

RESIDENT SAFETY IN LONG-TERM CARE: YOUR ROLE



Eastern
Health

LONG-TERM CARE PROGRAM

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OVERVIEW

Safety is Everyone's Responsibility

We aim to provide you, your family, visitors, volunteers and staff with a safe and healthy living environment. Health care providers are not the only ones responsible for ensuring your safety. You and your family have a lot to offer towards the safety of your health care. You can ensure a safer experience by being involved and informed about your care and treatment. This handbook will focus on your role in helping to make your care safer.

Why should you get involved in your care?

- By being involved you can let your care team know when you don't understand what is being said
- By being active in your own health care, you will know what to expect, how to look after any problems and who can help you.
- By becoming informed about your health and plan of care you will help us do what is right for you.
- You can ensure a safer experience by being involved and informed about your care and treatment.



Help Us Help You.
Ask • Listen • Talk

COMMUNICATION & SAFETY

Importance of Communication

Good care requires constant communication between you and your health care providers. The more we know about you, the better we can understand your concerns and health needs. In turn, we can provide you with better care. On a day to day basis you can “Ask, Listen & Talk” with us about your care.

Your Role in Communications & Your Safety

On a day to day basis, we encourage you to “Ask, Listen & Talk” in communicating with us about your care.

Ask Us.

If you have concerns about your care or you don't understand something, you should ask questions. Ask questions until you feel comfortable with any treatment options, instructions or health advice.

Listen

Listen when talking to your doctor or health care provider. If you do not understand, then tell them you do not understand or ask for further clarification.

Talk.

Talk openly about any health wishes, questions or concerns you may have. Let us know how you are feeling or changes you may be experiencing.

It is important that you let your health care providers know what your wishes are for your health and care. One way you can do this is through an “Advance Health Care Directive.”

Advance Care Planning

As part of your admission, staff will talk with you about your care and treatment wishes. We need to know your thoughts about important medical decisions, such as your thoughts around cardiopulmonary resuscitation. Cardiopulmonary Resuscitation (CPR) is the treatment used to try and restart a person's heart after it has stopped beating. Even if your risk of needing CPR is low, your health care team needs to discuss resuscitation with you. Your wishes around CPR and other important medical decisions are documented on your medical chart. As well, you will be given information about completing an Advance Health Care Directive if you have not already completed one. If you have no documentation indicating otherwise, CPR will be performed.

Advance Health Care Directive

An Advance Health Care Directive is a written statement of your health care wishes and is used **ONLY** when you are ill or injured, and unable to communicate your health care wishes to others. If you completed an Advance Health Care Directive before coming to the Home, we ask that you provide a copy for your health care record to make sure we know your health care wishes. If you did not complete one before your admission, you will be provided with information about

what an Advance Health Care Directive is and encouraged to complete one. You may change your Advance Health Care Directive at any time by completing a new one. Please make sure we receive a copy of any changes you make.

In addition to telling us your health care wishes, we ask that you tell us who you want to be your Substitute Decision Maker. Your Substitute Decision Maker is the person you want to make health care decisions on your behalf if you become ill or injured, and are unable to tell us your health care decisions. If you do not name a Substitute Decision Maker and are no longer able to tell us your wishes, your Substitute Decision Maker will be determined according to the Province's Advance Health Care Directive Legislation.

Please contact your social worker for more information about Advance Health Care Directives or naming a Substitute Decision Maker.

Other Opportunities to Communicate with Us

In addition to the day to day discussions with your health care providers there are additional ways to communicate with your health care providers. Such as:

- Telling the health care team about yourself upon your admission. Some Homes have forms called "***All About Me***" that you will be asked to complete to help familiarize your health care providers with you and your care needs.
- ***Resident Care Conferences*** are meetings that allow you and/or your family to talk with your health care providers. It is an opportunity to provide information and discuss any questions or concerns you may have. Your care plan will be changed if necessary. Following your admission to the Home, a Resident Care Conference will be scheduled within eight (8) weeks. Following your initial Resident Care Conference, the health care providers meet regularly to determine if additional meetings are required. A follow up Resident Care Conference will be scheduled with you and your family if necessary. If the health care team does not identify a need to meet, a meeting can be scheduled at your request. If a follow up meeting is not scheduled, your care plan will continue to be reviewed.

