

River Park Gardens



Resident & Family Handbook

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Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

Traditional Territories Acknowledgement

The Winnipeg Regional Health Authority acknowledges that it provides health services in facilities located in Treaty One and Treaty Five territories, the homelands of the Métis Nation and the original lands of the Inuit people. The WRHA respects and acknowledges harms and mistakes, and we dedicate ourselves to collaborate in partnership with First Nation, Métis and Inuit people in the spirit of reconciliation.

To read more about the WRHA's efforts towards reconciliation please visit: <https://www.wrha.mb.ca/truth-and-reconciliation/>



Winnipeg Regional Health Authority Indigenous Health builds capacity within the Winnipeg health region to support the holistic needs of First Nations, Métis, and Inuit people.

Winnipeg Regional Health Authority Indigenous Health works with Regional programs and facilities in helping identify, develop and implement culturally safe environments, practices and services. WRHA Indigenous Health also provides a range of services for staff, community members, patients and patients' families through its Patient Services, Workforce Development and Cultural Initiatives programs.



Welcome to River Park Gardens

It is with great pleasure that I welcome you to the River Park Gardens Personal Care Home. It is recognized that the decision to enter a personal care home is a very personal and difficult decision to make. We look forward to the opportunity to care for your needs. As you and your family take this important step, please be assured that our first commitment is to you and your well-being. All of us; our staff and volunteers want to help make your move to River Park Gardens as smooth and comfortable as possible. In order to support you during this time, the staff and volunteers are committed to creating a Resident Centered, warm home-like atmosphere. If you need something, please do not hesitate to ask. You and your family probably have many questions about life at River Park Gardens: “Will I be happy here?” “Who will look after my needs?” Can I still enjoy the special foods I like?” “Will I still be able to attend church services?” This handbook has been developed to answer these and many more questions. It has been developed to assist Residents and their families in becoming familiar with information about the care and service delivery River Park Gardens provides. In it you’ll find facts about daily living at River Park Gardens, about the many services and facilities available to you, about the staff and volunteers who will be looking after your needs, and much more.

If you or your families have concerns about anything in the following pages, please speak with your Nurse or myself. Again, it is a great honour and privilege to welcome you to River Park Gardens.

Sincerely,



Shannon Chartrand
Director of Care
River Park Gardens



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Core Values

Dignity

Equity

Respect



Mission

River Park Gardens is a WRHA Facility and is a mission of Faith Lutheran Church. The Winnipeg Regional Health Authority's Mission is to promote and protect health and well-being by delivering and managing health services in the Winnipeg Region. We will continue to improve health by leading and evaluating the quality of Winnipeg's health services and by building partnerships with the community. We are committed to providing safe care and preventing harm to patients.

River Park Gardens Personal Care Home, a mission of Faith Lutheran congregation, is committed to provide excellence in care, shelter and support in a nurturing Christian environment for all entrusted to our care.

Faith Lutheran Advisory Committee

In an agreement signed between the Faith Lutheran Church of St. Vital and its related corporations and the Winnipeg Regional Health Authority, the parties have agreed to establish an Advisory Council set out as follows:

“Faith Lutheran Church shall be entitled to form an Advisory Council comprised of its members, volunteers, and supporters, which Advisory Council shall meet with WRHA periodically, and not less than twice a year, in order to consult and collaborate with WRHA in connection with the mission, values, volunteers and fundraising initiatives of the personal care home.”

Philosophy of Care

In keeping with Christian values of compassion, love and service, we believe that all human life is equal in the sight of God. Upholding our values, each individual will be accepted in the Resident community as being unique and of infinite worth entitled to loving quality care, dignity, acceptance, and respect. We will strive to create a personalized environment for each Resident, which will facilitate quality competent care, quality of life and growth of mind and spirit while respecting the Resident’s right to make personal choices. River Park Gardens Personal Care Home is each Resident’s Home and will be a community of belonging and hope, built on caring and nurturing relationships. In keeping with the Resident’s needs, the team delivers care and services that maximizes the Resident’s independence, prevents illness and disability, promotes, maintains and restores health, and maintains life in dignity and comfort. Furthermore, Residents, their families or advocates will be active members of the care team and will be involved in decisions about their care and services.



Philosophy of Care

All care and service delivery at River Park Gardens is guided by the following philosophical principles:

- ◆ Each Resident's quality of life is to be supported by an atmosphere and programs, which consider each Resident's worth and dignity, protect individuality and meet specific needs.
- ◆ Each Resident is unique and has individual values, goals, strengths and limitations, influenced by social attitudes, cultures, past experiences and health status.
- ◆ Each Resident has the right to have their uniqueness respected, protected and supported.
- ◆ Each Resident has the right to have access to a continuum of care.



River Park Gardens provides care and service delivery in accordance with provincial and national standards as set for the Long Term Care sector.

Resident Bill of Rights & Responsibility

While you are living at River Park Gardens, you have the right to expect certain things from us. This includes professionalism, respect, high quality care and service, open communication, privacy and much more. In addition to having rights, Residents, employees and volunteers have responsibilities. These include: truthfulness, respect for River Park Gardens' property, complying with River Park Gardens' policies and cooperating with your Care Team.

The ***Resident Bill of Rights*** adopted at River Park Gardens is as follows:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality. Residents have the right to be protected from all abuse.
2. Every Resident has the right to be properly sheltered, provided with nourishing food, clothing of their own choice, groomed and cared for in a manner consistent with his or her personal needs.
3. Every Resident has the right to be afforded privacy in treatment and in being caring for, in a manner consistent with his or her personal needs.
4. Every Resident has the right to live in a safe and clean environment. Every Resident also has the right to keep personal items in his or her room, and display personal possessions, pictures and furnishings in keeping with safety requirements for the residents and staff and where space permits.
5. A Resident has the right to live in as "home-like" atmosphere as reasonably possible.

Resident Bill of Rights & Responsibility

6. Every Resident has the right:
 - a. To be informed of their medical condition, treatment and proposed course of treatment.
 - b. To give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent.
 - c. To have the opportunity to participate fully in the making of any decision and obtaining an independent medical opinion concerning any aspect of their care, including any decision concerning his or her admission, discharge or transfer to or from a nursing home and,
 - d. To have their Health Care Directive placed on the Resident Health Care Record and noted on both the Resident Care Plan and the Advance Care Plan.
7. Every Resident has the right to receive therapy and assistance toward independence consistent with his or her condition and ability.
8. Every Resident who is being considered for restraints has the right to be fully informed about the procedures and the consequences of receiving or refusing them.
9. Every Resident has the right to communicate in the language of their choosing in confidence, to receive visitors of their choice and to consult in private with any person without interference. Where both spouses are Residents in the same nursing home, they have the right to share a room according to their wishes, if an appropriate room is available.

