Council is a volunteer group comprised of family and friends of the residents of Saint Vincent's. The Family Council meets monthly. If any family member or friend is interested in participating on the Family Council or requires more information, please contact the Director of Therapeutics at ext. 113 or email canderson@svnh.ca.

Team Conference/Interdisciplinary Resident Care Conference (IRCC)

The IRCC is comprised of representatives of the care team* and meets on a regular basis with the resident and their SDM (Substitute Decision Maker) to review resident care plans and to review and/or revise goals for care. Each resident's goals are reviewed a minimum of annually, or more often as required.

We encourage involvement from the resident/SDM into their plan of care. A care planning meeting with the care team will be held within six to eight weeks of admission and annually thereafter. The resident/SDM will be notified of these meetings through a written invitation to attend.

*The care team is comprised of the social worker, pharmacist, recreation therapy staff, pastoral care, clinical dietitian, physiotherapy staff, RN, LPN, PCW/CCA, environmental service and nutrition services staff.

Spiritual Participation

The provision of spiritual care is a central goal at Saint Vincent's. Spiritual care is provided through a variety of services to meet the needs of the residents as requested - spiritual support, visitation, palliative care and worship services.

Visitation by the resident's own clergy or spiritual care representative is very much encouraged. However, it is much appreciated for such visitors to identify themselves with the staff or pastoral care department when they visit so that they are aware the residents' spiritual needs are being met. It is also recommended that church representatives leave their contact information with the nursing staff, should they wish to be notified in the event of an emergency.

Family members are encouraged to accompany their loved ones to worship service when possible, as we do not always have sufficient volunteers to transport residents to the chapel. Furthermore, it can be an opportunity for quality time with loved ones.

Worship service times are listed on the monthly recreation calendars and reminder signs are posted on the units on the day of the service. Residents are welcome to attend any worship service of their choosing.

The regularly held liturgical services are:

Anglican Communion Service	3 rd Thursday of the month at 1:30 PM
Roman Catholic Mass	Tuesday through Thursday & Sunday at 10:00 AM
United Church Services	2 nd Thursday of the month at 1:30 PM
Baptist Church Services	Six Thursdays per year at 1:30 PM
Presbyterian Communion Service	Four Thursdays per year at 1:30 PM

Hospitalization

When a resident of Saint Vincent's is hospitalized, their accommodations may be held for a period of 30 days. Arrangements must be made and permission granted by the Department of Health & Wellness to hold a bed past 30 days. If you have any questions, please contact the social worker.

Funeral Arrangements

Saint Vincent's believes that the quality of life is a fundamental issue for everyone and it respects the wishes of each resident in regard to their care when death is imminent. **Saint Vincent's strongly encourages residents and their families to consider prearranged funerals.** The social worker is available to discuss or assist with arrangements for cremation or funerals.

Personal Care Directives

Anyone in Nova Scotia with the mental capacity to understand what they are writing is able to prepare a personal care directive. This directive is used to establish instruction for personal care decisions, i.e. health care, comfort, recreation. This does not include or give authority for financial decisions. The purpose of this directive is:

1. It allows individuals to appoint a substitute decision maker to make a personal care decision on their behalf should they become incapable of making the decision.
2. It allows individuals to set out instructions or general principles about what or how personal decisions should be made when they are unable to make the decision themselves.
3. It provides for a hierarchy of substitute decision makers to make decisions regarding health care, placement in a continuing care facility and home care where the individual has not prepared a personal care directive in relation to those decisions. A Public Trustee is listed as the last substitute decision maker in the hierarchy.

The social worker is available to discuss and help prepare personal care directives.

Substitute Decision Maker

A substitute decision maker is a person who has been designated by a competent individual, or, if necessary, determined via the personal care directive hierarchy, to make personal care decisions when the resident is not able to do so themselves.

Advanced Care Directives

A resident or substitute decision maker will be asked to complete an advanced care directive within 72 hours of admission. This document offers choices about medical care, hospitalization, etc. The RN on the unit or social worker is available to discuss this directive with you. Once completed the document is then put in the resident's chart and reviewed by the attending physician who may wish to discuss your choice with you. An advanced care directive may be changed at any time by the resident or substitute decision maker. The advanced care directives will be reviewed with you annually at IRCC and/or if the resident has a decline in health status.

