



Eastern  
Health

# **Your New Home in Long Term Care: A Resident and Family Handbook**

Long Term Care Program

[www.easternhealth.ca](http://www.easternhealth.ca)

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## WELCOME TO LONG TERM CARE, EASTERN HEALTH

On behalf of our staff, I am pleased to welcome you to Long Term Care. If you are reading this, you or your loved one has just moved or are thinking about moving into a Long Term Care (LTC) facility in the Eastern Health region.

In Eastern Health, Newfoundland's largest health care authority, there are 13 LTC facilities and 2 Protective Care Community Residences 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 LTC facilities, Eastern Health operates beds at the Caribou Memorial Veterans Pavilion at the Leonard A. Miller Centre in St. John's. Access to these beds for qualifying Veterans 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 LTC facilities there are specialized services such as wander guard and protective care at designated sites to support residents with particular needs.

I know you have many questions about living in a LTC facility, and I am certain you will have many more questions in the near future. This handbook is designed to answer many of your questions. Each LTC facility and Protective Care Community Residence has information particular to the site. This will be shared with you when your LTC facility is confirmed. Please ask your care team if you have questions that are not answered in this handbook.

Our staff are looking forward to getting to know you and your loved 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 for the support and provision of your care. We are committed to continuously meeting your needs in a professional, safe, and respectful manner.

Sincerely,

Melvin Layden

Director, 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***

### **Healthy People, Healthy Communities**

At Eastern Health, our goal is to provide the highest quality care and service possible to the people in our communities, in our region, and in the province.

To do that, we employ qualified, competent and caring individuals who are dedicated to their professions and to our vision of 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.

We work with the communities we serve, and partner with others who share a commitment to quality health care and improved health and wellbeing.

## ***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 patient, client, 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 patients, clients and 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.

Above all, Eastern Health values the delivery of quality programs and services in a caring manner.



### ***Philosophy of Care***

Long Term Care is committed to providing care and services to residents of LTC facilities and Protective Care Community Residences based on a resident centered care approach. The values and principles of Resident Centered Care are consistent with and complement Eastern Health's core values of respect, integrity, fairness, connectedness and excellence.

Long Term Care provides for the needs of individual residents in a communal setting characterized by institutional living. The goal is to meet the needs of residents using a resident centered care approach to achieve overall quality of care and quality of life for all residents. We strive to balance individual needs with institutional living, the rights of others, and organizational resources.

### ***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.



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 Long Term Care Facility***

This handbook has been developed to provide you with helpful information about living in a LTC facility. LTC facilities may sometimes be referred to as “homes” or “nursing homes”, throughout this handbook we will use the term LTC facility. Throughout this handbook we will also 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 12).

Settling into a LTC facility will require some time to adjust. Our goal is to help you adjust with this change. Daily routines and the way things are done may seem different from what you are

used 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 LTC facility. 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 us about your care.

As a resident you have a lot to contribute towards the safety of your health care.

#### **Why should you get involved in your care?**

By being **involved**, you can let your health care team know when you need help understanding issues about your care.

By being **active** in your own plan of care, you will know what to expect, how to address 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.

### *Providing Feedback*

We encourage you to provide us with feedback about your care and life at your LTC facility, 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 there could be times 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 involved 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/ Clinical Coordinator to arrange an appropriate time to meet.

Their numbers are identified on the LTC facility 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 LTC facility 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 777-6500 or 1-877-444-1399 or email [client.relations@easternhealth.ca](mailto:client.relations@easternhealth.ca)



### *Disclosure*

We value open and honest communication. Eastern Health recognizes that you have a right to be informed about all aspects of your care. Occurrences will be disclosed to you in a supportive and timely fashion. Awareness of occurrences is an important part of quality care and allows us to develop an action plan and prevent similar events from occurring in the future.

### *Privacy and Confidentiality*

Eastern Health is committed to protecting your privacy and confidentiality. Policies and procedures are in place to ensure your personal information and personal health information is not shared without your permission. All Eastern Health employees, agents, volunteers, contractors and those connected either indirectly or directly with Eastern Health must take an oath of privacy/confidentiality. Healthcare professionals are also guided by their professional code of ethics.

Our staff works together to provide you with quality care and services. This may mean that some of your information will be shared among team members in your “circle of care” to make sure you receive the appropriate care/service. The circle of care includes the people who need to know your personal health information in order to plan and provide your health care. This may include sharing information with health care providers in other program areas, such as hospitals, if you require other services.

Our duty is to keep your information private. We want to make sure 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 you are no longer capable of making your 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, Palliative Care and End of Life Care***

#### ***Advance Care Planning, Advance Health Care Directive and Substitute Decision Maker***

Advance Care Planning is a voluntary process of deciding and communicating your current and future healthcare goals, wishes, and values. This process begins when you move into your LTC facility and can be reviewed at any point during your stay. This information will be used to make plans for your care

You or your Substitute Decision Maker are the center of all Advance Care Planning discussions. A Substitute Decision Maker is the person who will speak for you when you cannot speak for yourself. A Substitute Decision Maker should know your wishes, values and goals of care. They are the person you trust to ensure your wishes are followed. 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 decided using the Province's Advance Health Care Directive Legislation.

When you move into your LTC facility someone from the healthcare team will meet with you or your Substitute Decision Maker to discuss your healthcare goals, wishes, and values and your thoughts on resuscitation (CPR). You will have the opportunity to complete an Advance Health Care Directive. An Advance Health Care Directive is a written statement of your healthcare wishes. It is ONLY used when you are unable to communicate these wishes for yourself.