Resident Bill of Rights & Responsibility

10. Every Resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of themselves or others to the resident council, nursing home staff, government officials or any other person inside or outside the nursing home, without fear of restraint, interference, coercion, discrimination or reprisal. Residents have the right to be informed of the procedures for initiating all complaints.

They also have the right to communicate and meet with their legal representative as often as necessary.

11. Every Resident has a right to pursue social, cultural, religious and other interests to develop their potential and to be given reasonable provisions by the nursing home to accommodate these pursuits. Residents have the right to participate or not participate in recreational activities held by the home.

12. Every Resident has the right to be given access to protected areas outside the nursing home in order to enjoy outdoor activity, unless the physical setting makes this impossible.

These rights belong to every Resident and can only be modified if they interfere with the wellbeing of other residents.

The Resident Bill of Rights is approved by Residents Council on a yearly basis through our Resident Council Meetings.



General Information

Entrances of Pick Up/Drop Off

A canopy has been provided at the main entrance for Residents to be picked up or dropped off to offer protection from the elements. *Please ensure that you coordinate the pick up or drop off so that the area is free for other Residents to use, and emergency vehicles.*

Parking

Parking is available for visitors at the front of the building. Special access parking spaces are available in the front parking lot designed for people who have a Parking Permit. ***Absolutely no parking is permitted in the designated fire lanes which are clearly marked.*** Access needs to be clear for the ambulances and fire department vehicles. No parking is permitted on the grass areas.

Gift Giving Policy

While we appreciate positive feelings or gratitude from Residents and family members, River Park Gardens' staff and volunteers are not allowed to accept gifts or tips of any kind. If you wish to show your appreciation, a personal or written thank you is always welcome. You may also make a donation in the person's honor to River Park Gardens.

Visitors

Visitors are always welcome to join you in your room or in any of the public areas in River Park Gardens. We ask that visitors consider the other Residents and staff when visiting.

Please ask for assistance with any of our secured doorways as these might have a keypad that requires a code for ensuring Resident safety.

We ask that visitors keep the following in mind when visiting:

- ◆ **If visitors are ill or simply feeling unwell**, we ask them **not to visit** River Park Gardens until they are feeling better.
- ◆ All visitors are required to wash their hands frequently and use the hand sanitizers available from dispensers at building entrances and throughout River Park Gardens.
- ◆ All visitors are asked to stop and read the self-screening information that is posted at the entrances. This is extremely important, since the Residents are especially vulnerable if exposed to infectious illnesses that would be considered mild in younger, healthier individuals.
- ◆ Family members and visitors should be aware that all entrances and exits are locked 24hrs a day. To gain access you can contact the Receptionist or 1st Floor Nursing station using the door bell.



Infection Prevention & Control

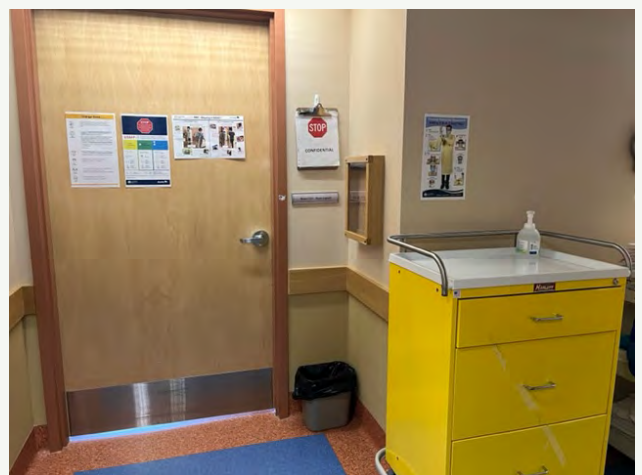


The goal of our Infection Prevention and Control team is to prevent and control infections among our Residents by educating Residents, families, staff, and volunteers on the principles and techniques of infection control. A mainstay of our infection prevention and control program is reminding visitors to perform hand hygiene when entering and exiting River Park Gardens by using the hand sanitizers provided within the facility, and in each Residents room

If a Resident has a transmissible infection, our Infection Control Practitioner Nurse (ICP) will work closely with the Care Team. In some cases, signs will be posted on Residents' doors to remind everyone about taking certain precautions. Fact Sheets about various infections are available from the nursing staff. If an outbreak of infectious illness occurs for example; Influenza Families of affected Residents will be notified.

You may see special notices posted on your floor or on the doors of some Residents' rooms.

Information may also be posted throughout River Park Gardens.



GENERAL PUBLIC INFORMATION

clean hands saves lives

PRACTICING SAFE HAND CLEANING



W-00509 09/2013



Winnipeg Regional
Health Authority
Office régional de la
santé de Winnipeg

Germs are everywhere and most are spread by hand contact. Whether healthy or ill, at home, in hospital, or in a personal care home, proper hand hygiene is one of the single most important ways to stop the spread of infection.

Hand hygiene is important for everyone; you, your loved ones, and the healthcare providers who care for you. It's okay to ask your health care providers and/or your friends and family to clean their hands. While health care providers are aware of the importance of hand hygiene, they will appreciate the reminder, and you will help keep everyone safe and healthy. Health care providers may also ask you if you have performed proper hand hygiene.



What You, Your Family and Friends Can Do!

How to Clean Your Hands

Both soap and water, or hand sanitizers can reduce the number of germs found on hands.

Using Soap and Water

- Wet hands under warm running water.
- Apply soap and distribute over hands.
- Rub hands together vigorously for 15 seconds to create a good lather.
- Using friction, cover all hand surfaces including fingernails, between fingers, thumbs and wrists.
- Rinse under warm running water.
- Dry hands gently and thoroughly with a disposable towel.
- Using a clean disposable towel, turn off faucet.

Using a Hand Sanitizer

- Apply 2-3 ml or dime size portion of product to the palm of one hand.
- Rub hands together covering all surfaces including fingernails, web spaces, thumbs and wrists.
- The product generally dries within 5 - 20 seconds.
- Ensure hands are completely dry before performing another task.
- If your hands are visibly soiled, use soap and water. If not, use a hand sanitizer.



When to Clean Your Hands

Before:

- Visiting or touching as friend or family member.
- Touching a friends or family's care environment.
- Touching dressings or wounds.
- Taking or giving medication.
- Handling or eating food.

After:

- Visiting or touching friends or family.
- Touching blood, body fluids (e.g. *Changing briefs, dressings*).
- Using the toilet.
- Handling or eating food.
- Blowing your nose, coughing or sneezing.