Should you wish to meet with members of your health care team, please contact your social worker or Resident Care Manager.

Please remember you do not have to wait until a Resident Care Conference is scheduled to let us know any concerns you may have. You are encouraged to talk with

your health care providers if you have any questions or concerns, or if you want to make changes to your care plan.

- ***Resident and/or Family Councils*** are offered throughout Eastern Health Nursing Homes. These meetings provide an opportunity for you and your family to contribute to the overall operation of the Home. Through Resident/ Family Councils, you and your family work with the administration and staff to create a home environment that meets the needs of all residents. Any suggestions, concerns and/or recommendations are communicated through the Resident/ Family Councils to administration or other departments.

Creating a Safe and Respectful Environment

We strive to provide a healthy and positive environment that respects everyone's personal worth and dignity. Everyone deserves to be treated with respect and we try to ensure you, your family, visitors, volunteers and staff are not subject to abuse. We expect everyone to treat each other with respect, dignity, honesty and courtesy. Any behaviour that goes against these expectations will not be tolerated.

Disrespectful behaviour includes but is not limited to:

- Written or verbal comments and behaviours that are rude, degrading or offensive
- Jokes that are demeaning and result in embarrassment or insult
- Bullying or shouting, which demeans an individual
- Attempts to discredit an individual by spreading false information about him or her.

We are all responsible to immediately tell a manager of any alleged or abusive acts we witness. If you have a concern with the way you or another resident is being treated, we strongly encourage you to bring your concern forward to a member of the care team or a manager.

PRIVACY & CONFIDENTIALITY

Keeping Your Information Safe

Eastern Health has policies and procedures in place to make sure your information is not shared without your permission. Professionals are also guided by their professional code of ethics and all have signed confidentiality pledges.

Our staff members work together as a team to provide you with services. This may mean that some of your information may be shared among the team members in your “circle of care” to make sure you get the best possible service. The circle of care includes the people involved in providing your health care and who need information about you, to ensure they provide you with the care you require. This includes sharing information with health care providers in other program areas, such as hospitals, if you require other services.

We take seriously our duty to keep your information private. We want to make sure that information about your health is only shared with the people you want. Your information will only be released when you give us approval to do so or when we are required or permitted by law. This includes sharing information with your family members. If you want us to share information with your family or friends, we ask you provide us with your written or verbal consent. We suggest you arrange for one person, usually your substitute decision maker, who can call to receive information about your condition. Ask your friends and family to call your substitute decision maker if they want to receive information. If a Resident is no longer capable of making their own health decisions, information will only be shared with the appointed Substitute Decision Maker. He or she can then provide consent for us to share information with others.

Disclosure

We value open and honest communication. If an incident occurs, we will let you know as soon as possible. We will investigate so you are aware of what happened and develop an action plan so we can prevent similar situations from occurring in the future.

RESIDENT IDENTIFICATION

Eastern Health has a “Positive Patient Identification” policy to help us ensure that the person receiving any treatment or procedure is the person who is supposed to receive it. You will be asked to have your picture taken when you move into the Home, and it will be used to help us identify you. You will also be asked to wear an armband which staff members will use to identify you. If you decide to not wear an armband, your health care providers will provide you with information about the risks. If you decide to wear an armband, please review the information on it to make sure the information is correct. Staff members are required to use at least two ways of identifying you before providing any service or procedures, such as giving you medications.

MEDICATION SAFETY

It is important for everyone on medications to be aware of what medications you are currently taking and their purpose. Your medications will be provided by the pharmacy and nursing staff are available to administer them. If you wish to manage your own medications and are able to do so, please discuss with the Resident Care Manager or Resident Care Coordinator who will provide you with information about your Nursing Home's policies and safety guidelines.

To ensure the medications you receive are appropriate for you, they will be reviewed throughout the year. This is called a "Quarterly Medication Reviews." Quarterly Medication Reviews reduce the chances of: errors with your medications, the use of too many medications and interactions that can impact your quality of life.