If you already have an Advance Health Care Directive it will be used to guide the Advance Care Planning discussion. Please bring in a copy of your directive on admission day so that it can be kept with your medical chart. Your Advance Health Care Directive will be reviewed with you once a year, if your health changes, or at your request.

If you or your Substitute Decision Maker choose not to participate in these discussions we will document this in your chart. We will check back with you during your stay to see if you now wish to complete these discussions. If you choose not to participate in Advance Care Planning or Advance Health Care Directive discussions please be aware that attempts will be made to resuscitate you in the event of an emergency. This means if you are not breathing and do not have a pulse CPR will be started and an ambulance will be called. If you do not wish to complete an Advance Health Care Directive but do not wish to receive CPR you can ask your doctor to write those instructions in your chart.

For more information about Advance Health Care Directives or naming a Substitute Decision Maker you may contact your Social Worker or legal counsel. If you require healthcare related information to help with making a decision, you may speak with other members of the healthcare team such as a physician, Nurse Practitioner, or Registered Nurse.

### *Palliative and End of Life Care*

Palliative care is not just about dying, but living as well as you can with a life-limiting condition. It does not mean speeding up or prolonging death. Palliative care helps provide comfort, relieve suffering, reduce stress and improve quality of life for residents and their families.

Palliative care does not only focus on making you comfortable. It will also support your family and loved ones prior to and after your death. A resident centered approach is used to manage your physical, emotional, social and spiritual needs. Our goal is support you to live and die according to your wishes in your LTC facility.

End of life Care occurs in the last weeks, days or hours of life. The focus of end of life care is dignity and comfort for you and your family. Your care needs and comfort at end of life will be provided on site by the healthcare team. This care will be provided in a private room whenever possible. If you live in a private room, care will be provided there. A designated private room may be available if you live with roommates. Further information on end of life care can be found in "Towards and Understanding of the Final days of Life". Please ask your nursing staff or Social Worker if you would like a copy of this booklet to review.

Medical Assistance in Dying (MAiD) if you choose to avail of MAiD, the healthcare team will support you. If you have questions on MAiD please ask your physician, Nurse Practitioner, Registered Nurse, Licensed Practical Nurse or Social Worker.

You or your Substitute Decision Maker can talk to a member of the healthcare team about options for treatment at any time. This may include palliative care, end-of-life care or medical assistance in dying.

### ***Your Health Care Team and Services***

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

#### ***Site Administrator/ Program Manager***

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

#### ***Medical Services***

Twenty-four hour medical coverage is available at the LTC facility and you will be assigned a physician upon your admission. A physician will be on call at all times to provide emergency medical advice or care as needed. How often a physician visits you will depend on your health needs. You may also be referred to outside agencies or physicians for service and treatment.

Nurse Practitioners work at some LTC facilities as part of the clinical team. Their job is to provide a range of services to residents and families that includes gathering past medical information, completing a physical exam and meeting with you, your family and staff. Other duties of the Nurse Practitioner include, but are not limited to, diagnosing medical conditions, prescribing medications, deciding on a treatment plan 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 physician or Nurse Practitioner.

#### ***Resident Care Manager and/or Clinical Coordinators***

There are Resident Care Managers and/or Clinical Coordinators at each LTC facility. Resident Care Manager/Clinical Coordinators supervise the nursing care team to ensure your care follows best practice and Eastern Health policies. Your Resident Care Manager/Clinical Coordinator is available 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 at LTC facilities on a 24 hour basis by Registered Nurses (RN), Licensed Practical Nurses (LPN), and 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. In a Protective Care Community Residence or on units in some LTC facilities, there is either a RN or a LPN liaison lead.

- The Registered Nurse (RN) assesses plans, provides and evaluates the nursing care you receive.
- The 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 are assigned a group of residents each shift they work. Each resident requires a certain amount of time for individual care. If nursing staff are attending to emergencies or caring for other residents, you may have to wait for assistance but will receive help when nursing staff are available.

#### *Pharmacy Services*

Pharmacy Services provide you with the medications your physician 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 LTC facility.

#### *Therapy Services*

Therapy services are provided based on your assessed needs and the available resources. You may not require the services of all 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. You, family or any member of the healthcare team can make a referral for therapy service.

Occupational Therapists (OT) and assistants help you be involved in your day to day living. To an 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 a LTC facility. 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. These changes may include trying equipment such as wheelchairs, special



cushions or mattresses, positioning devices, and other items. An OT works with you, your family, and your health care team to help you identify and meet your goals. Some LTC facilities also have occupational therapy assistants who will work with you.

Physiotherapy services promotes fitness, health and wellness and helps deal with physical impairments. The Physiotherapist completes an assessment with you and works with you to maintain/improve your strength, function, and overall well-being. Based on the findings, the physiotherapist may make a treatment plan with realistic goals made to deal with these issues. The physiotherapist will continue to work with you until your goals are met or if you will no longer benefit from any further intervention. The physiotherapy support worker carries out the plan developed by the physiotherapist.

The Speech-Language Pathologist can be consulted to assess and help with problems related to swallowing foods and liquids. As well, at times, referrals to a Speech-Language Pathologist may also be needed to assess for problems such as difficulties with speaking, understanding language, reading, and writing. Depending on the availability and the nature of the referral, Speech- Language Pathology services are available in the LTC facility. However, there may be times when services are not available that you may have to go to the hospital and be seen as an outpatient for treatment.