How to Hand Rub

Apply a dime-sized amount (2-3 ml) of product into palms of dry hands

Rub product into hands palm to palm

Rub fingertips of each hand in opposite palm

Rub between and around fingers

Rub hands for 15 seconds

Rub each thumb clasped in opposite hand

Rub back of each hand with opposite palm

Rub hands until dry before performing another task

DO NOT WIPE OFF. Your hands are now clean

Remember to practice the 4 moments of hand hygiene:

1. **BEFORE** initial patient, resident, client (P/R) or environment contact
2. **BEFORE** aseptic/clean procedure
3. **AFTER** body fluid exposure risk
4. **AFTER** P/R/P: environment contact

wrha.mb.ca/ipc

4 MOMENTS OF HAND HYGIENE

Adapted from "Just Clean Your Hands" Government of Ontario | CPA Rev 09/13

GENERAL PUBLIC INFORMATION

RESPIRATORY HYGIENE

STOP the spread of germs
that make **you** and others sick.



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Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

W-00508 09/2013

WHY SHOULD I COVER MY Cough & Sneeze?

- Illnesses like flu and colds are spread by:
 - Coughing or sneezing
 - Unclean hands
- These illnesses spread quickly in crowded places where people have close contact.

HOW DO I STOP THE SPREAD of GERMS?

- Cover your nose and mouth against your sleeve or shoulder.
- Use a tissue to cover your mouth and nose during coughing and sneezing.
- Throw the used tissue in a waste basket right away
- Turn your head away from others when coughing or sneezing.
- After coughing or sneezing, always clean your hands with soap & water or a hand sanitizer.
- If you have a new cough, shortness of breath and fever protect others by staying away from them.
- If your cough or fever lasts, call your health care provider.
- Stay home when you are sick and take care of yourself.
- Do not share cutlery, drinking glasses, towels or other personal items.

HOW CAN I **stay healthy?**

- Clean your hands often with soap and water or hand sanitizer.
- Avoid touching your eyes, nose or mouth.
- Avoid close contact with sick people.
- Get vaccinated! Talk to your health care provider to see what's right for you.

WHEN YOU ARE AT A **clinic OR health care** FACILITY

- Practice respiratory hygiene.
- You may also be asked by your health care provider to wear a mask to protect others.
- Don't worry if you see staff and other people wearing masks. They are trying to stop the spread of germs.

FOR MORE INFORMATION

Winnipeg Regional
Health Authority

650 Main St.
Winnipeg, Manitoba
R3B 1E2

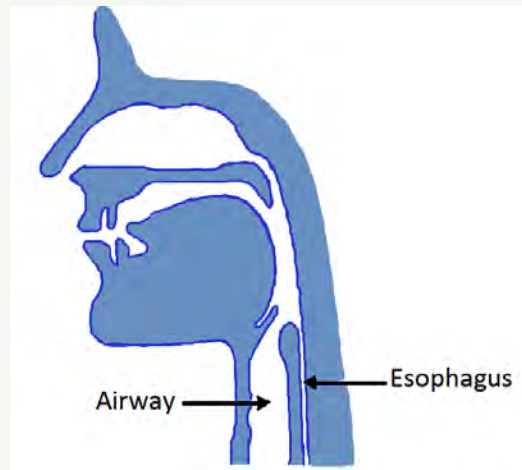
Ph. 204 926-7000

Fax 204 926-7007

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Promoting Safe Feeding



Information for Families and Friends Who Help with Meals

The next few pages will provide general information about how you can help if your loved one or friend has difficulty swallowing.

How do I know if someone is having difficulty swallowing?

Signs of swallowing difficulties may include:

- ⇒ Coughing, choking or sputtering when eating or drinking
- ⇒ Drooling
- ⇒ A wet or gurgly voice after food or liquids are taken
- ⇒ Refusing to eat or drink certain foods
- ⇒ Complaining of food sticking in the throat
- ⇒ Eating less than half of the meal
- ⇒ Taking longer than 30 minutes to eat a meal

Why should I worry?

Swallowing difficulties can lead to serious problems such as malnutrition, dehydration, choking and aspiration pneumonia (a type of pneumonia that may result from foods and liquids entering the lungs).

What do I do if suspect a problem?

Discuss your concerns with the nurse. A referral may be made to a:

Speech-Language Pathologist to assess swallowing ability and recommend management options to improve swallowing safety.

Registered Dietitian if a resident is eating poorly, has weight loss or needs a texture modified diet.

Occupational Therapist if there are seating concerns and/or special utensils required.

What can be done?

Following a swallowing assessment, recommendations may include changes to diet texture and liquid consistency. These may include:

- ⇒ Soft, chopped, minced, or pureed items
- ⇒ Adding sauces and gravies
- ⇒ Avoiding some items
- ⇒ Adding thickener to liquids

The specific diet categories available within your facility can be obtained through the dietician and/or food service. Individualized feeding techniques may be identified to improve safety and increase oral intake. As a person's needs change, reassessment is required.

How can I help at mealtime?

You can make mealtimes a more pleasurable and successful experience by using these general safe-feeding tips:

(although individualized care plans may vary)

- ⇒ Ensure food provided is the proper texture and consistence (for example, thickened liquids if recommended)
- ⇒ Encourage the resident to eat slowly, concentrate and avoid talking
- ⇒ If you are helping, be sure the resident has swallowed before giving the next bite (watch for the "Adams Apple" to rise and fall)
- ⇒ Do not initiate or continue feeding if the resident is not alert
- ⇒ Be sure the resident is wearing dentures, hearing aids and glasses
- ⇒ Sit at the resident's eye level
- ⇒ Make sure the resident is sitting as upright as possible
- ⇒ Encourage teaspoon sized bites
- ⇒ Allow the resident to make food choices when possible
- ⇒ Do not mix the food on the plate unless the resident requests this
- ⇒ Encourage or help the resident to clean his/her mouth and teeth after

What do I do if I see someone is choking?

DO:

- Get Help!
- Encourage coughing and clearing the throat
- CALL FOR STAFF and pull the call bell if you are in the resident's room

DON'T:

- Hit the person on the back
- Offer something to drink
- Lift their arms above their head
- Panic

If you would like more information, please contact the Nurse in charge on the unit, Dietician or Clinical Services Coordinator.

This information was developed by the WRHA PCH Program 2007 and adapted by River Park Gardens.

Resident Safety

We make every effort to maintain a safe environment at River Park Gardens and appreciate your cooperation.

Staff Identification Badges

For security reasons, all River Park Gardens employees, volunteers, are issued photo identification badges that must be worn at all times when they are on duty. Look for this badge when a River Park Garden staff person approaches. If you notice someone on your floor carrying out a staff role but is not wearing an ID badge, please notify a member of the Care Team.

Wanderguard System

For the safety of Residents who are considered to be high risk for unsafe wandering, or who may have trouble finding their way back to their rooms, a Wanderguard system is in place. The system utilizes an electronic bracelet that controls the sliding doors at the main entrance to the facility, and exit doors so the Resident can't exit certain areas. A manual override feature is available beside certain doors so visitors and caregivers can enter accompanied by a Resident who is wearing such a security bracelet). Wanderguard bracelets are rented to Resident needing to use one.

