

***YOUR NEW HOME IN LONG TERM CARE:
A RESIDENT AND FAMILY HANDBOOK***



**Eastern
Health**

LONG TERM CARE PROGRAM

www.easternhealth.ca

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WELCOME TO LONG TERM CARE, EASTERN HEALTH

On behalf of our staff, we are pleased to welcome you to your new home. If you are reading this, you or your loved one has just moved or are thinking about moving into a Home in the Eastern Health region.

In Eastern Health, Newfoundland's largest health care authority, there are 16 nursing homes providing care to people who need moderate to total help with their daily activities. Our services are based on a number of partnerships and affiliations. Included in the 16 Homes, Eastern Health operates beds at the Caribou Memorial Veterans Pavilion at the Leonard A. Miller Centre in St. John's. Access to these beds is facilitated by Veterans Affairs Canada. Eastern Health also has a partnership with Chancellor Park Nursing Home in St. John's where a number of beds are accessed through our Placement Services. Within our Homes there are specialized services such as wander guard and protective care at designated sites to support residents with particular needs.

We know you have many questions about living in your new home, and we are certain that you will have many more questions in the near future. This handbook is designed to answer many of your questions. Each Nursing Home has information particular to the site. This will be shared with you when your new home is confirmed. If you have questions that are not answered in this handbook please ask questions to your care team.

We are looking forward to getting to know you and your love ones. We are committed to working with you to provide the best care possible. To help us, we encourage you to become involved in your care and invite your family members, with your permission, to also become involved. We value and appreciate your input.

We take seriously the trust you put in us to provide care and support to you. We are committed to continuously meeting your needs in a professional, safe, and respectful manner.

Sincerely,

Glenda Compton and Judy O'Keefe

Directors, Long Term Care

About Eastern Health

- We are the largest integrated health authority in Newfoundland and Labrador.
- We serve a regional population of approximately 300,000 people.

Our Vision

The vision of Eastern Health is *Healthy People, Healthy Communities*. This vision is based on the understanding that both the individual and the community have important roles to play in maintaining good health. Healthy communities enhance the health of individuals and when individuals are healthy, communities are healthy overall.

Our Values

Eastern Health's core values provide meaning and direction to its employees, physicians, and volunteers in providing quality programs and services.

Respect - Recognizing, celebrating and valuing the uniqueness of each resident, employee, discipline, workplace and community that together are Eastern Health.

Integrity - Valuing and facilitating honesty and open communication across employee groups and communities as well as with residents of Eastern Health.

Fairness - Valuing and facilitating equity and justice in the allocation of our resources.

Connectedness - Recognizing and celebrating the strength of each part, both within and beyond the structure that creates the whole of Eastern Health.

Excellence - Valuing and promoting the pursuit of excellence in Eastern Health.

Philosophy of Care

The core values of Eastern Health for Long Term Care are provided in a Resident Centered Care approach. You will be treated as an individual with your own unique needs. You are the expert in your life and know yourself best. We aim to provide for all aspects of your care- your physical, emotional, spiritual and social needs. Your wishes, concerns, values, priorities, perspectives, expertise, preferences, cultures and strengths will be respected and considered in planning and providing your care.



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Resident Rights and Responsibilities

As our residents you have the right to:

- Be cared for in a safe environment;
- Receive the best care that our available resources can provide;
- Receive information and ask questions;
- Discuss options for care in terms and language that you can understand;
- Know the names and roles of those involved in your care and be informed when a student or trainee is participating in your care;
- Refuse care from any health care provider;
- Receive sensitive care that respects diversity including age, gender identity, race, sexual orientation, physical and mental ability, health status, life style, faith group affiliation, education, income and housing status, immigration or refugee status, marital and parental status, and degree of geographic isolation, as well as ethnicity, language and culture;
- Have your personal health information protected and treated appropriately;
- Express concerns to your health care provider without fear of affecting your care;
- Be informed about and assisted to access the complaints process for Eastern Health;
- Provide or prepare an Advance Health Care Directive and identify a substitute decision maker;
- Choose whether to participate in research projects;
- Be informed if unexpected and serious events occur as a result of care;
- Be informed of any financial costs to you.



