

Saint *Vincent's* NURSING HOME

A Caring Community



A guide to living at Saint Vincent's for

Residents & Family Members



2080 Windsor St. Halifax, NS B3K 5B2

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SECTION 1 WELCOME TO SAINT VINCENT'S

Message from the Executive Director

It is my pleasure to greet you as you make Saint Vincent's your new home. Moving into a new place can be both exciting and anxiety-causing all at the same time. While that may be the fact, there are many things for you and your family to keep in mind as you transition. This booklet called, "***A Guide to Living at Saint Vincent's for Residents and Family Members***" will answer many of your questions. However, should you need additional information, please contact our staff to guide you.

It is worth noting that Saint Vincent's Nursing Home has been in existence for over 50 years and while our building is older by some standards, our care is not. You will find that our facility works daily to meet our mission to:

"...provide quality care and services in a homelike atmosphere."

So, I encourage you to embrace the community of residents, family members, staff and volunteers as you transition to making Saint Vincent's YOUR home.

A handwritten signature in black ink that reads "Angela Berrette". The signature is written in a cursive style with a large, stylized initial "A".

Angela Berrette
Executive Director



A Caring Community

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 a nationally-accredited, provincially-funded, 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,
- The *dignity, worth, and uniqueness* of every person,
- The *respectful and individual treatment* of each resident,
- *Compassionate care* in a home-like and nurturing environment,
- The *value* of our *employees, students, and volunteers* and their *contributions* to life at Saint Vincent's,
- Providing a *supportive work environment*,
- *Family members and friends* being an integral part of life at Saint Vincent's and we appreciate and support their contributions,
- The importance of encouraging and supporting *community relationships*.

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 Director of Resident Care at ext. 122..

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 & Wellness. You may contact the Department of Health & Wellness 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 & Wellness. 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

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.

Least Restraint Policy

The purpose of Saint Vincent's least restraint policy is to provide a resident and family centred approach to least restraint. We also need to balance risks while meeting our moral, legal, and licensing responsibility to provide a safe environment for residents, staff, and visitors.

A restraint is any physical, chemical (medication), or environmental intervention that is used specifically to restrict the freedom of movement or behaviour of a resident. It does not refer to equipment requested by the individual for their daily activities, mobility, or comfort. Neither does it refer to drugs used to treat specific, appropriately diagnosed conditions where drug use is clinically indicated to be the most appropriate treatment.

In our least restraint policy:

1. We believe in providing a least restraint environment.
2. Restraints are used only under unusual circumstances and when all other possible alternatives prove to be ineffective.
3. We believe in the resident's right to free movement and accept that there are inherent risks in least restraint practices. E.g. a resident risk of falls may increase without a restraining belt.
4. Risks associated with application/non application of restraints must be balanced with resident and family wishes. Restraints are only temporary or short term measures and never a planned, long-term option.

Restraints will only be used at Saint Vincent's **IF** all of the following are satisfied:

- There is significant risk that the resident or another person would suffer serious bodily harm if the resident were not restrained, AND
- The interdisciplinary team has performed an assessment and alternatives to the restraint have been considered or tried but have not been or would not be effective to address the risks, AND
- The method of restraint is reasonable given the resident's physical and mental condition, and personal history, and is the least restrictive method that would be effective to address the risk, AND
- There is a physician order, AND
- The restraint has been consented-to by the resident or if the resident is incapable, by the substitute decision maker or EPOA with the authority to give the consent, AND
- The benefits of the physical restraint are shown to clearly outweigh the risks of not using the restraint, and there is a documented plan of care that outlines the reasons for the restraint, monitoring requirements, repositioning, reassessments and alternatives to the restraint.

There are times when a restraint is the best option. The goal will always be to find alternatives to a restraint and to attempt those first. Restraint should always be a short term measure.

SECTION II ADMISSION PROCEDURE

Pre-Admission

Prior to admission you will receive a phone call from the resident services coordinator. This call takes approximately 30 minutes and will cover everything from the resident's personal history to medical treatment and daily routines. At this time we will establish a date for the signing of the Residency Agreement with the accounts officer. This meeting typically occurs on the business day prior to admission around 9:00 AM. Ideally an email address should be provided to allow us to email you *a copy* of the Residency Agreement and other important forms to allow you time to review them prior to meeting with the accounts officer.