Note to family and visitors: If you find an unaccompanied person wearing a Wanderguard bracelet, please be a good neighbor. Alert a staff member, who can accompany the person back to their house.

Our Smoke – Free Environment

River Park Gardens recognizes the damaging effects of smoking on health and so we provide a smoke-free environment for Residents, family members, staff and volunteers. Please note that there are no facilities in River Park Gardens or on the property to accommodate smoking by Residents or visitors.

Alcohol

Residents wishing to enjoy an alcoholic beverage can do so. Alcoholic beverages cannot be stored in a Resident's room. Please ask a member of the nursing staff for details about storing personal bottles of wine or spirits. Because certain health problems or medications can interact, your physician must be consulted before an alcoholic beverage is taken.

Resident Safety

Protection for Persons in Care Act (PPCO)

A Resident has the right to be treated with respect and dignity and to be free from abuse while living at River Park Gardens. River Park Gardens has policies requiring a “zero-tolerance” of Resident abuse in any form, and is committed to treating all Residents with dignity and respect at all times. We will promptly investigate any matters of concern to Residents or family members.



The ***Protection for Persons in Care Act*** is a law enacted in Manitoba in order to protect adults from abuse while receiving care in personal care homes, hospitals and other designated health facilities. The act requires anyone, including staff, volunteers, visitors and any other person who has a reasonable basis to believe that an adult receiving care in a health facility is, or is likely to be abused, while they are in care, to promptly report their belief to the Protection for

Persons in Care Office: accessed through a confidential toll free line 1-866-440-6366 outside Winnipeg or 204-788-6366 in Winnipeg.

“Least Use” of Restraints

At River Park Gardens we believe that Residents should be allowed to maintain their dignity and independence. At the same time, we recognize our responsibility to provide a safe environment for our Residents, and so we make every effort to identify and manage the risk factors that exist. When all interventions, including changes to the environment, have been tried and proven unsuccessful, restraints may be used if Residents are at risk of causing serious bodily harm to themselves or others. In all cases, the least restrictive type of restraint will be used for the shortest period of time possible, according to the guidelines in our policy on restraints. The use of restraints will be fully discussed and consent obtained from the Resident and/or family members. More information is provided on the subsequent pages.

Restraint Use in Long Term Care



Information for Families,
Friends & Substitute
Decision Makers

A restraint is "any restriction/reduction of voluntary movement or freedom implemented to ensure the safety of self, others or the physical environment."

(Province of Manitoba Ministerial Guidelines For the Safe Use of Restraints in Personal Care Homes)



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Caring for Health À l'écoute de notre santé

Long Term Care Program

September 2015

Definitions

Physical Restraint

Any device that a person cannot remove at will and which restricts freedom of movement. For example, two full side bedrails or seat belts on chairs that a resident cannot remove on their own.

Chemical Restraint

A medication given to decrease a person's ability to function without a diagnosis of a mental illness.

Environment Restraint

A barrier to personal movement that confines a person to specific areas. Examples include the removal of canes or walkers. This does not include electronic location bracelets, locked units or use of brakes on a wheelchair for safety.

REMEMBER

1. Restraints are the LAST resort after all other options have been tried.
2. Restraints should be used for the least amount of time possible.
3. Restraints use is re-evaluated at least every three months.

Facts about restraint use

- ♦ The care team must complete a comprehensive assessment before a restraint is used, unless there is an emergency use.
- ♦ Staff will explore all options available prior to employing the use of a restraint. The interdisciplinary team will work with the family to ensure resident safety.
- ♦ A resident or substitute decision maker must consent to the use of a restraint, except in an emergency situation when the safety of the resident or others is at risk.
- ♦ There is a risk in using a restraint. Many negative effects have been reported by residents using restraints including feeling of being trapped, a loss of independence, depression, skin breakdown, pneumonia and constipation.

KEY CONSIDERATIONS

Do the benefits of using a restraint outweigh the risk?

Is restraint use the safest option?

Have we considered the best interests of the resident and their ability to make choices and willingness to take risks?

Instead of restraints consider

To prevent injuries related to falls:

fall mats * hip protectors * exercise
bathroom routine * close observation
call bell within reach * bed/chair alarms
low beds * walkers/canes close by

To decrease challenging behaviors:

personalize care * provide companionship
change approach * distraction
ensure hearing aides/ glasses are worn
decrease noise

Need more information?

Contact the Nurse in charge, Clinical Services Coordinator
or Director of Care.

Resident Safety

Valuables

River Park Gardens assumes no responsibility for the loss or damage of personal possessions, including money, jewelry, glasses, dentures and hearing aids. This applies to personal mobility equipment such as wheelchairs, walkers and canes. We advise you NOT to store any cash, valuable jewelry or important documents anywhere in your room. Any loss or theft/damage of personal property is not covered under our insurance policy. You may wish to purchase your own insurance policy to cover your personal items similar to that purchased for people living in apartments.

In order to reduce the risk of loss or damage to personal items, staff will :

- Document on the Resident's chart during admission whether the resident has glasses, hearing aids, dentures and/or mobility aids.
- Ensure denture cups and eyeglass cases are clearly labeled.
- Use a container labeled with the resident's name for hearing aids.

What Residents and Families can do to help:

- Advise staff when bringing in clothes or equipment to allow for labelling.
- Check with your hearing aid vendor if there is an attachment available that can be placed on the hearing aid to prevent loss.
- Families may claim replacement item as a tax deduction.
- Some manufacturers will cover the loss of an item for a specified period of time.

Resident Safety

In Case of Fire

We ask Residents, family members and other visitors to familiarize themselves with all fire exits and fire alarm pull stations. Fire exits are located at both ends of each House on each floor and illuminated with EXIT signs. We take the threat of fire seriously and continually train our staff in emergency procedures.

When a fire alarm sounds:

- Please follow instructions from staff members and stay where you are until further notice.
- Do not attempt to use the elevators or stairways, or to transport any Residents on your own.
- When the alarm sounds, the emergency doors close automatically. Only emergency services personnel and designated River Park Gardens' staff members will be allowed to pass through these doors.
- A mock evacuation is held with the Residents yearly.

Falls Risk/Skin Health:

Have You Spotted the Blue Star & Maple Leaf Logos?

All residents are screened for risk factors related to skin health and risk for breakdown/pressure injuries. Those who are screened as high risk will have the blue star logo in place to ensure staff are aware and ensure interventions to prevent skin breakdown/pressure injuries are maintained, and the nurse will ensure daily skin assessments are completed.



All residents are screened for risk for falls. Those Residents who are screened as high risk for falls will have the red leaf logo in place to ensure staff/volunteers are aware of the high risk for falls and that interventions to decrease the risk/prevent falls happens.