### *Psychology*

Psychologists are available at some LTC facilities. 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 you and staff to assess the your 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 sad, down or nervous, you should talk to your nurse or Social Worker who may then refer to psychologist.

### *Intervention Services*

A Behaviour Management Specialist (BMS) is available at some LTC facilities upon referral. The BMS works with you and staff to assess your need for behavioural supports, to develop an individualized behavioural support plan, to provide support to you and to assist staff through education and consultation.



### *Social Work*

A Social Worker will provide you and your family with an admission orientation to the LTC facility. The Social Worker is also available to provide counselling to you and your family as you adjust to your life at the LTC facility. 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, taking into account your 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. Registered Dietitian 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 Registered Dietitian sees people on a priority basis. The Registered Dietitian may also initiate referrals to other team members, when appropriate.

### *Recreation Services*

Therapeutic Recreation provides a variety of recreation services to you on an individual or group basis to enhance your cognitive, social, physical, emotional and spiritual health. Activities are offered on a large group, unit and individual basis. Programs may include cards, bingo, special events/celebrations, baking, gardening, 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 either in person or through virtual means. We are pleased to offer you opportunities to connect virtually through video visits by using iPads. Please speak with staff about arranging a virtual visit. All LTC facilities will have calendars posted to inform you and your family of planned activities and events. The Recreation Specialist will assess your individual needs, interests and capabilities. The Recreation Specialist can also provide leisure education to you and your family to assist with more meaningful and effective visits. Please share your comments and suggestions about activities/events with Therapeutic Recreation staff.

### *Music Therapy Services*

Music Therapy is the skillful use of music and musical elements by a certified music therapist to promote, maintain, and restore mental, physical, emotional and spiritual health for persons of all ages and abilities. Sessions can occur in a group, family, or individual setting. Music Therapy programs may include: singing, instrument playing, moving to music and/or making music.

Music Therapy is not available at all LTC facilities.

### *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 LTC facilities have a full time Chaplain on staff while pastoral volunteers and community clergy provide this service at other LTC facilities. 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. Housekeeping staff provide you with a clean, safe and comfortable environment. Every day housekeeping staff will ensure that your room is clean, dusted and mopped and that your bathroom is cleaned and disinfected. Common areas such as lounges and dining areas are also cleaned daily. Housekeeping staff will always try to respect your personal space when entering your room to clean.

### *Food Services*

Food Service staff and Protective Care Community Residence Personal Care Attendants aim to provide you with safe, well balanced, appetizing food in a pleasant, friendly environment.

Most LTC facilities have a dining area and we encourage you to eat your meals there. In many LTC facilities family members may purchase a meal and eat with you. Please check with your LTC facility 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 and Protective Care Community Residence Personal Care Attendants ensure bedding, towels and linens are clean, fresh and in good condition. Some LTC facilities may send their bedding, towels and linens elsewhere to be laundered. 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 LTC facilities may label your items for you. Check with staff at your facility about this service.

### *Infrastructure Support*

Infrastructure Support staff contribute to the monitoring and safety of the building, walkways, parking lots and equipment. If you notice any safety concerns/repairs on the interior or exterior of our buildings that need attention please let Infrastructure Support staff know. Some issues may be referred to contracted services for follow up. Infrastructure Support Electricians are required to test any electrical items you bring to the LTC facility to ensure they meet CSA Electrical safety codes before putting into service in all our LTC facilities.

### *Information Desk/ Receptionist*

Receptionists are available at some LTC facilities. The receptionist is responsible for receiving calls and distributing resident's mail and newspapers. Please check with nursing staff at your LTC facility for the phone numbers to contact the facility/unit directly after regular business hours, on weekends and holidays.

### *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 LTC facilities 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 LTC facility to find out if an Auxiliary exists.

### *Gift Shops/ Canteens*

Canteens and gift shops are located at some LTC facilities for residents to purchase items such as toiletries, cards, candy, etc. If this service is available at your LTC facility, you may purchase items for cash or charge through your Resident Trust Account if you have one in place.

### *Student Placements*

Students from various universities and colleges 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*

Eastern Health recognizes that you may wish to receive additional care from private health care providers (HCP).

Private HCPs may include, but are not limited to, private Occupational Therapy, Physiotherapy, Speech Language Pathology, Massage Therapy, Psychology, Dental Hygienist and private Nursing Services such as Advanced Foot Care. Private HCPs must be licensed with their professional regulatory body, and must work within their scope of practice.

Please contact your Resident Care Manager/ Clinical Coordinator if you want to request treatment by a private HCP who will provide you with the necessary information about same and complete the necessary documentation.

All requests for a private HCPs will be reviewed on a case by case basis. Upon approval from the LTC facility, you are responsible for selecting the Private HCP, verifying credentials, arranging for service, payment of fees, supervising the private HCP and the discontinuation of service.

Eastern Health reserves the right to refuse or discontinue the contracted private HCP access to LTC facilities if in the sole opinion of Eastern Health the private HCP's continued presence poses a threat to resident or staff safety, disrupts the ability of Eastern Health staff to fulfill their duties, unnecessarily disturbs other residents or any other behavior that Eastern Health may deem inappropriate.