Together
we can

Eastern Health expects you, to the extent of your ability, to:

- Respect the rights, safety and privacy of others;
- Treat others with respect, dignity, and courtesy;
- Respect diversity within our health care professionals, staff and clients;
- Provide accurate information;
- Identify your needs and bring concerns to staff;
- Ask questions if the information given is unclear;
- Actively participate in your care and discharge planning;
- Cooperate with using the health services best matched to meet your needs;
- Consider carefully the consequences of consenting to or refusing treatment;
- Honour any uninsured financial obligations;
- Keep appointments, or notify in advance if unable to do so.

At Eastern Health, we believe that by working in partnership with our residents, we can reach our common goal of high quality, accessible, safe and sustainable health care.

*Together, we share rights and responsibilities.
Together, we establish a relationship of trust.
Together, we can achieve our goal.*

Living in your New Home

This handbook has been developed to provide you with helpful information about living in your new home. Throughout the booklet we refer to your “loved ones” or “family member”. When we use this term we are referring to the person(s) whom you consider important. This may be a relative as in a son or daughter, or it may be a significant other to whom you have been close. We accept your family as you define it however we will need your permission to discuss your care with them. If a resident is unable to provide permission then we will only discuss care with the substitute decision maker (see *Advanced Health Care Directive*, page 11).

Settling into your new home will require some time to adjust. Our goal is to help you adjust with the change. Daily routines and the way things are done may seem different from what you are use to in your life. It may not be home, but we try to make your experience as homelike as possible.

Both you and your family will receive an orientation to your new home. Please speak with staff about any questions or concerns you may have.

Communication and Providing Feedback

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, we encourage you to “Ask, Listen & Talk” with us about your care.

Ask Us.

If you have concerns about your care or don't understand something, 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 us 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.

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you to provide us with feedback about your care and life at the Home, whether it is a compliment or a concern. If things are going well and you are pleased with the services we provide, we would like to

know. However, we also want to know if things are not going so well and you are not satisfied. Our goal is to provide the best care to you. We realize that there could be times that you or your family may be dissatisfied with the care or service provided to you. You have the right to have your concerns heard and addressed in a timely manner. To help us promptly address any concerns you may have, we suggest you:

- First discuss the matter with the staff when your concern arises. Our employees will do their best to respond. Many concerns are resolved quickly and satisfactorily this way.
- If the staff member cannot address your concern to your satisfaction, please contact the Resident Care Manager/ Resident Care Coordinator to arrange a time to meet. Their numbers are identified on the Home's contact list accompanying this Handbook.
- Should you wish to proceed further with any concerns, you may contact the Site Administrator or Program Manager. Their numbers are also identified on the Home's contact list accompanying this Handbook.
- Eastern Health also has a process if you wish to make a formal compliment or complaint. To make a formal compliment or complaint, you may contact the Client Relations Consultant at 777-1399 or 1-877-444-1399.



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.

Privacy and Confidentiality

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 works together 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.

[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 need to discuss resuscitation with you. Your wishes around CPR and other important medical decisions will be 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 and Substitute Decision Maker

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.

Your Health Care Team and Services

Your health care team consists of all the health providers involved in your care at the Home. Your health care team may include:

Site Administrator/ Program Manager

Each facility has a designated site administrator/program manager. This individual oversees most of the administrative aspects of running the Home to ensure we meet our goals of providing you with excellent care.

Medical Services

Twenty- four hour medical coverage is available at the Home and you will be assigned a doctor upon your admission. A doctor will be on call at all times to provide emergency medical advice or care as needed. How often a doctor sees you will depend on your health needs. You may also be referred to outside agencies or doctors for service and treatment. If you would like to keep your family doctor, please discuss this with the Resident Care Manager or Coordinator.

Nurse Practitioners work at some nursing homes. Their job includes gathering past medical information, completing a physical exam and meeting with you, your family and staff. Other duties of the Nurse Practitioner include diagnosing medical conditions, prescribing medications, and providing follow up to you.

If you have a concern about your medical care, please speak with a member of the care team who will ensure your request is communicated to your doctor.

Resident Care Manager

There are Resident Care Managers or Coordinators at each site. Resident Care Managers supervise the nursing care team to ensure that your care follows best practice and Eastern Health policies. Your Resident Care Manager will be happy to answer any questions or address any concerns you may have.