CARE ALERT

Caution and Respect Everyday

Our goal is to provide a safe and respectful environment for all our Residents, staff and visitors. To help keep everyone safe, we screen all Residents for potential aggression and violence. This allows us to plan a care based on everyone's own unique needs. The Provincial Healthcare Violence Prevention Program addresses violence from Residents, visitors or family members while ensuring caution and respect to all entrusted to our care.

The goal of this program is to prevent incidents of violence from occurring to healthcare workers in Manitoba and to decrease injuries resulting from such incidents. All Residents will be screened on initial admission or when there is a change in the Individual's medical status.

Residents with an active CARE Alert are to be reassessed at regular intervals. The purpose of the initial assessments is to identify when a Care Plan is needed to be developed for the individual where a risk of violence has been identified. The CARE alert signage tells our staff that a Resident has been screened, and that we have made a unique care plan. The signage may include stickers, signage, or electronic formats and uses a provincially standardized symbol. This symbol is below. Please speak with a Nurse or a member of the health care team if you have any concerns about the CARE program.



Elder Abuse: Reporting, Assistance and Resources

Below are resources and contact information for assistance in dealing with situations in which abuse or neglect is suspected.

To Report Abuse or Neglect:

Protection for Persons in Care Office (PPCO)
(204) 788-6366
1 (866) 440-6366
Office of the Vulnerable Persons Commissioner
(204) 945-5039
1 (800) 757-9857

Resources and Information

Manitoba Human Rights Commission
1 (888) 884-8681
Website: www.manitobahumanrights.ca
Manitoba Network for the Prevention of Abuse of Older Adults
(204) 942-3147
1 (800) 561-6767

Legal Advice and Victim Assistance:

Age and Opportunity
(204) 956-6440
1 (888) 333-3121
Email: info@aosupportservices.ca
Website: www.ageopportunity.mb.ca
Elder Abuse Consultant
(204) 945-7729
Law Phone-in Line
(204) 943-2305
Manitoba Justice, Victim Services
1 (866) 484-2846
Seniors Abuse Support Line
(204) 945 1884
1 (888) 896-7183
Website: www.seniorsabusesupport.ca
Senior's Information Line
(204) 945-6565
1 (800) 665-6565
Domestic Violence Crisis and Information Line
1 (877) 977-0007
Winnipeg Police Vulnerable Person Coordinating Sargent
(204) 986-6287

**If you have any questions,
or if you wish to speak to
someone confidentially,
please contact the Social
Worker.**

Suicide Prevention & Suicide Risk Assessment in Long Term Care

Accreditation Canada identified the need for a standardized, formal approach to assessing the risk for suicide in long term care. River Park Gardens utilizes the current Suicide Prevention Required Organizational Practice with the following tests for compliance:

- ◆ Residents at risk for suicide are identified
- ◆ The risk for suicide for each Resident is assessed at regular intervals or as needs change.
- ◆ The immediate safety needs of Residents identified as being at risk of suicide are addressed.
- ◆ Treatment and monitoring strategies are identified for Residents assessed as being at risk for suicide.
- ◆ Implementation of the treatment and monitoring strategies is documented in the Resident record.

A Suicide Risk Screening Tool is completed within 24-48 hours of admission for initial screening. Important for families to note, suicide risk assessments are safe and do not cause or create suicide ideation.

Should suicide risk be identified upon assessment or reassessment, the Risk Assessment for Suicide Tool (RAST) provides the care team with a framework to gather, organize, analyze and document information about suicide risk. A Care Plan will be developed for Residents at risk that maximizes safety by providing treatment, interventions and monitoring strategies.

Entering Long-Term Care

The next section provides information about life at River Park Gardens. We hope this information will be helpful to you and your family. Our goal is to work with you and your family to make your admission and stay as comfortable as possible. We encourage you and your family to be actively involved in making decisions about your care. If you have any questions about our programs, services or your care, please feel free to speak with a member of your care team.

MOVING IN

Pre-admission:

If you have requested placement at River Park Gardens, the social worker will contact you or your designated decision maker when a bed becomes available. A date and time will be arranged for admission. At this time information will be provided to you regarding documents, personal items and clothing you will need to bring with you at the time of admission.

Admission day:

Admission time is typically 1030 a.m. At this time, staff are available to spend time with you to assist the move and adjustment to your new environment. You or your designate decision-maker will be asked to complete necessary admission paperwork. A nurse will meet with you to review your health information and complete an initial assessment.

What to bring with you:

It is recommended that you have one week's worth of clothing prepared, basic toiletries and comfort items. If you need equipment such as a cane, walker and/or wheelchair, please be sure to bring these with you on admission. River Park Gardens will label your personal items for you.

Storage space is limited in our rooms. We encourage you to store off-season clothing, suitcases and other items off the premises whenever possible. River Park Gardens is not able to provide storage space for furniture or other personal items.

Three Meals a Day and Much More

Dietary staff at River Park Gardens makes an effort to prepare, serve meals and snacks that are both tasty and nutritious. Shortly after you move in, the Dietitian will visit to assess your nutritional status, to learn about which foods you like and dislike, and to discuss any questions with you and your family. A meal plan will then be created which takes into account your preferences and any special dietary needs.

Meals in the Dining Room

Your meals will be served in the dining room in your House. Choices for each meal are posted on a menu board. The Food Service Attendant, and nursing staff will serve your meal and trained volunteers may be on hand to assist you eat safely and comfortably.

Jake's Place

Jake's Place is a dining area that accommodates Residents and families who wish to dine together. Jake's Place was designed for special occasions. If you would like to use this space for private occasions please speak to reception. Please note River Park Gardens does not provide meals for guests.



Eating Out

You may wish to have a meal and/or snack outside the facility. Please inform the nursing staff that you will not be here for a meal so that they are able to notify Dietary Services to cancel your meal.

About Bringing Outside Food In

Many families ask about bringing special foods in for relatives to enjoy. Please inform the nursing staff to ensure that the food is properly dated stored, labeled and the food is appropriate for the diet the Resident is currently on. Requests for preparation of special foods by the Dietary Department cannot be accommodated. Microwave ovens are available for warming or reheating foods.

We Love Our Community!



Generous donations and volunteered time remind us how much we appreciate our community! If you are interested in connecting us with community opportunities or would like to make a donation in some way please reach out!



Your Home

River Park Gardens is an 80 bed Long Term Care facility. It is located in the southeast area of Winnipeg on the south side of Bishop Grandin Boulevard on St. Anne's Road. It is surrounded on two sides by the scenic Seine River and faces onto St. Anne's Road. River Park Gardens has been designed with four Resident Home Units split onto two floors. We have chosen to call each Resident home unit a House and a single House is composed of 20 single rooms with bathrooms.