ALLERGIES

Eastern Health strives to maintain a safe environment for people with allergies by such measures as:

- Providing a scent free environment- no scented perfumes, sprays, deodorants, etc.
- Prohibiting Poinsettias and Easter Lilies at many sites due to allergic reactions
- Prohibiting balloons containing latex because of allergies
- Asking family and friends to check with staff prior to bringing in a pet to ensure there are no staff or residents allergies or any infection control concerns
- Some sites and specific units at each Home have additional items that are prohibited (i.e. Nuts; shellfish; bananas; etc.) if these items pose a safety risk to the people there.

Please check with your Home to see if additional restrictions are in place because of allergies.

If you have allergies, please confirm with the nurse that we received this information prior to your admission.

SKIN CARE

We have practices to help us assess your skin and associated care needs on a regular basis. These include:

- Risk assessments on admission and at routine intervals
- Daily skin inspections

- Skin care including: turning, repositioning, and using moisturizers and protective creams
- Specialized equipment and more frequent assessments by the care team if you are high risk
- Nutrition assessments by a Registered Dietitian
- Consultation by the Clinical Nurse Specialist as an expert in wound prevention/management as required.

FOOD & DIETARY SAFETY

Food Safety

Many Residents may require dietary restrictions due to things like allergies or swallowing difficulties. These diets may include minced, pureed, or thickened fluids. Safe feeding and swallowing guidelines are in place at all Homes to ensure you are receiving adequate and safe nutrition.

Some things offered at the Home or in the hospital to help provide you with safe nutrition include:

- Feeding/swallowing assessment
- Meal observation
- Recommendations for adaptive eating/feeding utensils
- Safe food/drink textures
- Education for you, your family, staff and volunteers regarding your special nutritional needs.

Please check with the Home to find out if these services are offered directly at your Home or at a hospital.

Things your family can do to help are:

- Check with a nurse before providing you with food or beverages as you may require a special diet, diet texture, special equipment (such as cups or plate guards), or positioning.
- Refrain from bringing in perishable food, as it may spoil and cause food safety concerns.
- Only bring in non-perishable foods items that are within your recommended diet.
- Contact nursing staff when requesting food for you rather than going into food preparation and service areas.

- Check with a nurse before providing or offering food to other residents.

Perishable and Non- Perishable Food

- To prevent rodents/insects, perishable food items should not be kept at your bed side.
- Non-perishable food may be kept in your room as long as it is in covered containers.
- Cupboards and rooms are checked for food or perishable items on a regular basis to ensure your health and safety. This is to prevent food borne illnesses.

INFECTION CONTROL

Infection control focuses on preventing the spread of infection or germs.

The most common sources of germs are:

- Other people who may have germs on their hands or other parts of their body.
- Air borne germs from sneezing or coughing.
- Surfaces that may be contaminated with germs.

Things you can do to help prevent the spread of infection and to stay healthy are:

- Avoid touching your eyes, nose or mouth.
- Avoid close contact with people who are sick, if possible.
- Get vaccinated. Influenza (flu) and pneumococcal (pneumonia) vaccines can prevent some serious respiratory illnesses.
- Tell family members and visitors to stay home if they are ill or have had any symptoms within the last three days.
- Do not let children play on your floor or bed.
- Ask people to wash or sanitize their hands as they enter and leave the room.
- Cover your coughs and sneezes with a tissue, and discard it into a waste basket. Cough or sneeze into your sleeve.
- Do not share eating utensils, drinking glasses, towels or other personal items.

The **most important** thing we can all do to help prevent the spread of infections is to **practice good hand hygiene**.

Hand Hygiene

Hand hygiene is the best way to stop the spread of germs because germs can live on your hands, objects and surfaces for a long time. Hand hygiene refers to washing your hands with soap and water or using an alcohol rub to clean your hands.

To wash your hands the right way:

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

Clean your hands when they are dirty and at the following times:

- Before you eat.
- Before you prepare food items.
- After touching raw meats like chicken or beef.
- After contact with any body fluids like blood, urine or vomit.
- After you use the washroom or help someone else with toileting.
- Before you visit or leave a resident's room.
- After handling animals, such as cats or dogs.
- After blowing your nose.
- After coughing or sneezing.
- Before and after you care for someone who is sick.