Nursing Services

Eastern Health employs a mix of nursing staff who work together to encourage and support you to manage your personal care as independently as possible. Nursing care is provided on a 24 hour basis by Registered Nurses (RN), Licensed Practical Nurses (LPN), Personal Care Attendants (PCA). Unit clerks, ward clerks or service aides assist with other duties. Personal care will be given by both male and female Nursing staff. Regional Clinical Nurse Specialists are available for consultation if your care needs are more complex.

- The Registered Nurse (RN) assesses plans, provides and evaluates the nursing care you receive.
- Licensed Practical Nurse (LPN) works with the RN to provide the nursing care you need.
- Personal Care Attendants (PCA) help you with activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming and meals.

Nursing staff is assigned a group of residents each shift they work. Each resident requires a certain amount of time for individual care. If staff members are attending to emergencies or caring for other residents, you may have to wait for assistance but will receive help when staff is available.

Pharmacy Services

Pharmacy Services provide you with the medications your doctor or nurse practitioner has prescribed. To ensure consistency and safety in the distribution of your medication, all your medications (including over the counter medications) will be provided by the pharmacy supplying medications to the Nursing Home.

Therapy Services

Therapy services are provided based on your assessed needs and the available resources. You may not require the services of therapy staff. Therapy services are available upon referral and the therapist sees people on a priority basis. Depending on what you are being referred for, you may have to wait for service.

- **Occupational Therapist (OT) and assistants** help you be involved in your day to day living. To an occupational therapist (OT) the word “occupation” means all the things you do to live the life you want. There are many reasons you may not be able to do those tasks anymore. An OT works with you to find out how you can be as independent and as safe as you can while living in the Home. This may involve looking more closely at your body, mind, and/or the place and items around you to see if any changes can be made to help you function better. The OT at your Home can help pick out a chair or mattress to meet your needs. They can also provide you with other equipment that may help you. An OT works with you, your family, and your health care team to help you meet your goals. Some homes also have occupational therapy assistants who will work with you.
- **Physiotherapy services** may help improve or maintain your mobility. They also promote fitness, health and wellness and help deal with physical impairments. The Physiotherapist (PT) completes an assessment with you and works with you to improve your health. Based on the findings, the PT may make a treatment plan to deal with these issues. The physiotherapy support worker carries out the plan developed by the PT. Resident, family or staff may refer to physiotherapy services.
- **The Speech-Language Pathologist** assesses and treats communication problems such as difficulties with speaking, understanding language, reading, and writing. The therapist may also help with problems in swallowing foods or liquids. Your family and team members may be taught how to make communication and swallowing easier for you. Speech- Language Pathology services are available at some Nursing Homes in Eastern Health whereas at other Homes, you will need to go to hospital and be seen as an out-patient.

Psychology

Psychologists are available at some Homes. The Psychologist assesses and helps you if you are having difficulty coping with unpleasant thoughts and feelings. These thoughts and feelings may be a result of mental health issues such as anxiety or depression. They may be a symptom of dementia such as Alzheimer Disease, stroke or head injury. The Psychologist also works with residents and staff to assess the resident’s need for behavioural supports. Your care team will refer you to a

psychologist if they think a psychology assessment would be helpful. If you are feeling down-in-the dumps or really nervous, ask for a referral to psychology.

Social Work

A Social Worker will provide you and your family with an admission orientation to the Home. The Social Worker is also available to provide counselling to you and your family as you adjust to your life at the Home. As well, a Social Worker is available throughout your stay to help you and your family with any challenges you may face. The Social Worker can also help provide you with information to assist you in making an Advance Health Care Directive, providing information about available services, or making referrals on your behalf to services available in the community.

A referral for social work services can be made by you, your family or any member of the health care team.

Dietitian Services

The registered dietitian helps plan your diet to meet your nutritional needs, likes and dislikes, religious practices and cultural customs, within our available resources. The registered dietitian works with the food service staff to ensure your diet meets the Canada Food Guide requirements. Clinical nutrition services are available to all residents upon referral and a referral can be made by you, your family or any member of the health care team. The dietitian sees people on a priority basis.