Your House

To assist Residents and visitors find their way around, each House has its own name; 1st floor - Assiniboine River and Red River & 2nd floor - LaSalle River, Seine River. Each house has its own unique picture-symbol that also serves as a visual "landmark". Each House has its own dining room, television, kitchenette and quiet room. Beside the door to each Resident room is a glassed-in memory box. This cabinet can be filled with items that reflect the Resident's life history favorite objects, photos, and mementos which also assist Residents in locating their rooms more easily.

Your Room

We understand that a bedroom can become ones sanctuary. It is our hope that you will decorate it to represent you while meeting your needs. We provide a hospital bed and linens, a nightstand, a dresser/closet set, and a large desk area for your use. There is a private washroom in each room.

If you find that your room has not been cleaned to your satisfaction, please contact the Housekeeping Supervisor or inform the office of your concern. If any repairs are required, please inform your nurse or the receptionist.

Your Home

Your Call Bell

The call bells are located beside your bed and in your washroom area so you can let the nursing staff know you need assistance. Residents and visitors can also use the call bell located to alert staff to any emergency situation.

Small Electrical Appliances

Some Residents bring along portable radios, record or tape players, DVD players, or other small appliances. These must be checked by our Maintenance staff to ensure that they are safe and in good repair. For information please contact the nurse on your house.



Your Home



Cable Television and Internet

All rooms in River Park Gardens are wired for cable services.

Currently, River Park Gardens has a bulk agreement with Shaw TV Services. There is no hook up fee for cable and the cost is monthly.

Upon admission if you are interested cable will be arranged for you. The monthly charge will be processed to the Resident's personal expense account. If access to internet services is desired the Resident or family member/advocate must contact a service provider of their choice.

Your Telephone

Each room allows for a telephone hook-up. You may arrange to have a private phone in your room through service provider of your choice. Please inform the service provider if you need a special phone with extra large buttons or an amplifier for the hearing impaired.

Mail Delivery

Mail is delivered directly to your room. Family and friends should be informed to include your name and room number on the envelope. The mailing address is:

Name, Room Number
River Park Gardens
735 St. Anne's Road
Winnipeg, Manitoba R2N 0C4

Your Care Team

Resident Care

Many people will be assisting you and your families as you settle into life at River Park Gardens. During the first few days and weeks, you will meet many new faces that make up your care team.

As your health-care team, we are committed to providing quality health care that promotes the dignity and well-being of those we serve. We provide care, treatment, and services in a way that respects, and fosters your dignity, autonomy, positive self-regard, rights and involvement in care. Our practices are based on established standards.

Director of Care ... The Director of Care facilitates the planning, development, implementation and evaluation of Resident and support services. The Director is directly accountable to the Executive Director, Health Services WRHA. In accordance with the PCH's mission, vision, values; objectives, policies and procedures; Manitoba Health standards; Accreditation Canada standards; and professional nursing standards assumes overall direction and responsibility for the day-to-day operations of the facility.

Clinical Services Coordinator is a member of the River Park Gardens management team. The role includes: Educator, New Staff Orientation, Infection Control, Manitoba Health Standards, Wound Care, Innovation and Quality Projects. The Clinical Services Coordinator will also liaison with Residents and families, front line support and mentoring, and whatever is needed to help ensure the Residents' receive excellent care.

Attending Physician works closely with nurses and other health professionals to assess your wellbeing and works with you to meet your needs. All required medications will be prescribed by your physician and administered by the nursing staff. Your attending physician will consult with other medical specialist and order diagnostic tests (like bloodwork or Xrays) as required.

Nurse Practitioner (NP) works closely with nurses and other health professionals to assess your wellbeing and works with you to meet your needs. NP prescribes all required medications, consults with other medical specialists and orders diagnostic tests (like bloodwork or X-rays) as required. NP works in collaboration with Residents and families to ensure the best possible care.

Your Care Team

Pharmacist ensures that Residents receive the right medications in an appropriate manner and also takes part in ongoing medication reviews with your physician and nurses.

Nursing staff are available 24 hours a day, seven days a week, working together to deliver direct, Resident-focused care and are the center of all planning and decision-making activities related to care delivery. Nursing lead their teams to ensure care delivery is provided with resident and family input. The Nursing staff coordinates and communicates to ensure the provision of quality resident care. They are also your link to other services provided by additional members of the health-care team such as vision-screening or dental care.

Health Care Aides assist you with your activities of daily living such as dressing, transferring to and from your bed or chair, bathing, grooming, toileting and meals. These staff members also provide reassurance and support, and encourage you to attend programs. They assist you with your plan of care that has been jointly developed by yourself, your family and the Care Team.

Students train at River Park Gardens. You and your family may meet students who are assigned to work with our own staff as part of their educational experience. Such students are fully supervised and will be introduced to you if they play any part in your care.

Registered Dietitian/Food Service Manager consults with you and your family about your food preferences and nutritional needs and assists you to plan your meals. On admission a nutritional assessment will be completed for each resident and then annually and as needed.

Speech Language Pathologist (SLP) assesses Residents who have difficulties with communication and/or swallowing. This service is available on a consultant basis only. The Dietitian or Nurse will consult the Speech Language Pathologist by way of a referral and the SLP will arrange to visit you at River Park Gardens.

Your Care Team

Social Worker is a member of the management team at River Park Gardens. Social Work is available to provide professional services for you and your support system, recognizing that a move to a long-term care facility can be an anxious and stressful time. Social work is able to assist with support and education, as well as providing a link to agencies and community resources. As a Resident advocate, the social worker can assist with problem-solving and communication and will plan care conferences with your healthcare team to create an individualized care plan that includes the physical, emotional and spiritual aspects of your care.



Spiritual Care Advisor River Park Gardens is committed to meeting the religious and spiritual needs of our Residents. The Spiritual Care Worker will coordinate services and spiritual care visits with the residents. Residents and families of River Park Gardens may also arrange for their own clergy to visit. During difficult times, Residents and families may request a referral to a Spiritual Care Person. Please discuss such needs with your Nurse.

Your Care Team

Recreation: offers you the chance to experience and take part in recreation and leisure activities based on your needs and interests and those of your neighbors. We are always looking for new ways to make Residents feel comfortable and “at home” at River Park Gardens. Through Therapeutic Recreation we provide a variety of programs to keep you active and meet new friends. After you move in to River Park Gardens, a Recreation Facilitator will visit you to discuss recreation and leisure options, including both group and individual activities that promote many aspects such as mental and physical wellbeing. The Recreation Facilitator assigned to your house will help you to take part in activities of your choice, including creative arts and music programs, church services, concerts and other special events. You will find a monthly calendar of activities posted outside the Recreation Room on the main floor, in the lounge area by the dining room and posted in your room. Upon request, reception would be happy to print a copy for you. Your family members are welcome to attend social programs with you, provided that space is available. We invite any suggestions that you or family might have.