In addition to signing the Residency Agreement, residents, families or authorized representatives will be given a tour of the facility, including the room available for admission. In this tour the Clinical RN for the unit will meet for a pre-admission discussion where certain policies will be reviewed and consents for medical care will be signed.

Day of Admission

On the day of admission the resident and their family should arrive between 10:00-11:00 AM, unless another time has been arranged with the resident services coordinator. The resident will be brought to their room and be orientated to the floor and staff. The day of admission can be particularly difficult for both the resident and their family, therefore family members are invited to stay with the resident for as long as they wish.

What to Bring

During the pre-admission interview the resident services coordinator will discuss with you the following items that you should/may want to bring with you. It is suggested you not bring everything the day of admission; but bring items in as the resident becomes more comfortable with their surroundings and as space permits. All furnishings or electric devices (i.e. lamps or fans) must be first inspected by housekeeping or maintenance for safety (refer to page 12). Please note Saint Vincent's has the right to refuse any item that may be deemed unsafe or unsanitary.

Required:

- If coming from home, any medications (over the counter and prescribed) or creams used in community,
- Nova Scotia Health Card (MSI),
- Any assistive devices used in community such as wheelchair, walker, CPap machine, O₂ concentrator, etc.,

Suggested:

- 7-10 days' worth of clothing. This should include clothing the resident is comfortable in at home along with sweaters and a coat (Saint Vincent's will label all clothing). Additional items can be brought in based on the resident's needs and storage capacity. Clothing requiring dry cleaning or handwashing is not recommended,
- Shoes or slippers with full backs and non-slip sole,
- Bedspread or blankets (must be twin sized to accommodate bed),
- Personal hygiene products (Saint Vincent's provides these items, however if there is a specific brand of choice it must be provided by the resident/family),
- Pictures, ornaments and small personal items are encouraged,
- Residents are provided with a chair however if one is purchased it cannot rock, slide or glide. Recommended chairs are firm, yet comfortable seats with full-length arms and high backs for support. Chairs should be no less than 18" from the floor, should be no more than a few inches wider than the resident and made of durable/stain guard fabric,
- Televisions must be flat screen, cannot exceed 32" and must come with a base as they are not permitted to be wall mounted (refer to Televisions section page 21).

Not Permitted:

- Talcum powder (baby powder) is not permitted due to infection control and the talc making the floors slippery,
- For reasons of liability, any medications that are not supplied by Lawton's Northwood are not permitted in the facility.

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 resident services coordinator 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.

SECTION III FINANCES and RELATED INFORMATION

Payment of Rates

Prior to the date of admission, we require the resident or their authorized representative to sign an Residency Agreement. At this time the resident will provide payment for their first month's authorized accommodation charge. A void cheque or bank account information is also required at this time for automatic withdrawal of each month's accommodation charge which is due on the first of each month.

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 8:30 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 trust 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 \$100.00 will be reimbursed by cheque within five business days.

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.

It is recommended that residents not keep more than \$20 in their room at any given time.

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 resident services coordinator..

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 the Department of Health & Wellness Continuing Care 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 Continuing Care 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 IV GENERAL GUIDELINES

Infection Control

Infection prevention and control strategies are designed to protect our residents, staff, families and the community. Our staff follow infection prevention and control practices at all times. Control practices include protocols for hand hygiene, immunization of residents and caregivers, protocols for managing staff, residents and families during an outbreak and protocols for caring for residents with communicable diseases.

Hand hygiene is the single most important thing to do to prevent transmission of infection. You will find hand sanitizers located beside the elevators and at strategic locations throughout the home. We ask visitors to use hand sanitizers liberally throughout your visit, but minimally at entry to the home, on each unit (if you visit in more than one location) and prior to exiting the home.

Additionally, if you have symptoms of an infection, we ask that you not visit until you are better. Check with your unit if you have any questions.

What happens if there is an outbreak?