Recreation Services

Therapeutic Recreation provides a variety of recreation services to you on an individual or group basis to meet your needs. The Recreation Specialist will assess your individual needs, interests and capabilities. Activities are offered on a large group, unit and individual basis. Programs may include cards, bingo, special events/celebrations, community outings and a variety of other activities. We know how important it is to remain a part of the community and every effort is made to provide you with opportunities to interact with others in the community. All Nursing Homes will have calendars posted to inform you and your family of planned activities and events. Please share your comments and suggestions about activities/events with Therapeutic Recreation staff.

Music Therapy Services

Music Therapy is the use of music and musical elements by a Music Therapist to promote and maintain an individual's well-being. Music Therapy benefits people of all ages and musical backgrounds. Sessions can occur in a group, family, or individual setting. Some activities may include; singing, instrument playing and moving to music. Music Therapy is not available at all sites

Pastoral Care Services

Spiritual care is an important part of your care. Pastoral Care services aim to meet the spiritual needs for you, your family and staff through regular church services and pastoral visitation. The dates and times of services are displayed on the monthly activity calendars. Some sites have a full time Chaplain on staff while pastoral volunteers and community clergy provide this service at other sites. We respect all religious affiliations and welcome clergy of all faiths.

Your Hospitality Team and Services

Housekeeping Services

Housekeeping services are provided on a regular basis. They provide you with a clean, safe and comfortable environment and always try to respect your personal space. Everyday, rooms are dusted and mopped, and bathrooms are disinfected.

Food Services

The food service staff aims to provide you with safe, well balanced, appetizing food in a pleasant, friendly environment.

Most Homes have a dining area and we encourage you to eat there if possible. In many Homes family members may purchase a meal and eat with you. Please check with your Home for cost and ordering guidelines, as well as any additional considerations when family members want to share a meal with you during the holidays.

Laundry Services

Laundry staff ensures bedding, towels and linens are clean, fresh and in good condition. Personal laundry services are available to you free of charge. Your family may choose to launder your clothing at home. If your family is laundering your clothes please notify staff and a sign will be placed in your room. All clothing, blankets and personal items must be marked with your name. Some Homes may label your items for you. Check with staff about this service.

Maintenance Services

Maintenance staff keep the building, walkways, parking lots and equipment safe and in good repair. If you notice anything that needs repairs please let staff know. Maintenance staff are required to test any electrical items you bring to the Home to ensure they meet safety codes.

Other Important People and Services

Information Desk/ Receptionist

Receptionists are available at some Homes. The receptionist is responsible for receiving calls and distributing resident's mail and newspapers. After regular business hours, during weekends and on holidays, all calls will go directly to the nursing unit. If no answer is received, you may leave a voice message and your call will be returned during regular business hours.

Volunteer Services

Volunteers are an important part of the services we provide and support us in many different ways. Some examples of services provided by volunteers include providing help with recreation social and pastoral care programs, visiting one on one or bringing you to events and activities.

Auxiliary

Auxiliary volunteers provide invaluable services to some Homes such as operating gift shops, and helping with fundraising efforts. If you or your family are interested in becoming a volunteer member check with your Home to find out if an Auxiliary exist.

Gift Shops/ Canteens

Canteens and gift shops are located at some Homes for residents to purchase items such as toiletries, cards, candy, etc. If this service is available at your Home, you may purchase items for cash or charge through your Resident Trust Account.

Student Placements

Students from various universities, colleges and high schools also support our services. You may meet students who work with our care team as part of their educational experience. Students are fully supervised and will be introduced to you if they play any part in your care.

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 an employee 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 services are: Occupational Therapy, Physiotherapy, Speech Language Pathology, Massage Therapy and Psychology.

Advance Foot Care

Basic foot care is provided by nursing staff in the nursing unit. Basic foot care includes toenail clipping and moisturizing the skin. Advanced foot care is needed when you are diabetic or have problems with your feet such as calluses and corns. Advanced foot care is provided by nursing staff with specialized training. Arrangements can be made for advanced foot care if you require this service. Please check with staff to find out if there is any associated cost.

Other Specialist

Arrangements can be made for you to have dental, hearing or eye exams. However, you may have to go to outside appointments if the specialist does not visit the Home. As well, there may be a cost to you depending on the service required. Contact the social worker to determine your financial eligibility.