River Park Gardens Volunteers: a valuable resource consisting of people who have committed time and energy to improving the quality of life for our Residents. Our volunteers are here to assist you in making living here enjoyable by spend time visiting, visiting with pets, assisting with meals and recreational programs.



Your Care Team

Food Service Attendants are on hand in the dining room to serve your food with the assistance of the nursing staff. The staff are available to help you to select your food and have an enjoyable mealtime experience.

Housekeeping Attendants ensure that your room and surrounding areas stay safe, clean and tidy.

Occupational Therapist (OT) assists Residents to maintain their highest possible level of functioning when it comes to activities of daily living. This person provides assessments, prescribes seating and mobility devices and various assistive devices for daily activities such as bathing, eating and dressing. The OT may also recommend changes to hand splints and orthotics (shoe inserts). Our Occupational Therapy services are supplied through an external provider known as Community Therapy Services for one day per week.

Physiotherapy Services (PT) is a hired private service that residents and families can choose to add to their care plan. Services are supplied through an external providers.

Beauty and Barber Shop is an on site Beauty and Barber Shop located on the main floor which provides a range of hairdressing services. The Beauty and Barber Shop is wheelchair accessible and open for appointments.

To arrange an appointment please call extension 2250.



Caring for You

Interdisciplinary Team Care Conferences

Care conferences are an opportunity to review your care plan, update your Advanced Care Planning Goals, ask any questions and address any outstanding concerns.

These conferences are scheduled starting upon admission with the Post Admission Care Conference. It takes time to settle into any new home and during the early weeks and months, you and your family will be learning about River Park Gardens and the Care Team will be learning about you. Six to eight weeks after admission, you and your family members will be invited to meet with the Care Team to talk about how well you are adjusting. Afterwards, conferences are scheduled annually or on an “as-needed” basis.



Specialized Services

Dental Care

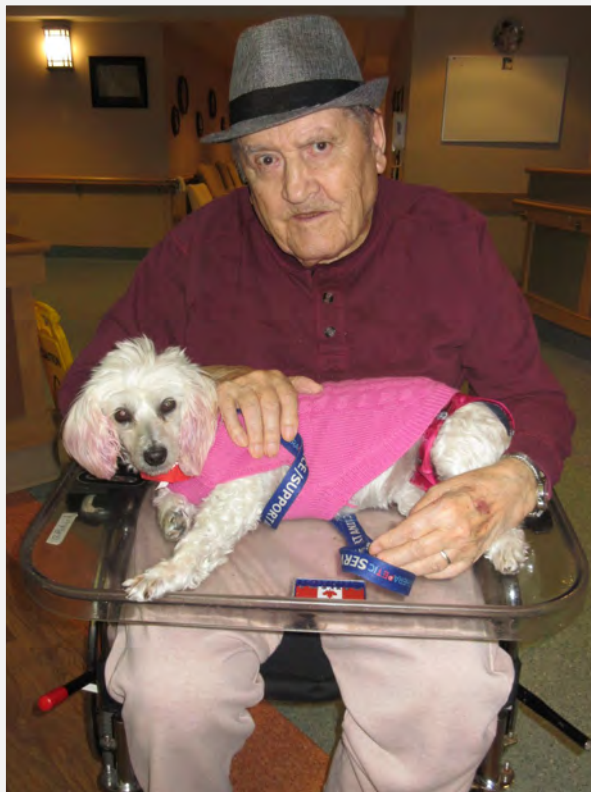
For more information please discuss with your unit nurse. Please note for outside appointments you will be responsible for the escort and transportation cost.

Foot Care Service

Often specialized foot care services are required for the care of older adults' feet and are essential for comfort and mobility. Arrangements can be made for an appointment by contacting the nurse. A private fully qualified Foot Care Service provider will fulfill the service and fees are charged to the trust account.

Pet Visits

We recognize that a special bond exists between people and their pets, unfortunately Residents cannot bring their own animals to live at River Park Gardens. However, Residents can have pets visit the facility if done so in a way that respects other Residents and staff. Before a pet can visit River Park Gardens you must register the animal with us and provide support documentation from a veterinarian showing it is in good health and has all necessary immunizations. For more information, contact Reception.



Personal Care Services

Personal Hygiene

We encourage Residents to be involved in their care plan, which includes personal hygiene needs. Residents are bathed or showered with assistance on a weekly scheduled basis. In addition, a daily wash and extra sponge baths are given with assistance from the HCA.



Clothing

We recommend that Residents have a supply of clothing; enough to last at least seven days and nights including some outer garments. Clothing should be comfortable and easy to put on and take off. Closet space is limited. If possible please make arrangements to keep one season's worth of clothing in the room (warm weather clothes in late spring/summer/early autumn months, cold weather clothes in late autumn/winter/early spring months).

Laundry and Dry Cleaning

A laundry service for personal laundry is provided in the facility by our Laundry Department. Facility bed linens are sent out for laundering by an external provider. All clothes will be labeled to ensure prompt return after laundering or in case they are misplaced. River Park Gardens offers a labeling service for a nominal amount and prorated on an annual basis. Clothing should be sent to the Laundry Department on the day of admission or when new garments are purchased. If an item of clothing is not returned from the laundry, please contact the Receptionist who will relay the message to the Laundry Department. Any items that require dry cleaning would be the responsibility of the Resident/family.

Personal Care Services

River Park Gardens follows the “Responsibility for Payment for Goods and Services for Residents of Personal Care Homes” guidelines as set out by Manitoba Health policy title *Insured and Non-Insured Personal Care Services* (HCS 205.5, February 15/06). Meaning, should a Resident require a service or an item of a personal nature not listed, it is the responsibility of the individual or supports to purchase the same. To clarify which personal care services are covered and not please see the chart below:

Item	PCH Responsibility	Resident Responsibility
Personal Consumption/ Use	General (non-brand name) personal hygiene and skin care products E.g. denture cups and barrier products.	Cosmetics, deodorant, mouthwash, toothbrush, toothpaste, denture cleaner/ adhesive, facial tissue, nonprescription lotions, creams, sun screen, body washes/soap, shampoo and all other items not provided by the personal care home.
Equipment	Items able to be shared by more than one Resident	For infection control reasons, some items should not be shared. Items may include but not limited to: Lift slings, sliders, wheelchair and cushions, portable oxygen for outings, etc.
Supportive Aids	Nil.	Purchase, repair, replacement of dentures, eye glasses, hearing aides, and batteries
Personal Services	Nursing, Health Care Aides, etc.	Hiring of additional private services such as hairdressing, massage therapy, physiotherapy, chiropody, and companion care.