Sometimes, in spite of everyone's best efforts, there may be an infectious disease outbreak at Saint Vincent's. If that happens, your relative is in good hands. We will implement our outbreak management procedures immediately. Our doctors and care team will collaborate with the experts at Nova Scotia Public Health to plan the best way to get over the infection as quickly as possible. It is possible that we may ask family members and visitors not to visit during this time. This is to protect both our residents and their family and friends from the illness. If we ask you not to visit, you can stay in touch by telephone, so that you know how your relative is doing.

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 licensed nurse on the unit. For more information refer to the *Family Visitation & Presence* pamphlet provided on admission.

Possession of Food and Alcohol

Family members may bring residents small quantities of non-perishable foods. As many residents are on a special diet, please consult with the nursing staff and/or clinical dietitian before bringing in any food. Perishable items may be stored in the unit fridge if room permits. All items must be labeled with the resident's name and dated.

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 purchased for personal use is the financial responsibility of the resident and/or their family.

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 (located at the nurses' station).

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 is obtained from the receptionist. Cars not displaying a parking permit may be ticketed or towed.

How to Respond to a Fire Alarm

Upon hearing the fire alarm bells volunteers and family members should remain where they are and await further instructions from the nursing staff on the unit.

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)
- Repair/cleaning of personal furnishings
- Comforters (other than those provided)
- Medication and therapies not covered by Pharmacare (resident will be billed directly by consulting pharmacy)
- Medical supplies not provided (i.e. compression stockings), braces
- Cable and telephone

Safety and Security

Saint Vincent's, through participation and active support from the Board of Directors, senior leadership, the JOH&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, including the use of e-cigarettes, is prohibited anywhere on the property, including in 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. Due to their high perfume, lillies and other fragrant flowers are not permitted.

Electrical Appliances

All electrical appliances need to be CSA approved and 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 a lamp, television, radio, etc. Appliances with heating elements, including but not limited to kettles, heating pads, electric blankets, etc. are not permitted for safety reasons. Individual bar fridges are not permitted in resident rooms. Residents should contact their Clinical RN/LPN for more information if needed. 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. In compliance with the Nova Scotia Fire Code **we do not allow extension cords** in our facility. As an alternative we recommend a power strip with its own circuit breaker. If you have any questions or concerns regarding the suitability of a power strip, please see our facility maintenance staff.

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.

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. It is recommended that jewellery or other items of sentimental value be kept offsite.

Identification of Personal Belongings

The seamstress at Saint Vincent's labels all residents' clothing upon admission. Please remember to take new clothes to the seamstress for labelling. The seamstress will also mend and repair resident's clothing as necessary. All pictures and personal items should be labeled prior to bringing them to Saint Vincent's.

SECTION V 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. The resident and their family members are encouraged to play an active role in the development of the resident's care plan and are invited to participate 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.

Resident & Family Centred Care

Advisory Committee (RFCC Advisory Committee)

The Resident and Family Centred Care Advisory Committee serves in an advisory capacity, making recommendations on matters that impact the experience of residents and their families at SVNH. All residents, families and staff are invited to attend any or all meetings. Meetings are held monthly, with the exception of July and August.

Responsibilities:

- Inform and make recommendations about the implementation and evaluation of the strategic plan,
- Actively promote and create new and unique opportunities for communication, collaboration and partnering among residents, families and staff,
- Identify and support opportunities for improvement within SVNH from the resident and family perspective,
- Review quality reports on the resident experience,
- Celebrate and share milestones and successes.

Agenda and minutes will be emailed to families and residents who have provided their email addresses. A paper copy will be available at the information centre in the lobby. Minutes can also be found on our website.

Resident Care Conference (RCC)

The Resident Care Conference promotes a resident and family centred approach to the care planning process that ensures appropriate care and treatment is planned based on the resident's needs, wishes, medical status, and capabilities. It ensures the care planning process is timely, systematic and comprehensive and incorporates input from residents, families and all disciplines.

Care is planned by the interdisciplinary team, which includes: Clinical RN (facilitator), resident, family, LPN, resident services coordinator, recreation, chaplain, clinical dietitian, physiotherapist, pharmacist, PCW/CCA, nutrition services, and environmental services. The post admission RCC will be held within 6-8 weeks of admission and then yearly thereafter for each resident. Other RCCs may be held if there is a significant change in the resident's status.