Intervention Services

A Developmental and Behavioural Practitioner (DBP) is available at some Homes upon referral. The DBP specialist works with residents and staff to assess the resident's need for behavioural supports, to develop an individualized plan, to provide support to the resident and to assist staff through education and consultation.

Seamstress

The services of a seamstress are available at some Homes to provide minor alterations and clothing repairs. Please contact your Home to find out if this service is available and if there is a cost for this service.

Hair Care Services

Hair care services are available at all nursing homes. A fee is charged for this service and arrangements can be made to have this cost deducted from your trust account.

Resident/Family Council

Resident/Family Councils meet at most Homes on a regular basis to promote the collective interests and concerns of residents living within the Home. 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 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.

[Commissioner for Oaths](#)

A Commissioner for Oaths is available at all nursing homes to witness forms and legal documents that require the signature and/or witnesses of a Commissioner for Oaths. Your social worker can let you know who the Commissioner for Oaths is for your particular Home.

[Ethics Consultation Services](#)

Eastern Health offers an Ethics Consultation Service for you, your family and staff. It is available to anyone who needs help in making ethical decisions about healthcare. You, your family or staff can request an ethics consult by contacting Eastern Health's Department of Pastoral Care and Ethics at 777-6959.

Your Safety & Security

[Commitment to Resident Safety: 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.

[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 is 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.

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.
- Germs that have been coughed or sneezed into the air.
- Surfaces that may be contaminated with germs.

Things you can do to help prevent the spread of infection and 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. 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 and 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.

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
- Permitting pets but asking you to notify nursing staff in advance in case other residents or staff have allergies.

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.

Food Safety

Many Residents may require dietary restrictions and are on special diets. This may be due to allergies or swallowing difficulties. These diets may include minced or pureed textures, 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 nutrition 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.

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.

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 is 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 a resident who smokes and wishes to quit.

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.
- Overhead bed light 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 that 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.

Building Safety

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.

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 are permitted 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 residents.

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.

Your Care and Safety

Resident Care Conferences

You and your family are encouraged to take part in planning the care you receive. We value the information you provide about you, your needs and wishes, and this information will be used to develop your care plan. Your care plan will be reviewed regularly to ensure we continue to provide you with quality, individualized care. To help us do this we would like to talk with you and/or your family to discuss your care needs and wishes. This meeting is called a Resident Care Conference.

Following your admission to the Home, a Resident Care Conference will be scheduled within eight (8) weeks. This meeting will give you and your family a chance to talk to 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. As well, we will try to accommodate your requests, if possible.

The meeting may have representatives from:

- Nursing
- Social Work
- Clinical Nutrition
- Occupational Therapy
- Physiotherapy
- Recreation Therapy
- Pastoral Care
- Pharmacy
- Other health providers working with you.

Following your initial Resident Care Conference, the health care providers meet regularly. 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 care need to meet about, a meeting can be scheduled at your request. If a follow up meeting is not scheduled, your care plan will continue to be reviewed.

If 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 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.

[Outside Appointments & Emergency Room Visits](#)

It is expected that your family will accompany you if you have outside appointments and need someone to go with you. If you have no one available to go with you on the day of your appointment, your appointment may be cancelled and rescheduled to a time that is convenient for your family to accompany you. The Home may not be able to provide someone to go with you to outside appointments.

In an emergency situation, the staff will accompany you to the emergency department and your family is expected to meet you there and stay with you during your visit.

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 this 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.

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 .

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

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

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

We have training in how to help manage these behaviours and 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.

[Pain Management and Palliative Services](#)

The team will work together with residents to provide effective pain management. This may include ensuring you have appropriate medication to manage your pain. The goal is to provide comfort and dignity to enhance your quality of life.

Some nursing homes have designated palliative care rooms.

[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.

Your Life in the Home

[Your Room](#)

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 which may create a risk of food borne illnesses. At some Homes, refrigerators are not permitted in resident rooms. To prevent rodents/insects, food items should not be kept in

bed side lockers. However, non-perishable items may be kept in your room as long as they are in sealed packages. 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.

Private Room Requests

Private rooms are available at some nursing homes. You may request a private room by contacting the social worker to get your name added to the waitlist. When a private room becomes available it will be allocated based upon need.