Palliative Care

The entire Saint Vincent's team works toward the provision of a quality of life and death for its residents. Palliative volunteers can sometimes be arranged for a couple of hours during the day should the family need some time away. Either the nursing staff or the chaplain can arrange this upon request. Also, a cot is available should a family member choose to stay overnight when a resident is considered palliative. A palliative care box is located on each unit with items such as a crocheted throw, religious items, crossword puzzles, pen and paper, etc. that may be useful for the dying resident or the family members. Our overall goal is to provide comfort and compassionate care for the dying resident and their loved one.

When a Resident is Discharged

When a resident is permanently discharged for any reason, it is very important to prepare the vacated room for a new admission as soon as possible. It is the responsibility of the resident/family to remove all personal belongings from the room within 24 hours. If this is not possible please notify the nursing staff who will arrange to have it done on your behalf. Personal items may be stored up to one week. Any possessions remaining in storage after one week will be donated and/or disposed of on behalf of the resident.

Please, return all room keys to the nursing staff.

Due to the Privacy Act, staff at Saint Vincent's are not authorized to contact the service provider to terminate phone or extra cable services on behalf of a resident. Therefore, the family is responsible for contacting the appropriate provider upon discharge.

Location of Pay Phone

There is one pay phone located within Saint Vincent's for use by residents and family members. It is located on the main floor just south of the elevators next to the business office.

Pets on the Units

Saint Vincent's recognizes the emotional and social value of pets to many of its residents; therefore, pets are permitted on the units. In order to ensure the safety of residents and staff, persons bringing pets into the facility must ensure their pet is on a leash or contained at all times; pets must not be in the lounges/dining rooms or the Windsor Room during meal service; and pets are not allowed in the main floor kitchen area. Please ask the RN/LPN on the unit if there are any allergy issues they should be aware of.

Services for the Resident

Care by Design (Medical Services)

Residents may keep their family physician after admission to the nursing home providing their physician is willing to make required visits on a regular basis and provide after hours calls. Saint Vincent's does provide access to a physician on each nursing unit for residents whose family physician will not follow them after they are admitted. The unit physician collaborates with the care team on a weekly basis (or more often as required) to meet residents' medical needs (e.g. medication assessments, comprehensive geriatric assessments, etc.).

Extended Care Paramedic (ECP)

Residents at Saint Vincent's have access to enhanced on-site health care from highly trained paramedics which may avoid unnecessary trips and long waits in the emergency room. In consultation with the nursing home physician and the care team, the ECP can deliver some of the same care provided in the emergency

department at the resident's bedside in the home (e.g. intravenous fluid, suturing, assessment after a fall, pain management, etc.). This service would only be contacted in non-emergency situations. A resident requiring emergency medical treatment would be transported to the emergency room immediately.

Nutrition Services

Meal service is provided to all residents in the dining room/lounge on each unit. Nutrition Services have staff on each unit on a daily basis. Family or friends of residents who wish to join a resident for a meal may do so by bringing them to the Windsor Room or they may wish to eat in the resident's room. Please contact the Nutrition Services office at least one hour prior to the meal so arrangements can be made for the resident's meal. Family/friends will be required to purchase a meal card (see page 12) for all meals. A meal sign-up binder with weekly menus is located at the main reception desk. Please make every effort to indicate your meal choice by 9:00 AM on the day of your expected visit. If you are unable to sign-up for a meal by 9:00 AM, please call the food service supervisor at ext. 124 to let them know you would like a meal. Family/friends may utilize the lounges outside of meal hours to have refreshments. The kitchens on each unit are supplied with snacks. Nursing staff provide assistance with afternoon and evening snacks.

Telephones

All resident rooms are equipped with a telephone jack. Staff at Saint Vincent's are not authorized to contact the service provider to connect a resident's telephone; therefore the resident or a family member is responsible for contacting Aliant or Eastlink and to ensure direct payment of the bill to the phone company.

Televisions

All rooms are equipped with one cable television outlet per person. The residents are asked to place their television within six feet of the outlet in order to eliminate the safety hazards associated with long cables and extension cords. Basic cable service is available for a charge to all residents. Please contact the accounts officer in the business office to have basic cable initiated. Those wishing to have additional premium packages must contact Eastlink Cable directly to arrange for installation and payment. For resident rooms, Saint Vincent's accepts flat screen TVs only, up to 32".

Postal Service

All personal mail is delivered to the nursing station on the unit.