The resident/SDM will be notified of these meetings through a written invitation via email (for those who provide an email address) or regular post. The receptionist will email/mail a Post Conference Survey to the family/resident for their input into their experience at the RCC.

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 whether it be spiritual support, visitation, palliative care or 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.

Worship service times are listed on the monthly recreation calendar 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. Unavoidable cancellations will be posted on our website.

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	Refer to Therapeutics calendar
Presbyterian Communion Service	Four Thursdays per year at 1:30 PM Refer to Therapeutics calendar
Salvation Army	Refer to Therapeutics calendar

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 resident services coordinator.

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. Questions about funeral arrangements can be discussed with the Clinical RN on the unit.

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 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 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. In the event a Personal Care Directive is not in place, a statutory decision-maker is established through rational hierarchy.

The Director of Resident Care is available to discuss and help prepare personal care directives.

Substitute Decision Maker (Delegate or Statutory Decision-Maker)

Pursuant of section 2(j) of the *Personal Directives Act*, a substitute decision-maker is put in place after a person has been deemed to lack capacity and does not have a Personal Care Directive identifying a decision-maker. Substitute Decision Makers (SDMs) must be either the spouse or the closest blood relation to the resident as established in the SDM hierarchy of relations. The identified SDM must have been in personal contact with the resident within the last 12 months. If for any reason a person does not wish or cannot act as an SDM and is the closest relation they must write a letter stating such. If no person can be identified the resident will then fall under the Public Trustee. For any further questions surrounding decision making please contact the Clinical RN or the Resident Care Manager on the unit..

Advanced Care Directives

A resident or substitute decision maker will be asked to complete an advanced care directive within 24 hours of admission. This document offers choices about medical care, hospitalization, etc. The RN/LPN on the unit 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 the Resident Care Conference and/or if the resident has a change in health status.

Palliative Care

Palliative care at SVNH is resident-centred care that aims to relieve suffering and improve the quality of life for the resident and his or her family. The plan of care would address the physical, psychological, social, and spiritual needs of both the resident and family through the dying process and continue to provide support into bereavement.

Palliative Care will:

- Focus on resident centred care with services planned and provided in accordance with the values and wishes of residents and their families,
- Emphasize quality of life of the resident and symptom control, while respecting their dignity and privacy,
- Require an interdisciplinary approach,
- Include the participation of residents/families in all decisions concerning them. To make informed choices, they must be clearly informed as to their condition and the various options open to them,
- Is needed the greatest by a resident who is expected to die within the next year.

Our goal is to provide comfort and compassionate care for the dying resident and their loved ones. The Clinical RN on your unit will be able to discuss our palliative care policy with you further.

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. All personal belongings must be removed from the room within 24 hours. If this is not possible please notify the nursing staff who will arrange to have it prepared for pick-up on your behalf. Personal items may be stored for up to one week. Due to space limitations any possessions remaining in storage after one week will be donated and/or disposed of. All electronic donations must be approved by the Facility/ES Manager.

There is a \$25 disposal fee for privately-owned electronics or furniture left at the home which will be included in any money owing in the resident's account. 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. The digital cable box and remote is to be left in the room to be retrieved by maintenance staff.

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. Pets must not be left unattended with a resident. Please ask the RN/LPN on the unit if there are any allergy issues they should be aware of.

Social Media

Social media offers a way for residents to connect with family and friends who may not be able to visit as often as they may wish to. From time to time photos are taken of residents at functions and posted to the Saint Vincent's Nursing Home Facebook page or our website. Upon admission you are asked to sign a blanket approval form to allow us to use any photos we deem tasteful and appropriate. Written notice is required should you wish to opt out of this agreement.

Gifts

Saint Vincent's is committed to being a professional and ethical workplace and as such its employees and volunteers are not permitted to accept tips or gifts (including gift cards) from residents or family members. Non monetary items such as flowers, candy or baked goods to be shared among employees, are acceptable.

Family Gatherings

The main floor conference room and the meeting room on the 2nd floor are available should you need a larger space than the resident's room for a family function. To book either room see the receptionist. As space is limited, these rooms are reserved for Saint Vincent's functions during regular office hours Monday through Friday.