Internal Moves/ Room Transfers

Please talk with the Nurse or Social Worker if you want to move to a different room. We appreciate you and your family input into your room changes. However, occasionally situations arise when we have to move you to another room for medical or other reasons. The Care Team will make the final decision regarding internal moves and will try to make moves with as little disruption to you as possible.

Transfers

If you want to move to a different nursing home, please contact the social worker. The social worker will contact Placement Services to get your name added to the waitlist for the Home(s) to which you would like to move. You are asked to also notify the social worker if you've had your name on the waitlist for a different Home and want your name to be removed.

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

Vacating a Room/ Removing a Resident's Belongings

In the event of your leaving the Home, you/your family's cooperation is requested in removing your personal belongings. In order to facilitate new admissions, we ask that this be done within twenty-four (24) hours. If this is not possible, your belongings will be packed up by nursing staff and secured.

Staff will assist in packing a resident's belongings if family members are unable to do so when a resident passes, and family members can pick up the belongings as soon as possible. Please check with staff to find out if the Home has any forms that need to be completed by family to release a resident's belongings and how long belongings can be kept at the Home.

[Telephone, Television, and Computer Services](#)

Televisions are available in lounge areas at most Homes. Basic cable television can also be provided in your room if you want to bring in a television. If you would like your own television in your room, we suggest a smaller TV (21") or flat screen or wall mounted unit. We encourage you to use earphones so you can enjoy your favourite programs in comfort, without disturbing others. Please contact the Home to request cable service, if available, and to determine the cost, as prices vary. If you want to cancel your cable or to get it disconnected if you move, you must notify the Home.

Public telephones are available for general use throughout the Home. There is no charge for local calls. If you wish to have your own telephone, you must make arrangements with the telephone company at a cost to you. If you transfer to another room at your or your family's request, you are responsible for the cost of transferring the phone. If we ask you to transfer to another room, we will assume the cost of the installation in the new room.

Some Homes have computers available for your use. Check with staff to find out if this service is available at your Home. You may also be able to bring a small laptop into your room. You will be responsible for arranging this service and any associated cost, such as Internet fees.

[Mail](#)

Your personal mail will be delivered to you and help is provided in sending your mail out. Staff can provide you with your new mailing address.

[Newspaper](#)

Please check with staff about obtaining local newspapers. Some Homes can arrange for the newspaper to be delivered whereas other some Homes sell the newspapers at the gift shops.

[Your Personal Care Items](#)

You are responsible to provide some personal care items but some exceptions do apply. Your Nursing Home can provide you with a list of personal care items that you are required to provide.

[Your Clothing](#)

Wash and wear clothing items are encouraged for all residents. As commercial washers and dryers are used to clean clothing, speciality fabrics are strongly discouraged and we cannot guarantee that delicate or hard to wash items will not be damaged during the cleaning process. The Home is not responsible for any lost clothing items.

Only bring clothes that are in season as closet and dresser space is limited.

Your Meals

The menu is designed so you can choose between menu items for any given meal. Your likes, dislikes and allergies are noted and considered during meal times.

Most Homes have a dining area and we encourage you to eat there if possible. In many Homes family members may purchase a meal and eat with you. Please check with your Home for cost and ordering guidelines.

Pets

Pets may be permitted to visit. However, Eastern Health has an infection control and prevention policy for pet visits that must be followed. Please check with staff prior to bringing in a pet to ensure there are no staff or residents allergies or any infection control concerns. Your pet should be on a leash or in a carrier as some people may be nervous around animals. Some Homes also provide pet therapy programs; please check with the Home to determine if this is a service that is available to you.

Visiting

We encourage your family and friends to visit. This includes young children. Mornings are often very busy on the nursing units and visiting after 11:00 a.m. is suggested. As well, main entrances are often locked later in the evening for safety and security purposes. Some Homes also have quiet time policies. You are encouraged to check with the Home to find out what time doors are locked and if you should call in advance if visiting after that time.

Valuables

We recommend you do not 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 labelled 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 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 upon 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 are 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.