### *Foot Care*

On admission to the LTC facility, your feet will be assessed by an RN or LPN to determine your foot care needs. Basic foot and nail care includes removing debris from around and underneath the nail, toenail trimming, cleansing and moisturizing the skin, and gently scrubbing calloused areas with a washcloth.

Advanced foot care is needed when you have health conditions such as diabetes and health disease that affect the circulation and/or sensation in your lower legs and feet. Advance foot care also includes conditions with your feet such as bunions, calluses, corns, ingrown and/or thickened toenails. Advanced foot care is provided by nursing staff with specialized training. Arrangements will be made by nursing staff based on your foot care needs if you require this service. Services that are beyond the skill set of the nursing staff will be referred to the appropriate health care professional. There may be an associated cost with this service.

### *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 LTC facility. As well, there

may be a cost to you depending on the service required. Contact the Social Worker or Financial Assessment Officer to determine your financial eligibility.

### *Seamstress*

The services of a seamstress are available at some LTC facilities to provide minor alterations and clothing repairs. Please contact your LTC facility 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 some LTC facilities. A fee is charged for this service and arrangements can be made to have this cost deducted from your trust account if you have one in place.

### *Site Specific Resident/Family Councils*

Resident/Family Councils meet at most LTC facilities on a regular basis to promote the collective interests and concerns of residents living within the LTC facility. These meetings provide an opportunity for you and your family to contribute to the overall operation of the LTC facility. 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.

### *Regional Long Term Care Resident Family Advisory Council*

There is a group of family and resident advisors for the Long Term Care program who meet monthly. The council was established to guide and to help ensure the best resident experience within our LTC facilities and services. Resident and family advisors partner with employees and physicians to help improve the quality of care for all residents and family members.

The Regional Long Term Care Resident Family Advisory Council differs from facility specific Resident/Family Councils. Our regional council has representation from various regions and LTC facilities in Eastern Health. Members are residents or family members of residents from various LTC facilities. This council is co-led by two regional Long Term Care staff who are not linked with any specific LTC facility. Our purpose and objectives are broad in scope and representative of the whole the Long Term Care program.

### *Ethics Consultation Services*

There are times that having to make healthcare decisions for yourself, or for someone you love can be very difficult. Eastern Health offers an Ethics Consultation Service for you, your family and staff. It is available to anyone who needs help in making difficult ethical decisions about

resident care. Anyone can bring forward an issue for an ethics review by contacting the Pastoral Care and Ethics Department by either:

Mail:

Administrative Assistant, Pastoral Care Services  
Health Science Complex  
300 Prince Philip Drive  
St. John's, NL  
A1B 3V6

Telephone: 709-777-8940

Fax: 709-777-7612

Email: [ethics@easternhealth.ca](mailto:ethics@easternhealth.ca)

Or by asking a staff member to make the contact for you.

### ***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. Eastern Health's Safe Resident web page contains a video, "Your Role in Safety" which outlines how you and your family are partners in your safe care.

#### ***Creating a Safe and Respectful Environment***

Eastern Health is committed to providing a healthy and positive environment that respects everyone's personal worth and dignity. We try to ensure that you, your family, visitors, our volunteers and staff are not subject to abuse. Everyone is to be considerate in their interactions with each other by showing care and concern for others, and acknowledging their dignity. Safety of our residents, visitors, volunteers and staff is of the highest priority and 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.
- Actual or threatened physical contact or assault.

We are all responsible to report all occurrences of abusive/aggressive/threatening behavior we witness. If you have a concern with the way you or another resident is being treated please bring your concern forward to a member of the care team or a manager so that it can be resolved based on the facts of the case.

Eastern Health has a reporting and investigation procedure and will conduct investigations as appropriate. Additionally, depending on the nature of the incident, Eastern Health has legal and regulatory obligations for reporting violent incidents to varying authorities such as the police and professional regulatory bodies. These authorities may also conduct investigations in relation to the incident. Eastern Health will follow through on recommendations and put a plan in place to mitigate further risk.

The Province has an Adult Protection Act that states that adults who lack capacity must be provided protection from abuse, neglect and self-neglect. Adults have the right to be heard on their own or through a spokesperson and to participate in decision making. The intent of the Act is to provide a legislative framework where adults who are at risk of abuse and neglect and do not understand or appreciate that risk, are protected. If you have questions regarding the Adult Protection Act or wish to report a situation please contact your Social Worker.

### *Infection control*

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

The most common sources of germs are:

- On hands or other parts of the body
- Germs that have been coughed or sneezed into the air.
- Surfaces that may be contaminated with germs.

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

Other 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.

- 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
- 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.
- If no tissue cough or sneeze into your sleeve.
- Do not share eating utensils, drinking glasses, towels or other personal items.

### *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:

- Use warm running water and soap
- Spend at least 15-30 seconds lathering and washing hands
- Rub hands together, paying attention to fingertips, around rings and thumbs
- Rinse thoroughly
- Dry with paper towel and turn off tap with paper towel
- Dispose of paper towel in the garbage.

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 LTC facility may put the following in place:

- Visitor precautions - Family members’ access will not be denied; however, families must be educated and comply with visitor precaution guidelines. Ask visitors to check with the nurse before entering your room if you are on “Isolation Precautions” to find out what steps they must follow
- Restrict staff and Resident movement in the LTC facility.
- Delay some social activities.
- Enhance cleaning

Some types of infections do not respond well to antibiotics and are called “antibiotic resistant”. Sometimes these organisms can live in the environment and special precautions need to be taken. This may include a special sign on your door, good hand hygiene and you may be required to stay in your room. 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”. If special precautions are needed, you still may be able to take part in activities and social events.