Immunization & Infections

We offer immunizations, like the “flu shot” to all residents and staff to help prevent the spread of infections. If there is an outbreak of a particular type of infection, such as influenza (often called the “flu”) or gastroenteritis (often called the “stomach bug”), the Home may:

- Restrict staff and Resident movement in the Home.
- Restrict visitors and delay some social activities.
- Ask visitors to check with the nurse before entering your room if you are on “Isolation Precautions” to find out what steps they have to follow.

Some types of infections do not respond well to antibiotics, and are called “antibiotic resistant”. Some of the more common types of antibiotic resistant germs are called “MRSA” and “C. Difficile”. Methicillin- Resistant Staphylococcus Aureus (MRSA) is a germ that is resistant to the antibiotic usually used to kill it. Clostridium difficile is sometimes called “c diff,” “C difficile,” or “antibiotic induced diarrhea”. Your activities will not be restricted if you are MRSA positive. You will be still encouraged to take part in all activities and social events. Like all other infections, the main thing we can do to stop the spread of these germs is to practice good hand washing.

FALL PREVENTION

Your risk for falling and being injured will be assessed:

- Upon admission.
- Every 3 months.
- If your medical condition changes.
- After any fall. Appropriate assessment and intervention can improve your quality of life, safety, independence and well-being.

Fall Prevention and Intervention is a team approach. Physiotherapists, Occupational Therapists, Recreation Therapists, Physicians and Nursing staff are all involved with you and your family in developing your care plan. Your care plan will be specific to you and will be based on your risk for falling.

We do a number of things to reduce your risks, including:

- reviewing your medications.
- maintaining a safe environment (for example good lighting).
- providing safe equipment (for example, low height beds).
- providing ongoing assessment from your health care team.

You have a key role in fall prevention, including:

- Using handrails to assist you in the hallways and wash rooms, especially if you feel unsteady.
- Asking for assistance if you need help getting out of bed or to the washroom.
- Ensuring your bedroom is free of clutter and nothing is on the floor (mats, throw rugs).
- Wearing non skid/slip shoes and/or slippers with back supports.
- Ensuring your walking aids are in good working order (tips or glides are not worn).
- Using your walking aid if you've been prescribed one by a physiotherapist. You may feel fine but some medications increase your risk to fall so use your walking aids as an extra measure of precaution.
- Always ensuring your brakes are applied when standing from a wheelchair or bed.
- Ensuring foot rests on your chair are out of the way.
- Making sure your room has good lighting.

Your family members also have an important role in helping to prevent you from having a fall, including:

- Being familiar with the Fall Prevention Program.
- Always ensuring your brakes are applied when assisting you to stand from a wheelchair or bed.
- Ensuring your foot rests on chairs are out of the way.
- Notifying staff or asking for assistance:
 - when getting you up and out for activities;
 - when assisting you in or out of bed, or assisting you with walking;
 - if they are unsure how to properly use adaptive devices (walkers, wheelchairs);
 - if you fall when they are present;
 - if you almost fall such as a trip or slip

If you have a fall, we will immediately:

- Assess if you have pain or injuries and ask how you feel.
- Monitor your blood pressure and pulse.
- Notify your appropriate family member or decision maker.
- Notify the doctor.
- Review and update your plan of care and health record, and communicate any changes to your health care providers.

LEAST RESTRAINT POLICY

We have a Least Restraint policy that promotes the minimal use of restraints to enhance your care and safety. Using restraints can be harmful to your physical and mental health. A restraint is anything used to limit your ability to move your body or body parts. There are various types of restraints. For example, a chair tabletop is considered a restraint if it is being used to prevent you from getting out of your chair.

Some of the risks associated with using restraints can include:

- Risk of serious injury such as strangulation.
- Feelings of isolation and loneliness.
- Feeling helpless.
- Loss of appetite.
- Bladder and bowel problems.
- Loss of bone and muscle strength.

Alternatives to restraints do exist and the key is to find a solution based on your individual condition, needs and behaviors. Some examples of alternatives to restraints are: lowering a bed, using “hip protectors”, and having mattresses on the floor.

Using restraints will be the last approach used to prevent injury. A restraint will only be used as a temporary measure when all other approaches have been tried and determined to not work in keeping you safe. If a restraint is used, its use will be assessed and monitored on a continual basis.