Financial Information and Responsibility (updated September 2019)

Board and Lodging Charges

Upon your admission, you or your family will have to contact a Financial Assessment Officer if you wish to be assessed for a board and lodging subsidy. Your board and lodging rate will be based on the standards set by the Provincial Department of Health and Community Services. It is based on Line 236 of your most recent Notice of Assessment – obtained from the Canada Revenue Agency. When your Financial Assessment is completed, the Financial Assessment Officer will let you know the cost of your board and lodging.

Board and lodging will be billed monthly by the Financial Services Department. Various payment methods are available including pre-authorized debit. You may choose to have your pension cheques redirected to the financial services office.

Your financial reassessment will be completed annually but can be requested at any time should your financial circumstances change.

Personal Care Allowance

Residents with pension incomes, who are in receipt of a subsidy, keep a portion of their monthly income for personal use. This is called a Personal Care Allowance. Residents without an income also receive a personal care allowance.

Resident Trust Fund Agreement

You or your family will be provided with information about setting up a Resident Trust Fund Agreement. This agreement authorizes the Home to make payments on your behalf for items such as hairdressing, clothing, drugs, and other personal items.

Only you or your legal designate (such as power of attorneys or legal guardians) can access the money in the trust account. Copies of Power of Attorney, Enduring Power of Attorney or Legal Guardianship papers should be provided to Financial Services.

Spousal Assessments

If you are subsidized and have a spouse living in the community, a spousal financial assessment will be completed to determine how much of your income your spouse can retain to pay for community expenses. If this assessment determines your spouse's expenses are more than his or her income, your spouse may receive part of your income to help with his or her expenses. If your spouse's income is more than his or her expenses, he or she may have to contribute towards your board and lodging charges.

Medication Costs

You may be responsible for payment of your medication costs if you are not subsidized for your board and lodging. If you are subsidized, you will be eligible for a drug card which will cover the cost of the dispensing fee and prescribed medications outlined under the Newfoundland and Labrador Prescription Drug Program. Assessment for this drug

card may be made through the Financial Services Department at Eastern Health. If you have a drug card through the Senior Citizen Drug Subsidy Plan of the Newfoundland and Labrador Prescription Drug Program (blue and white card) or from a private insurance plan, please provide the Financial Services Department at Eastern Health with your information. You will be responsible to pay any medication costs not covered by these programs. Some medications may require special authorization and Special Authorization Request forms must be completed by your doctor.

In some cases, even with the form completed, some medications may not be approved. If you wish to receive the medication(s), you will be responsible for the cost.

You are responsible for the payment of over the counter medications.

[Pre-Arranged Funeral Expenses](#)

Pre-arranged funerals will be discussed with you during the Financial Assessment Process. If you are currently paying on a pre-arranged funeral and wish to have this cost included in your financial assessment, you must provide a copy of your Pre-arranged Funeral Contract at the time of your initial financial assessment. If you qualify for a financial subsidy and have a pre-arranged funeral in place at the time of your initial financial assessment, a monthly payment (to a maximum of \$120) will be made to the funeral home from your income towards the cost of the funeral (to a maximum of \$10,000).

[Income Tax](#)

Annual income tax returns still need to be completed following admission to the Home. It is important tax returns are completed in a timely manner. Failure to complete your tax return can affect your subsidy, drug coverage and your GST/HST rebate.

Please contact Financial Services with any questions or concerns.

[Recognizing Staff](#)

At times you and your family may want to express appreciation to staff. Staff members are not permitted to accept gifts. A warm thank you is all that is required.

NURSING HOMES IN EASTERN HEALTH

Long Term Care Program

Updated September 2019



Eastern
Health

Agnes Pratt Nursing Home – St. John's	(709) 752-8950
Blue Crest Nursing Home – Grand Bank	(709) 832-1660
Bonavista Bungalows Protective Community Residences – Bonavista	(709) 468-2026
Caribou Memorial Veteran's Pavilion – St. John's	(709) 777-6555
Clarenville Protective Community Care Residence – Clarenville	(709) 466-4375
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) 468-5260
Lion's Manor Nursing Home – Placentia	(709) 227-2061
Pleasantview Towers – St. John's	(709) 752-8800
Private Josiah Squibb Memorial Pavilion – Carbonear	(709) 945-5400
St. 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. John's	(709) 873-2330