In the event of an outbreak, like COVID-19, our management team will provide you with information regarding your loved one and measures we are implementing to keep our residents safe. You may also refer to Eastern Heath’s website for up to date information on service delivery and visitor precautions/ restrictions.

### *Scent Safety and Allergies*

Eastern Health maintains a scent safe environment for the comfort and safety of our residents, families and staff.

Scented and perfumed products contain chemicals which can cause serious problems for many people, especially those with asthma, allergies and sensitivities. Scented products may include:

- Perfume/cologne
- Deodorant/aftershave
- Hair spray/body spray

- Scented creams and lotions
- Candles/ air fresheners

Eastern Health asks that you, your visitors and staff please avoid using or bringing in scented products to our LTC facilities. Visitors who are wearing or bringing in scented products or products that can trigger allergies may be asked to leave or wait outside the facility for health and safety of all involved. Measures Eastern Health may take include:

- Prohibiting Poinsettias and Easter Lilies
- Prohibiting Latex balloons
- Permitting pets but asking you to notify nursing staff in advance in case other residents or staff have allergies.
- Prohibiting the use of all tobacco products and products that mimic tobacco use, on all Eastern Health owned and leased properties, including all grounds, parking lots, and vehicles parked therein.

Some LTC facilities and/ or specific units within the facilities have additional items that are prohibited (i.e. nuts; shellfish; bananas; etc.) if these items pose a safety risk to the people there. You may see signage posted when entering the LTC facility and/ or unit to indicate what items are prohibited. Please check with your LTC facility to see if additional restrictions are in place because of allergies.

Upon admission to the LTC facility your allergy information will be reviewed and documented on your health record by the RN or LPN. This information will also be included on your armband should you choose to wear it. It is essential that we know all medication, food, latex, environmental and other allergies that you may have and your reaction to same so that we can mitigate your exposure to same.

### *Food Safety*

You may require dietary restrictions and/or a special diet. This may be due to medical reasons such as diabetes, food allergies or due to swallowing difficulties. If you have swallowing difficulties your diet may include minced or pureed textures, or thickened fluids to ensure you are provided with safe nutrition. Safe feeding and swallowing guidelines are in place at all LTC facilities to ensure you are receiving adequate and safe nutrition.

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

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

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

Things your family can do to help are:

- Check with a nurse before providing you with food and/or beverages as you may require a special diet, diet texture, special equipment (such as cups or plate guards), or positioning.
- 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*

We ask that you and your family refrain from bringing in perishable food, as it may spoil and cause food safety concerns. If you do bring in perishable food it should not be kept in your room/bedside. Perishable food items can be stored in resident designated fridges, please ensure you mark your name and date on the outside of the container. Non-perishable food may be kept in your room as long as it is within your recommended diet and is stored in covered containers. Cupboards and rooms will be checked for food or perishable items on a regular basis to ensure we prevent food borne illness for your health and safety.

#### *Alcohol Use*

Each LTC facility has its own guidelines around alcohol use. Your own safety and the safety of others is an important consideration if alcohol is being consumed. Please speak with the nursing team to discuss further.

#### *Smoke Free Environment*

Eastern Health promotes and is committed to providing a healthy environment that is free from tobacco and second hand smoke. The use of tobacco, cannabis (marijuana) and vapour products (electronic cigarettes also known as e-cigarettes) is prohibited on Eastern Health property, grounds and parking lots. You, your family, visitors, volunteers and staff are not permitted to smoke in the facility, on its grounds or parking lots (including parked vehicles).

If you wish to leave the LTC facility and grounds to smoke you must do so at your risk and let a staff member know when you leave. Staff are not permitted to assist or escort you off property grounds so that you can smoke.

If you smoke tobacco and would like to quit, there is support available. With your consent, you can be referred to the Smokers' Helpline and your physician or Nurse Practitioner can prescribe appropriate nicotine replacement therapies (NRT) such as the "patch".

### *Fire & Life Safety*

Fire and safety plans are in place in each LTC facility. Smoke detectors and fire alarms are also properly installed and maintained regularly by Infrastructure Support staff in compliance with National Building Code standards. 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 LTC facility. 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 at all times

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.

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

- Remain with you.
- 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 or any staff at the LTC facility immediately.

Eastern Health staff or Contracted Security Services staff patrol buildings and grounds to ensure the LTC facility is safe from theft, vandalism and fire. There are also video surveillance cameras at the entrances of some LTC facilities. Report any suspicious activity immediately to a staff member.

People working in the LTC facility 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. If you cannot read the ID badge and/or staff do not indicate who they are you can ask for staff for their name and designation.

Most LTC facilities do not have set visiting hours, however, doors are locked in the evening for security purposes. We recommend 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 LTC facility to determine the time the doors are locked.

### *Secure Units (including Protective Care and Wanderguard)*

Some LTC facilities provide secure environments for residents who may be at risk of getting lost if they leave the unit or facility 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 secure units may also have a coded lock and family members/visitors may have access to this code. Many resident rooms on these units have 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 LTC facility, 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 team. 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 team will continue to discuss your care needs. 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 quarterly by the healthcare team.

If you wish to meet with members of your health care team, please contact your Social Worker or Resident Care Manager/ Clinical Coordinator.