Family members have an important role to play in keeping residents in a safe and comfortable environment with the least restraint possible.

Some things family members can do to assist are to:

- Discuss any fears or concerns with staff
- Try to be open-minded about the use of alternatives if a restraint has been used in the past.
- Work with staff as a team member. Their input will help provide the best possible care for your loved one

DEMENTIA CARE

Helping with Behavioral Symptoms of Dementia

Dementia impacts the way a person thinks, feels, and behaves, along with memory problems. There are many types of dementia but Alzheimer Disease is the most common. People with dementia may display some behaviours, such as:

- Trying to get home
- Following/shadowing
- Reaching out
- Searching
- Collecting
- Pacing
- Calling out
- Pushing away
- Striking out
- Agitation
- Swearing
- Complaining
- Repetitive questions or requests
- Inappropriate sexual behaviour

It can be hard for family members to watch and understand these behaviours. Family members have an important role to play in developing a plan to reduce and manage behavior symptoms of dementia. Family members can:

- Share information about your loved one- interests, hobbies, past jobs or eating habits so a special plan can be developed .
- Tell staff about your loved one's routine and his or her care patterns before moving into the nursing home. Sharing this information is especially important if your loved one is no longer able to speak for themselves.
- Spend time with your loved one to help him or her connect with a sense of knowing who he or she is, and what his or her life was like.
- Bring comfort items from home- such as photos and blankets.

Staff members at the Home have training in how to help manage these behaviours and we will work with you to try and find out what helps reduce them. As a team, we will develop an individual care plan which may also include medications, if absolutely necessary. The care plan may also include referral to a psychiatrist, psychologist or development and behavioral practitioners either at the nursing home or in a hospital setting.

Protective Care & Wanderguard Units

Some nursing homes provide secure environments for residents who may be at risk of getting lost if they leave the unit or Home unaccompanied. There are a number of types of secure units. Residents on some wanderguard units are required to wear a bracelet which will trigger an alarm to let staff know when they are near an exit door, or the bracelet will trigger the door to lock. Doors on some wanderguard and protective care units may also have a coded lock and family members/visitors may have access to this code. Many resident rooms on these units have coded locks in certain areas such as cupboards, bathrooms and clothing closets to prevent residents from accessing items that could be dangerous to them. Many commonly used items could pose a risk for residents on a protective care unit; therefore, there are additional restrictions on personal items that can be on the unit.

What you and your family can do:

- Please ensure doors are closed completely when entering or leaving the unit.
- Speak with staff about what items you can bring to the unit. Some residents may not be able to remember how to safely use items and may try to eat or drink things other than food and beverages.
- Do not assist other people off their secure units, as they may be a resident.

Should your care needs change and you require a type of unit or service not available at your Home, you will have to move to a Home that provides that type of service. For example, if you require a wanderguard unit and one is not available at your Home, you would need to move to a Home that has this service.

Our response, in the event a resident wanders, is well planned and thorough to ensure the resident is found as soon as possible. Please alert staff immediately if you suspect a resident is missing.

SAFE & HEALTHY LIVING ENVIRONMENT

Keeping Your Room Clean & Safe

Throughout the day, housekeeping staff will clean your room to ensure it is safe and clean. Rooms and cupboards are checked on a regular basis for food or perishable items. To help maintain a safe living environment, keep your personal items off the floor, away from heaters and waste containers. Handrails are installed in our hallways and bathrooms for your use.

Furnishing Your Room

Resident safety is a major concern when bringing items into your room. It is important that there is enough space for staff to safely use any equipment you require and any additional items you bring do not pose a risk to you falling. Throw rugs and mats are not permitted in your room as they increase the risk of falls and injuries. To make sure any additional furniture does not cause a safety risk, prior approval must be given before bringing furnishings into your room.

Electrical Appliances

All electrical appliances must be checked by maintenance staff and approved by the unit manager prior to use. Repairs to personally owned items are you or your family's responsibility. If your personal electrical item is not repaired when needed, the item will be discarded as required by the fire and safety regulations. You or your family will be advised before anything is discarded. Electrical appliances such as toasters, kettles, electrical blankets, heating pads and curling irons are not permitted in your room.