Mail to residents should be addressed as follows:

Name of Resident
Saint Vincent's Nursing Home
2080 Windsor Street
Room Number
Halifax, NS B3K 5B2

Postage for outgoing mail may be purchased in the business office between 9:00 AM and 4:00 PM, Monday to Friday.

Canada Post will not accept personal mail redirected from a nursing home. The family must change the address of any such mail at the source.

Emailing a Resident

Family members or friends of a resident may send electronic messages to a resident by accessing the "emailing a resident" section on our website at www.svnh.ca. All such messages will be printed and delivered to the resident by the next business day.

Newspaper Delivery

If a copy of the newspaper is desired, the resident or family member is responsible for contacting the service provider and to ensure direct payment of the bill.

Laundry Services

Personal laundry service is provided to all residents; but family members are responsible for any item that requires special laundering. Dry cleaning service is available at the resident's expense. Dry cleaning is picked up and delivered on Tuesdays and Fridays.

Hair Salon

Saint Vincent's has a hair salon located on the first floor. If you wish to take advantage of this service, appointments can be made directly with one of the hairdressers. Regular working hours are from 8:30 AM to 4:30 PM Monday to Friday. The fee for the appointment may be deducted from the resident's account.

Snoezelen Room

The *Snoezelen Room* has specialized equipment to enhance sensory stimulation and relaxation in a safe and comfortable environment through music, lighting effects and gentle vibrations that stimulate the senses. If you are interested in using the Snoezelen Room with your loved one, please contact the recreation therapy staff at ext 119. You will be provided with an easy to use orientation.

Contracted Services

Dental Services

Saint Vincent's has a dental suite in the medical clinic on the 3rd floor. Residents who wish to see, or are referred to a dentist or denturist may do so by contacting the RN on the unit.

Foot Care

A nurse from WeCare Home and Health Services, trained in advanced and diabetic foot care, visits Saint Vincent's on a weekly basis. If you require or are advised to seek specialized foot care, brochures and contract forms are available in the business office.

Massage Therapy

A qualified massage therapist from Massage On-Site Therapy (MOST) visits Saint Vincent's on a weekly basis. A brochure is available in the business office.

Occupational Therapy

Saint Vincent's contracts the services of an occupational therapist through the Department of Health & Wellness. The occupational therapist provides detailed assessments for wheelchair and equipment needs.

Audiology

A professional audiologist is available for on-site consults, hearing aid repairs, etc. Residents who wish to see an audiologist may do so by contacting the RN on the unit.

SECTION V

Departments within Saint Vincent's

Office of the Executive Director

The office of the executive director is located on the first floor. The executive director is responsible for the efficient functioning of the facility. Residents and families may arrange an appointment through the executive assistant to discuss questions or issues that may arise.

Business Office

The business office is responsible for admission packages, meal vouchers, memorial donations, etc. Usual working hours are 9:00-12:00 and 1:00-5:00 PM Monday to Friday.

Nutrition Services/Environmental Services

Employees are committed to providing high quality food and nutrition services as an essential and integral part of the total facility. The nutrition services office is located on the main floor, north of the lobby. A supervisor is available daily from 6:00 AM to 7:00 PM.

Environmental Services is responsible for a variety of services: every day cleaning, linen, laundry, and general help in the resident rooms. The support services manager for Nutrition Services and Environmental Services is located on the first floor. Normal working hours are Monday to Friday, from 7:00 AM to 3:00 PM.

The seamstress is responsible for mending and marking clothes with name tags. The seamstress is located on the first floor. Normal working hours are Monday to Friday, from 7:00 AM to 3:00 PM.

Staff Development/Continuous Quality Improvement

The Staff Development/CQI Coordinator works with the care team to identify, implement, and evaluate initiatives focussed on improving the quality of care and services for residents. He/she is also responsible for the coordination and/or delivery of staff training

and development sessions as well as education/information sessions for residents and/or families.

Maintenance

The Maintenance Department provides a wide variety of services for residents and family members, as well as staff and volunteers. These services are provided by ensuring the efficient operation of the physical plant and associated equipment; providing repair and consultation services for all areas of the building and contributing to the overall safety. A night watchman is on duty from 11:00 PM to 7:00 AM to ensure the safety and security of residents and staff.