SECTION VI 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 hospital emergency room. In consultation with the nursing home physician and the care team, the ECP can deliver some of the same care at the resident's bedside in the nursing home that is provided in the emergency department (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.

Consultant Pharmacist

Pharmacy services are provided by Lawton's Northwood. Lawton's provides a wide range of professional services to help achieve rational drug therapy for residents and to enhance resident outcomes and quality of life. A consultant pharmacist, a pharmacist who provides advice on the use of medications by individuals or within an institution, is assigned to work at Saint Vincent's. The pharmacist is available for medication reviews, focused drug reviews, over the counter medications management, in-service training, staff training and orientation, committee and policy development, quality assurance evaluation, accreditation, drug information services, resident assessments and medication monitoring. Pharmacists help to optimize outcomes through prevention, detection and resolution of drug related problems.

You may contact Lawton's Northwood at 902-453-6886 (ext. 2) should you have any questions regarding these services or their accounts department at 902-454-0110, should you have any questions regarding your Lawton's statement.

Nutrition Services

Saint Vincent's strives to provide a pleasurable and supportive dining environment that promotes resident enjoyment, safety, comfort, independence and dignity. 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. The kitchens on each unit are supplied with snacks and refreshments for the residents. Nursing staff provide assistance with afternoon and evening snacks. Family/friends may utilize the lounges outside of meal hours as available. Saint Vincent's is pleased to offer meals to family members. A meal card may be purchased from the business office for \$20. If you wish to have a meal with your loved one, please notify reception by 9:30 AM. You may also sign up for meals for up to one week in advance in a binder that is located at the front desk.

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 Bell Aliant or Eastlink and to ensure direct payment 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. Basic cable service is available for a charge to all residents and must be initiated by the accounts officer in the business office. A digital cable box plus remote will be provided. Those wishing to have additional premium packages must contact Eastlink Cable directly to arrange for installation and direct 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, Room #
Saint Vincent's Nursing Home
2080 Windsor Street, 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 and friends of a resident may send electronic messages to a resident by accessing the "emailing a resident" section on our website at <http://svnh.ca/residents/life-at-svnh>. All such messages will be printed and delivered to the resident by the next business day.

Newspaper Delivery

If a newspaper is desired, the resident or family member is responsible for contacting the service provider and to ensure direct payment of the bill. Once received by reception, the newspaper is delivered to the resident's room.

Laundry Services

Personal laundry service is provided to all residents; but family members are responsible for any item that requires special laundering.

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 the hairdresser or by phone at ext. 118. Regular working hours are 8:30 AM to 3:30 PM Monday through Friday. The fee for the appointment may be deducted from the resident's trust account.

SECTION VII 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.

Denturist

A professional denturist is available for an on-site consult. A resident who wishes to see a denturist may do so by contacting the RN on the unit.

Foot Care

A nurse from We Care 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, a contract form is included in your admission package or 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 included in the admission package or 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 VIII DIVISIONS 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, memorial donations, etc. Usual working hours are 8:30 to 12:00 and 1:00 to 4:30 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.

Environmental Services is responsible for a variety of services: every day cleaning, linen, laundry, and general help in the resident rooms. Our onsite seamstress is responsible for mending and marking clothes with name tags. The seamstress is located on the first floor. Normal working hours are 8:00 AM to 4:00 PM Monday to Friday.

The support services office is located on the main floor across from the kitchen. A supervisor is available daily from 11:00 AM to 7:00 PM and the Support Services Manager is available 7:00 AM to 3:00 PM Monday to Friday.

Staff Development/Continuous Quality Improvement

The Director of Quality & Operations 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.

Any questions, requests or special requirements that you may have can be directed to the Maintenance Department through the RN/LPN on the unit. The office of the Facility/Maintenance Manager is located on the first floor adjacent to the laundry room. Normal working hours are 7:00 AM to 3:00 PM Monday to Friday.

Resident Care Services

The nursing staff is comprised of registered nurses (RN), licensed practical nurses (LPN), personal care workers (PCW) and continuing care assistants (CCA). In collaboration with other members of the care team, the residents and their families, the nursing staff is committed to the provision of quality resident care based on the resident's needs and preferences.