Fire & Electrical Safety

Well organized fire and safety plans are in place in each Home. Smoke detectors and fire alarms are also properly installed and maintained regularly by maintenance staff. Our staff conducts monthly fire drills.

The following regulations are in place to help with fire and electrical safety:

- Staff will need to be able to access your room at all times.
- Lit candles are prohibited in the Home. Battery operated candles are a safe alternative to lit candles.
- Over bed lights must be kept clear.
- Power bars must be approved prior to use.

- Items such as bed spreads and cords must be kept away from heaters.
- Fire lanes must be kept clear by not parking in them.

If the fire alarm sounds:

- Do not be afraid when you hear it.
- Please do not hide.
- Follow instructions provided by staff and listen for overhead announcements.
- Wait for staff to immediately assist you in case of an emergency.

If your family members are visiting and the alarm is sounded, we ask they:

- Remain with you or proceed to the main exit.
- Follow instructions provided by staff and listen for overhead announcements.
- Do not try to move you or other residents from bed. The staff will assist you immediately in the event of an emergency.

Once the fire alarm sounds, everyone's cooperation is extremely important, as it could save your own life and the lives of others.

Smoke Free Environment

Eastern Health is committed to providing a healthy environment and promotes an environment free from tobacco and second-hand smoke. You, your family, visitors, volunteers and staff are not permitted to smoke in the Home or on its grounds. Staff members are not permitted to assist residents off the grounds to smoke. If you are leaving the grounds to smoke please let staff know when you leave the Home.

Help, such as the patch, is available if you are resident who smokes and wishes to quit.

ALCOHOL USE

Alcohol is permitted in some nursing homes throughout Eastern Health. Each Home has its own guidelines around alcohol use. If alcohol is permitted, there are guidelines to ensure it does not pose a safety risk to you or others. We do not allow family members or visitors to consume alcohol at our Homes.

BUILDING SAFETY & SECURITY

Safety rounds are conducted on a regular basis to identify risks and ensure hazards are addressed. If you notice anything that may pose a safety hazard please notify a manager at the Home immediately.

Security programs are in place in the nursing homes. Staff patrol buildings and grounds to ensure the Home is safe from theft, vandalism and fire. There are also video surveillance cameras at the entrances of some Homes. Report any suspicious activity immediately to a staff member.

People working in the Home are required to wear identification (ID) badges. This will help you and your family know who we are and that we are authorized to work here.

Most Homes do not have set visiting hours, however doors are locked in the evening for security purposes. We recommend that family members call in advance of a late visit or ring the doorbell at the front entrance if visiting after the doors are locked. Please check with the Home to determine the time the doors are locked.

VALUABLES & FINANCES

We recommend you do not to keep large sums of money in your room. We encourage you to set up a Resident Trust Account when you are admitted to the Home, and obtain money from your account when you need it. As well:

- Sentimental or valuable objects should not be kept at the Home.
- You should make arrangements with family or friends to have your finances or valuables secured.
- At some Homes, locked drawers are available to secure small amounts of money and valuables if no other arrangements can be made.
- The Home is not responsible for lost or stolen property. However, if something is missing please notify staff right away and they will help you look for your missing items.
- Ensure your clothing and personal effects such as eyeglasses, dentures, hearing aids and mobility devices are labeled with your name.
- We value the privacy and confidentiality of your financial information. Your financial information will only be shared with you or your legally appointed designate, including your "Power of Attorney," "Enduring Power of Attorney" or "Legal Guardian."

YOUR SAFETY OUTSIDE OF THE HOME

Letting staff know when you are away

Advise staff if you will be away from the Home for an extended period of time. Provide contact information for when you are gone and the time you plan to return. It is important for your care team to know whether you are in the building should an emergency arise. Some Homes require you to sign out when leaving the Home and to sign in on your return. Please check with staff to find out more about the requirements for your Home.

Some facilities require advance notice if you will be away from the Home for an extended period of time to ensure the pharmacy has time to dispense any necessary medications. Please check with your Home regarding specific requirements.

Transportation

Residents are encouraged to participate in family and community life outside of the Home. You or your escort is responsible for transportation for personal outings or events. If you need to use a wheelchair, wheelchair accessible transportation can be booked through the Home if this service is available in your community. If you require a wheelchair and are going to a private home or other inaccessible building your family/escort must take responsibility for getting you in and out of your destination.