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” process in place to ensure that the correct resident is receiving the correct service/procedure/treatment. Positive Identification is a very important step to make sure you receive safe, quality care. Before providing any service, such as giving you medications, staff members must confirm who you are by using two identifiers.

Upon admission to the LTC facility a staff member will talk to you about the identifiers we use. You will be asked to have a picture taken and to wear an armband to help staff members identify you. Your picture will be kept on your medication record and in another location on the unit. Your picture will be reviewed and updated as needed. The armband will include your name and other important information such as any allergies you may have. Please review the information on your armband to ensure it is correct. If you choose not to have your picture taken or to not wear an armband throughout your stay staff will have a discussion with you about the potential risks.

### *Outside Appointments, Emergency Room Visits & Telehealth*

It is expected 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, staff from the facility may accompany you if possible. Sometimes your appointment may be cancelled and rescheduled to a time that is convenient for your family to accompany you. In an emergency situation, staff will accompany you to the emergency department and your family is expected to meet you there and stay with you during your visit.

Telehealth may be another way to attend outside appointments. Telehealth uses video conferencing technology to connect you to health care providers who are not located in your community. Telehealth is very similar to a face-to-face appointment. You can see, hear and talk to your health care provider. Family members can still attend these types of appointments with you if you wish. If a telehealth appointment is right for you and the service is available you can discuss with your healthcare team.

### *Medication Safety*

Your medications will be provided by the pharmacy and nursing staff are available to give them to you. If you wish to manage your own medications and are able to do so, please discuss this with the Resident Care Manager/ Clinical Coordinator who will provide you with information about Eastern Health's policies and safety guidelines.

There are 5 key moments that you should pay attention to when you are taking a medication: 1) starting a medication, 2) taking a medication, 3) adding a new medication, 4) having your medication reviewed, and 5) stopping a medication. To ensure the medications are appropriate for you, they will be reviewed by your care team with your input throughout the year. Regular medication reviews help to ensure medications are safe and working for you. You are encouraged to ask questions and talk openly with your health care team about your medications.

### *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.

### *Safe Resident Handling*

Our staff are required to follow Eastern Health's Safe Patient/Resident Handling Policy to ensure the safety of you and staff. You will be assessed within 24 hours of your admission to determine the safest way to help you turn and position in bed, transfer, ambulate, bathe and toilet. Ongoing assessments are a part of your care. If your care needs change, you may need a different type of linen, sling, transfer belt, etc. Please talk with staff if you have any questions about the safe patient/resident handling program or your equipment. Your care team can also provide you with contact information for the Regional Ergonomics Program Coordinator if you would like additional information about the Safe Patient/Resident Handling Policy.



### *Fall Prevention*

Falls are the leading cause of injury for seniors. While not all falls can be predicted or prevented we will work with you to try to prevent a fall from occurring and/or reduce the injury from a fall.

Your level of fall risk will be assessed on admission, every 3 months, if your medical condition changes and every time after a fall. Based upon your risk factors for falling appropriate interventions will be added to your care plan. Fall Prevention is a team approach and Physiotherapists, Occupational Therapists, Recreation Therapists, physicians and nursing staff are all involved with you and your family in developing your care plan. The team will have a discussion with you or your family about what interventions are in place to help prevent a fall or reduce the injury should a fall happen.

Some steps that we may take to prevent your risk of falling or reduce your level of injury include:

- Keeping bed in lowest position when care is not being provided
- Checking that wheels on beds, wheelchairs, commodes are locked when in use
- Using split side rails to help you move in bed
- Checking on you more often
- Bed alarms

It's important that you and your family are aware and involved in your fall prevention care plan.

You and your family can help by;

- Asking for help if you need to get out of bed or to the washroom.
- Keeping your room is free of clutter and nothing is on the floor (mats, throw rugs).
- Wearing non-skid/slip shoes and/or slippers with back supports/closed heel.

If you do have a fall nursing staff will:

- Check you for any pain or injuries
- Check your vital signs (blood pressure and pulse)
- Let your physician or Nurse Practitioner know
- Let your family or Substitute Decision Maker know
- Reassess your fall risk
- Update your care plan needs, and talk to your health care team about any needed changes

### *Least Restraint*

Eastern Health has 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 is a temporary measure used when all other approaches have been tried and determined to not work in keeping you and/or others 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. Your input will help provide the best possible care for your loved one.

### *Dementia Care*

Dementia impacts the way a person remembers, thinks, feels, and behaves.

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 and/or grabbing behaviour
- Searching
- Collecting items
- Pacing
- Calling out
- Pushing away
- Striking out
- Agitation
- Swearing
- Complaining
- Repetitive questions or requests
- Sexual expressions

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:

- Work with the team to complete “All About Me”: The “All About Me” document allows you to share important information about your loved one; their 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 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.
- Check with staff to see if bringing any comfort items from home might be of benefit – such as photos without glass frames and blankets.
- Keep an open mind about the use of non-drug care approaches to behaviours you may see with your loved ones (use of music, dolls, personal centered bathing approaches).
- Discuss any concerns around medications and side effects with the healthcare team

Staff are trained about how to help manage these behaviours and will work with you to try and find out what helps manage them. As a team, we will develop an individual care plan. The care plan may also include referral to a psychiatrist, psychologist or Behavior Management Specialist either at the LTC facility or in a hospital setting. If you have more questions about dementia you may also reach out to your healthcare team and community supports such as Alzheimer's Society of NL at 709-576-0608 or 1-877-776-0608.