The Clinical RN on each unit is responsible to ensure the continuity and quality of resident care on his/her unit. He/she is key in building relationships with residents and families. The Resident Care Managers are responsible for the safe and competent delivery of care and for the management of resident care services and personnel with his/her assigned unit(s). He/she provides leadership and direction in creating an environment that supports Resident and Family Centred Care.

The Director of Resident Care is responsible for the overall performance of the Resident Care Department consisting of nursing services and therapeutic services.

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

Any concerns or issues regarding care should be directed initially to the RN/LPN on the unit for immediate attention. The Clinical RN can be contacted to discuss any concerns regarding care planning, needs and preferences.

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 the RN/LPN or resident/family request. You may contact the physiotherapy department at ext. 123.

Recreation Therapy

The recreation therapy department provides a range of leisure programs that are designed to meet the residents' physical, social, emotional, intellectual and spiritual needs based on their preferences and abilities.

The recreation therapy department strives to engage each resident in stimulating and meaningful activities, tailoring recreation care plans to the person's interests, preferences and abilities. The recreation staff ensures continuous assessment, review and revision of these plans as the resident's abilities and interests change. The recreation staff

understands that a resident's participation and engagement in group or one-on-one activities can be an important way to support independence, provide a sense of accomplishment, and a sense of self.

Residents are provided with a recreation therapy calendar each month that outlines a schedule of programs, special events and community outings. The calendars are also posted on the SVNH website.

Families and friends are welcome to support and attend the various programs. We encourage you to discuss your leisure preferences with the recreation staff on your unit.

The recreation therapy office is located in the south wing of the first floor and open 8:00 AM - 4:00 PM Monday to Friday and from noon to 4:00 PM Saturday. You may contact the recreation department at ext. 119.

Social Services

Our resident services coordinator is your first point of contact upon admission. She is available to assist with issues such as the transition to a long term care facility for residents and their families, requirements for acquiring special needs or applying to the specialized equipment/over cost program, and resident advocacy. The resident services coordinator acts as a liaison between residents, nursing staff, administration, government or private agencies. The office is in the south wing of the first floor and office hours are Monday through Friday 8:00 AM to 4:00 PM. You may contact the resident services coordinator at ext. 113.

Clinical Dietitian

The clinical dietetic manager 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. Nutritional care plans are developed in keeping with the resident's likes/dislikes,

personal choices and cultural preferences. The clinical dietitian also provides nutritional counselling and education sessions for residents/SDMs as required.

The office of the clinical dietetic manager is located on the 1st floor across from the kitchen and is available Monday to Friday from 8:00 AM to 4:00 PM and may be contacted at ext. 104.

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 our website at svnh.ca/careers/volunteer/. The recreation therapy office is located in the south wing of the first floor. 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 or to make a donation contact the business office or the home page of our website at <http://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, 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 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 **902-429-0550**.

Department	Floor	Extension
Executive Director	1	103
Director of Finance	1	133
Director Quality & Operations	1	101
Director of Resident Care	1	122
Business Office/Accounts Officer	1	121
Chaplain	2	116
Clinical Dietetic Manager	3	104
Facility/Maintenance Manager	1	131
Food Service Supervisors	1	124
Hair Stylist	1	118
Laundry/Seamstress	1	127
Support Services Manager	1	125
Resident Care Manager, Unit 2	2	136
Resident Care Manager, Units 4 & 5	5	140
Resident Care Manager, Units 3 & 6	6	126
Resident Services Coordinator	1	113
Occupational Therapist	4	123
Physiotherapist	4	123
Receptionist	1	
Recreation Therapy/Volunteer Services	1	119
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
DOC	Director of Resident Care
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
IT	Information Technology
LPN	Licensed Practical Nurse
LTC	Long Term Care
MAiD	Medical Assistance in Dying
OH&S	Occupational Health & Safety
OT	Occupational Therapist
PCW	Personal Care Worker
PT	Public Trustee
RCC	Resident Care Conference
RCM	Resident Care Manager
RFCC	Resident & Family Centred Care
RN	Registered Nurse
SDM	Substitute Decision Maker
SEA	Single Entry Access
SVNH or SV	Saint Vincent's Nursing Home
WHMIS	Workplace Hazardous Material Information System