Any questions, requests or special requirements that you may have can be directed to the Maintenance Department by contacting your nurse manager or simply by stopping by the maintenance office located on the first floor. Working hours are Monday to Friday, from 8:00 AM to 4:00 PM. Emergency service is available 24 hours a day through the RN/LPN on the unit.

Nursing Services

The nursing staff is comprised of registered nurses (RN), licensed practical nurses (LPN) and personal care workers (PCW) or continuing care assistants (CCA). In collaboration with other members of the care team, the nursing staff is committed to the provision of quality, resident care. Promotion of wellness and assisting the resident to achieve optimum functioning and quality of life is the major focus.

The director of nursing is responsible for the overall functioning of the department. Each nursing unit has a nurse manager who is responsible for the care provided in their respective care areas.

Registered staff is on duty 24-hours a day, seven days a week, to provide nursing and/or supervisory care. PCW/CCAs comprise the largest number of nursing staff on a unit and are instrumental in the provision of activities of daily living for the resident (e.g. bathing, nutrition, etc.).

Any concerns or issues regarding care should be directed initially to the RN/LPN on the

unit for immediate attention. In addition, the nurse managers are available Monday to Friday should you or your family member wish to address a concern about care or service.

Therapeutic Services

Pastoral Care

Spiritual Care is provided by a full-time chaplain, a part-time Roman Catholic Priest and volunteer clergy from the community.

Anglican, Baptist, Presbyterian, Roman Catholic and United Church services are scheduled for residents on a regular basis. Also, two memorial services are held annually. Residents of all faiths and denominations are supported through pastoral care visits, if requested.

The recruitment, training and coordination of palliative care volunteers is managed through pastoral care. Our chapel, a unique feature of Saint Vincent's, is located on the 2nd floor through the solarium. The pastoral care office is located on the 2nd floor outside the solarium. Office hours are Sunday through Thursday 8:00 AM to 4:00 PM or call ext. 116 for an appointment.

Physiotherapy

The physiotherapy department is located in a well equipped, bright room on the 4th floor. All new residents are assessed by the physiotherapist within the first two weeks. Those residents with a change in function secondary to injury or medical status are also re-assessed and monitored. Treatment or general exercise classes may be recommended. Additional referrals may be made through nursing or resident/family request. You may contact the physiotherapy department at ext. 123.

Recreation Therapy

The recreation therapy department at Saint Vincent's provides a range of leisure programs that are designed to meet the resident's physical, social, emotional, intellectual and spiritual needs.

Some of the benefits residents will experience from participation in programs are: to maintain short and long term memory, increase socialization, physical activity and reduce stress. The recreation therapy department strives to provide enjoyable and meaningful programs and suggestions from residents and families are encouraged. We also encourage family members and friends to attend programs.

Shortly after a resident's arrival at Saint Vincent's a staff member from the recreation therapy department will visit with the resident and/or family to determine the resident's leisure needs.

Residents are provided with a recreation therapy calendar each month that provides a schedule of programs, special events and community outings. A special events calendar is also posted on our website www.svnh.ca and is available in the lobby.

Recreation Therapy offers the opportunity for residents to enjoy outings to various community destinations. Residents are responsible for their own costs such as lunch at a restaurant, tickets to shows and shopping. Family, friends and employees are encouraged to support our various programs. You may contact the recreation department at ext. 119.

Social Work

The social work office is located in the south corridor of the first floor. The social worker is available to all residents and family members to discuss issues such as: transition to a long term care facility for residents and families, requirements for acquiring special needs or applying to the specialized equipment/over cost program, counselling services and resident advocacy. The social worker acts as a liaison between residents, nursing staff, administration, government or private agencies. Usual working hours are Monday, Wednesday and Friday from 8:00 AM to 4:00 PM. You may contact the social worker at ext. 113.

Clinical Dietitian

The clinical dietitian works as a member of the resident care team to provide optimal nutritional care for each resident appropriate to their health requirements, personal

needs and quality of life. Shortly after a resident is admitted, the resident and/or SDM will be visited by the clinical dietitian to assess their nutritional care needs. All residents are then followed regularly by the dietitian and their nutritional care plan adjusted accordingly. The clinical dietitian also provides nutritional counselling and education sessions for residents/SDMs as required.

The office of the clinical dietitian is located on the 2nd floor. The dietitian is available Monday, Tuesday, Wednesday and Friday from 8:00 AM to 4:00 PM and may be contacted at ext. 220.