### *Pain Management*

Our goal is to improve or maintain your quality of life during your stay and that includes ensuring your dignity and comfort. Effective pain management is important to your overall health and well-being; ineffective pain management can lead to unnecessary suffering and can affect your quality of life. In order for us to maintain your comfort it is crucial that we assess and treat your pain appropriately. This may include ensuring you have the right medications to manage your pain. You are the expert when it comes to your pain, your report of pain is the most accurate but our staff will assess for indicators of pain if you cannot tell us. Nursing staff will assess for pain upon your admission; when you report pain; prior to, during and after a procedure/treatment; and quarterly. If you have questions about pain management and your medications please ask your physician, Nurse Practitioner or nursing staff.

### *Equipment Needs*

Using the correct equipment to assist with safe transfers, repositioning and mobility is important for 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 are currently using any equipment that may pose a safety risk, it will be assessed by the Occupational Health and Safety Team and/or Occupational Therapist. 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 LTC Facility***

### *Your Room*

Throughout the day, 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 LTC facilities, 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*

When considering bringing items into your room, resident and staff safety is a priority in Eastern Health. Eastern Health's Safe Patient/Resident Handling Policy requires a minimum amount of space for staff to safely use any equipment you require. To make sure any additional furniture does not cause a safety risk to you or staff, and meets our Safe Patient/Resident Handling Policy, please speak with the Resident Care Manager/ Clinical Coordinator prior to bringing any furnishings into your room. If your care needs change and any of your furnishings pose a safety risk to you or your staff, you may be required to remove the item(s).

Throw mats and rugs are not permitted in your room as they increase the risk of falls and injuries. If you want to bring other items and decorative pieces into your room please check with nursing staff.

### *Electrical Appliances*

All electrical appliances must be checked by Infrastructure Support Electricians and approved by the unit manager prior to use. Repairs to personally owned items are your 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 LTC facilities. You may request a private room by contacting the social worker to get your name added to the waitlist within your LTC facility. When a private room becomes available it will be allocated based upon the facility waitlist. There may be times when a private room is needed due to medical reasons, in those circumstances the need will take precedent over waitlist.

### *Internal Moves/ Room Transfers*

Please talk with the nurse or Social Worker if you want to move to a different room. We appreciate your and your family's 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 LTC facility, please contact the Social Worker. The Social Worker will contact Placement Services to get your name added to the waitlist for the LTC facilities 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 LTC facility 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 LTC facility, you will need to move to a LTC facility that provides that service. For example, if you require a wanderguard unit and it is not available at your LTC facility, you would need to move to a LTC facility that offers this service.

### *Vacating a Room/ Removing a Resident's Belongings*

In the event of you leaving the LTC facility, your/your family's cooperation is requested in removing your personal belongings. In order to facilitate new admissions, we ask 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 LTC facility 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 LTC facility.

### *Telephone, Television, and Computer Services*

Televisions are available in lounge areas at most LTC facilities. Basic cable television can also be provided in your room if you want to bring in a television. Basic cable is provided free of charge. If you would like your own television in your room, please check with the Resident Care Manager/ Clinical Coordinator regarding appropriate size. We encourage you to use earphones so you can enjoy your favourite programs in comfort, without disturbing others. If you are requesting additional cable services please contact the television service provider.

Public telephones are available for general use throughout the LTC facility. 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 LTC facilities have computers available for your use. Check with staff to find out if this service is available at your LTC facility. You may also be able to bring a small laptop/tablet into your room. Public wi-fi is available at all LTC facilities. If you wish to have services beyond public wi-fi you will be responsible to make arrangement at your own expense.

#### *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 LTC facilities can arrange for the newspaper to be delivered whereas other LTC facilities 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. Please see list of chargeable items in Appendix A. Should you have any questions about this list please contact your Social Worker or Resident Care Manager/ Clinical Coordinator.

#### *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 delicate or hard to wash items will not be damaged during the cleaning process. The LTC facility is not responsible for any lost clothing items.

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

At times, you may need specialty clothing or modified clothing to comfortably and safely meet your care needs. Prior to purchasing clothing, please contact your health care team to find out if there are any clothing recommendations or requirements. For example, the team may recommend purchasing a different size, material or style.

#### *Your Meals*

Food and eating are meaningful from a social, emotional, psychological and spiritual perspective. We provide food that meets your nutritional needs. Menus, including meals and snacks, are planned to ensure quality, variety, presentation, and seasonal variations. Choice

that reflects your cultural, ethnic, religious needs and customs can be provided to the extent operations allow. Your likes, dislikes and allergies are noted and considered during meal times.

Most LTC facilities have a dining area and we encourage you to eat your meals there. In many LTC facilities family members may purchase a meal and eat with you. Please check with your LTC facility 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 the Resident Care Manager/ Clinical Coordinator 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 LTC facilities also provide pet therapy programs; please check with the LTC facility to determine if this is a service available to you.

### *Family Presence and General Visitation*

Eastern Health is committed to resident-and family-centred care. The presence and participation of residents and family members as partners enhances you and your family's experience of care, improves safety and facilitates continuity of care.

It is important for you to experience the support of family and friends to the degree you wish. Support persons and families are essential members and partners of the health care team. Family presence enables a support person to be present twenty-four hours a day. General visitation hours are available for family and visitors not identified as the support person.