Please make sure your wheelchair footrests are in place when you are outside and on uneven surfaces.

Pedestrian Safety

The Home's grounds are wheelchair accessible and we encourage you to safely enjoy the outdoors. Pedestrian Safety is always important, whether you are alone or with your family. It is the responsibility of both motorist and pedestrian to ensure each others safety by following some simple rules.

As a pedestrian:

- Cross at marked crosswalks or traffic lights, not in the middle of roadways or between parked cars.
- Make eye contact with the driver before you cross.
- Cross when traffic has come to a complete stop.

- Cross at the beginning of a green light. Do not cross when the “Don’t walk” signal is flashing or when the light has turned yellow. Never cross on a red light.
- Watch for the traffic turning at intersections and entering/leaving parking spaces and driveways.
- Wear bright or light-colored clothing or reflective strips, when walking in dusk or darkness.
- Ensure your footwear is appropriate for weather conditions.

As a motorist:

- Be patient, especially with pedestrians who might need more time to cross the road.
- Always look for pedestrians, especially when turning.
- Remember, stay alert and slow down on roadways around our health care facilities and through school zones.
- Stay alert and slow down near crosswalks.
- Please back into parking spaces.
- Please be aware that many Residents require wheelchairs and a wheelchair height may be lower and less visible to you when you are driving.
- Do not park in designated Accessible parking unless you require it.

EQUIPMENT NEEDS

Choosing the correct equipment and the way of transferring you makes a difference to everyone’s safety. The health care team will work with you to get the best equipment to meet your needs. If you and your family are considering buying equipment, it is recommended you consult with the health care team to ensure it meets your needs and abilities.

If you have any equipment considered to be a safety risk, it will be assessed by the Occupational Health and Safety Team and/or Occupational Therapist. Health care providers have to follow their recommendations in providing your care. Only equipment assessed as being safe for you can be used.

We also ask that you use equipment in the way that it is prescribed. For example, do not have others push you while sitting on the seat of your walker.

Some products like microfiber sheets and memory foam mattresses are not recommended as they pose safety risks related to skin care and infection control.

PRIVATE HEALTH CARE PROVIDERS

We recognize you may wish to receive services from private, licensed/certified health care providers above and beyond the insured services being provided by nursing home staff.

Please contact your Resident Care Manager if you want to request treatment by a private licensed/certified health care provider. All requests for a private licensed/ certified health care provider will be reviewed on a case by case basis. Upon approval from the Home, you are responsible for selecting, contacting, hiring and supervising the private service provider of your choice. Private Service providers are not considered employees of the Home or of Eastern Health. Private health care service providers must be licensed/ certified with their professional licensing/certifying regulatory body, and must work within their scope of practice. Private companies must also follow Eastern Health policies and procedures. Included in the list of private service providers are: Occupational Therapy, Physiotherapy, Speech Language Pathology, Massage Therapy and Psychology.

NURSING HOMES IN EASTERN HEALTH

Long-Term Care Program



Agnes Pratt Nursing Home – St. John's	(709) 752-8950
Blue Crest Nursing Home – Grand Bank	(709) 832-1660
Caribou Memorial Veteran's Pavilion – St. John's	(709) 777-6555
Dr. A. O'Mahony Memorial Manor – Clarenville	(709) 466-6874
Dr. W. Templeman Health Care Centre – Bell Island	(709) 488-2821
Golden Heights Manor – Bonavista	(709) 468-2043
Harbour Lodge Nursing Home – Carbonear	(709) 945-5400
Interfaith Citizen's Home – Carbonear	(709) 945-5300
Lion's Manor Nursing Home – Placentia	(709) 227-2061
Masonic Park Nursing Home – St. John's	(709) 368-6081
Pentecostal Senior's Citizen Home – Clarke's Beach	(709) 786-2993
St. John's Long Term Care Facility – St. John's	(709) 752-8800
Saint Luke's Homes – St. John's	(709) 752-8900
St. Patrick's Mercy Home – St. John's	(709) 726-2687
Salvation Army Glenbrook Lodge – St. John's	(709) 726-1575
U.S. Memorial Health Centre – St. Lawrence	(709) 873-2330