Volunteers

Volunteer services at Saint Vincent's has a team of over 60 individuals as well as community groups assisting in many areas. These include friendly visiting, meal assistance (training is provided) assistance with recreation therapy activities, escorts to medical appointments, pet visits, religious services and special events. Additional volunteers are always appreciated and welcomed.

To register or to obtain more information please contact the recreation therapy department at ext. 119 or via email recreation@svnh.ca. The recreation therapy office is located on the north side of the Windsor Room. Regular working hours are Monday to Friday, from 8:00 AM to 4:00 PM.

Saint Vincent's Foundation

Saint Vincent's Nursing Home Foundation was established in 1991 to receive gifts for funding the development of the facility. Donations to Saint Vincent's through memorial gifts, bequests, etc. provide "little extras" to help brighten the days of the residents. All gifts to the Foundation are acknowledged with a receipt for income tax purposes and families of those honoured through memorial gifts are informed of the names of the donor.

For more information contact the business office or through our website at info@svnh.ca.

Annual Fundraising Campaign

As a private not-for-profit accredited nursing home solely financed through daily accommodation rates, we require the help of the community to help support our commitment to promote quality of life for all our residents. In order to have the funds necessary to maintain the excellent standard of care that has become synonymous with Saint Vincent's Nursing Home, an annual fundraising campaign was established in 2001. Each year a committee determines the focus of the project based on the needs of the residents.

Annual fundraising packages are mailed out in the fall and the executive assistant accepts donations (made payable to Saint Vincent's Nursing Home Foundation Campaign) until the campaign closes in May of the following year.

Directory

The following is a list of the various departments and where they are located. The phone number for the main switchboard that connects all offices is **429-0550**.

Department	Floor	Extension
Executive Director - Kristin Schmitz	1	120
Director of Finance - Scott Bell	1	133
Director of Nursing - Ken Rehman	1	122
Director Quality & Operations - Angela Berrette	1	215
Director of Therapeutics - Charles Anderson	1	140
Business Office/Accounts Officer - Janie MacKinnon	1	121
Chaplain - Debbie MacDonald	2	116
Clinical Dietitian - Lauren Richardson	2	220
Facility/Maintenance Manager - Jim Young	1	131
Food Service Supervisors - Anne MacIntyre, Krista O'Hearn, Desiree McAllister, Geoff McCarney, Sharron Anderson, Doreen Williams	1	124
Hair Salon - Crystal Bower, Catherine Sampson	1	118
Laundry/Seamstress - Cathy Austin	1	127
Nurse Manager 2 nd floor - Joanna Johnson	6	126
Nurse Manager 3 rd floor - Sarah Coady	4	136
Nurse Manager 4 th floor - Sarah Coady	4	136
Nurse Manager 5 th floor - Lindy Brant	5	135
Nurse Manager 6 th floor - Joanna Johnson	6	126
Physiotherapist - Ingrid Ruelokke	4	123
Receptionist - Marina Symonds/Ruth DeVenne/Cathi Stevenson	1	110
Recreation Therapy/Volunteer Services Kelly Copeland, Kathy MacDonald, Colleen Meisner	1	119
Social Work - Haley McIntosh	1	113
Support Services Manager - Valerie Millington	1	138
Nursing Stations	2	117
	3	128
	4	137
	5	129
	6	115

Commonly used Acronyms at SVNH

(not a complete list)

ADL	Activities of Daily Living
AP	Adult Protection
CBD	Care by Design
CC	Continuing Care
CCA	Continuing Care Assistant
CQI	Continuous Quality Improvement
DHW	Department of Health & Wellness (formerly Dept. of Health)
DON	Director of Nursing
DVA	Department of Veteran Affairs
ED	Executive Director
ECP	Extended Care Paramedic
EMC	Emergency Medical Care (Ambulance)
ESW	Environment Services Worker
FSS	Food Service Supervisor
HELP	Health Equipment Loan Program
IRCC	Interdisciplinary Resident Care Conference
IT	Information Technology
LPN	Licensed Practical Nurse
LTC	Long Term Care
OH&S	Occupational Health & Safety
PCW	Personal Care Worker
PT	Public Trustee
RN	Registered Nurse
SEA	Single Entry Access
SDM	Substitute Decision Maker
SVNH or SV	Saint Vincent's Nursing Home
WHMIS	Workplace Hazardous Material Information System

Last updated July, 2013