We encourage your family and friends to visit. This includes young children. As well, main entrances are often locked later in the evening for safety and security purposes. You are encouraged to check with the LTC facility 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. You will have an opportunity to set up a Resident Trust Account when you are admitted to the LTC facility. This would allow you to obtain money from your account when you need it. As well:

- Sentimental or valuable objects (ie wedding rings, jewelry, etc.) should not be kept at the LTC facility.
- You should make arrangements with family or friends to have your finances or valuables secured.



- At some LTC facilities, locked drawers are available to secure small amounts of money and valuables if no other arrangements can be made.
- The LTC facility 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. Please use extra care when handling/storing items such as eyeglasses, hearing aids and dentures, as these items can be easily lost/broken.
- 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 LTC Facility***

#### *Letting staff know when you are away*

There may be times when you wish to request a leave of absence for yourself or on behalf of your loved one to leave the LTC facility or Protective Care Community Residence for a period of time (e.g. a family event or an overnight stay with your family). If you wish to leave the LTC facility for periods of time please discuss this with your care team who will provide you with information about Eastern Health’s policies and safety guidelines about leaves of absence.

If required, medications and directions for their use will be provided to you for the time that you are away. To help us prepare your medications for the time that you will be away, we ask that you give your nurse 48 hours of notice. When you are unable to give 48 hours of notice for medication preparation, we will do our best to accommodate what is feasible.

#### *Transportation*

Residents are encouraged to participate in family and community life outside of the LTC facility. 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 LTC facility 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 LTC facility'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 other's 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 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***

#### *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 LTC facility 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 LTC facility. 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.

APPENDIX A: Chargeable Items List

Item	Responsible for payment	
	Resident	LTC Facility
<b>Medications</b>		
Multivitamin	√	
Cough Medicine	√	
Aspirin	√	
Lactulose	√	
Atasol 325	√	
Glysennid	√	
Abenol Suppository	√	
Divol	√	
Magnalox	√	
Tums	√	
Flamazine Ointment	√	
Gaviscon	√	
Maltlevel 12	√	
Calcium pills	√	
Tear Gel	√	
Metamucil	√	
Venlafaxine	√	
Vitamins B, C, D, B complex	√	
Omeprazole	√	
Lacro-Lube	√	
Acetaminophen 500mg	√	
Docusate Sodium 100mg	√	
Mineral Oil	√	
Citromag	√	
Boost		√
Diabetic Strips	√ if insured	√ if not insured
Wound Care Products		√

Item	Responsible for payment	
	Resident	LTC Facility
<b>Utilities</b>		
Cable TV Basic		√
Cable TV extra	√	
Telephone (hook up and monthly charge)	√	
Telephone (room transfer)	√ if resident requested room transfer	√ if facility requested room transfer
Dry Cleaning	√	
Internet (public wi-fi)		√
Internet (additional)	√	

Item	Responsible for payment	
	Resident	LTC Facility
<b>Equipment</b>		
Walkers	√ if required for long term use	
Gliders for Walkers	√ if required for long term use	
Wheelchairs	√ if required for long term use	
Geriatric Chairs	√ if customized	
Raised Toilet Seats		√
Booties		√
Cane Tips		√
Arm Sling		√
Transport Wheelchairs		√
Special Cushions ( ie RO-OH)	√ if required for long term use	
Prescribed Walkers	√	
Specialized Mattress	√ if insured	√ facility may have or rent
Specialized Wheelchairs	√	
Hip Protectors	√	

Item	Responsible for payment	
	Resident	LTC Facility
<b>Additional Items</b>		
Hearing Aids	√	
Nail Clippers	√	
Glasses	√	
Dentures	√	
Specialized Foot Care		√
Hairdressing Services	√	
Support Stockings	√	
Specialized Pillows	√	
Feeding Utensils		√
Chairs ( <i>***what type of chair</i> )	√	
Specialized Braces	√	

Ambulance Services	√	
Liquor (medicinal or recreational)	√	
Orthopedic Shoes	√	
Special transportations (medical appointments)		√
Incontinence Briefs		√
Oxygen		√
Portable Oxygen		√
Lancets	√ if insured	√ if not insured

Item	Responsible for payment	
	Resident	LTC Facility
<b>Personal Care Items</b>		
Razors	√	
Shaving Cream	√	
Aftershave	√	
Tissues	√ if you want personal tissues	√ basic
Shampoo	√ if you want personal shampoo	√ basic
Conditioner	√	
Soap/ Body Wash	√ if want personal soap	√ as contracted by LTC program
Toothpaste	√	
Toothbrush	√	
Mouthwash	√	
Denture Cleaner	√	
Powder	√	
Hair Spray	√	
Deodorant	√	
Vaseline	√	
Pantyhose	√	
Nylons/StayUps	√	
Makeup	√	
Rollers	√	
Hair brush/comb/picks	√	
Face Cream	√	
Cervical Collars	√	
Ostomy supplies	√ if insured	√ if not insured
Batteries for Hearing Aids	√	
Batteries for Other Items	√	



Eastern  
Health

## LONG TERM CARE FACILITIES 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
Bonavista Protective Care Community Residences – Bonavista	(709) 468-2026
Caribou Memorial Veteran's Pavilion – St. John's	(709) 777-6555
Clarenville Protective Care Community 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. Lawrence	(709) 873-2330