(Adapted from HCS 205.5, February 15/06)

Personal Care Services

Transportation

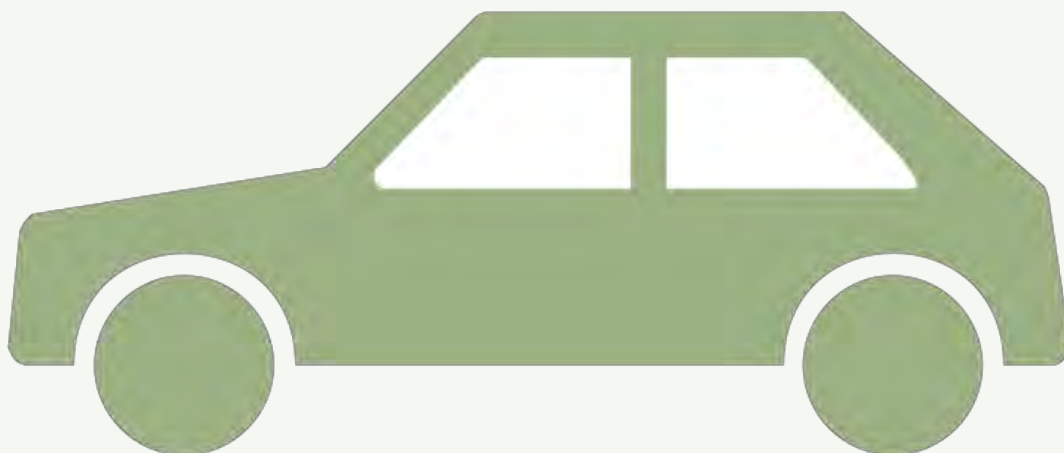
In keeping with the Health Services Insurance Act, and as per the MHSAL Policy HCS 205.6, Personal Care Home (PCH) Resident Transportation, residents are responsible for the costs of transportation in the following situations:

- ⇒ Visits to family or friends or recreational outings
- ⇒ Transportation costs associated with routine visits to primary health clinics, physician/optometrists/audiology/dentist/denturist/or other practitioner clinics, or any transportation where the resident is capable of traveling using a wheelchair van, taxi, or private automobile.

It is expected that the most appropriate mode of transportation will be utilized based on the resident's care needs and assessment by care team members.

The table on the next page provides clarification. Any questions please feel free to ask your Nurse.

For further clarification, please see chart on next page.



LTC Home Responsible for Payment	Resident Responsible for Payment	Other
<p>If a Resident is transferred to the hospital and is returned in under 24 hours, then the Long Term Care (LTC) Home pays the trip to the Hospital.</p>	<p>Resident going for admission to their permanent LTC Home.</p>	<p>If a Resident has 3rd party insurance. This usually requires preapproval from the insurance company. Please check your insurance policy guidelines for coverage details.</p>
<p>Transportation to and from the LTC Home associated with routine visits to primary health clinics, physician/optometrist/audiologist/dentist/ denturist/or other practitioner clinics, or any transports where the resident is assessed as not capable of traveling using a wheelchair van, taxi, or private automobile.</p>	<p>Transportation to and from the LTC Home associated with routine visits to primary health clinics, physician/optometrist/audiologist/dentist/ denturist/or other practitioner clinics, or any transports where the resident is assessed capable of traveling using a wheelchair van, taxi, or private automobile.</p>	<p>At time, may qualify for coverage based on a case by case assessment.</p>
	<p>If a Resident is transferred from the LTC Home to the hospital and is returned in over 24 hours, then the Resident pays for transportation costs to the hospital.</p>	
	<p>Resident going on arranged recreational outings from the LTC Home.</p>	
	<p>Resident going on social leave or discharging from the LTC Home.</p>	

Private Companion Services

Some Residents and families may decide to hire Private Companions to provide social visiting, or to offer extra assistance with certain activities of daily living. You may already have a Private Companion who has been assisting you or decide to hire someone. If that is the case, you or your representative should contact the Nurse to discuss. All Private Companions ARE REQUIRED to wear identification badges while they are on River Park Gardens' property.



Mobility Equipment

Personal care homes do not supply mobility equipment for daily use. Residents must purchase or rent their own walkers, wheelchairs, slings and seating equipment. An Occupational Therapist (OT) is available to assess and recommend equipment based on each resident's individual needs and the personal care home environment. Please speak with the OT before purchasing any mobility equipment. This will ensure the equipment you purchase or rent meets your needs. The OT can also assist with applying for funding through your insurance plan where appropriate.

Slings

For infection control purposes each Resident who requires a lift for transferring must purchase their own sling. The cost for slings will be relayed to residents and their families at time of admission or when a resident is assessed to need a sling long-term.

Mobility Equipment

Wheelchair Assessments

Many River Park Gardens Residents rely on wheelchairs to sit up comfortably and to move around. If you arrive at River Park Gardens with your own wheelchair; your chair will undergo a standard safety check to ensure safety for yourself, the staff and other Residents. This includes: a safety check and attaching identification labels to the chair and cushions. Your Care Team may refer you for a seating assessment with the Occupational Therapist to check for comfort and mobility needs. If any changes are recommended, the Occupational Therapist or Rehabilitation Aide will discuss them with you and your family before proceeding. If you require a wheelchair but do not own one, the Occupational Therapist will complete an assessment for you to purchase a chair.

Mobility Equipment Maintenance

All equipment needs to be in good working order for safety. Staff will clean and perform a basic safety check (checking to see that the brakes work, that the vinyl is in good repair, etc.) on your chair every week. If your wheelchair requires any major repairs arrangements may be made with external providers to perform these services. Repairs to all equipment are responsibility of the resident/family as River Park Gardens cannot repair personal equipment. Occupational Therapist can assist you with recommendations should you have need to repair equipment.



Medical Services and Your Health

Accessing Medical Care at River Park Gardens

When you first arrive at River Park Gardens, you will undergo an initial assessment. Clinic appointments and consultations with various health professionals may be scheduled if necessary. All River Park Gardens Residents are assigned to receive care from our Attending Physician or Nurse Practitioner. How often the attending Physician or Nurse Practitioner sees you will depend on your individual health needs, so you may not see the attending Physician or Nurse Practitioner every time they visit the facility. The physician has a call system to ensure that a doctor is available to assist nursing staff at all times. If you have a concern about your medical care, please ask your Nurse.



Medical Services and Your Health

Taking Your Medications

All of your medications are obtained through MediSystems. If you are taking over the counter medications (pain medication, cold remedies, herbal remedies, vitamins, laxatives, and other over the counter products), please notify your Nurse on admission, as there could be potential adverse interactions with the medications that your physician prescribes. If your Physician/Nurse Practitioner determines that you should remain on these medications, the medications will be ordered through MediSystems and will be given to you along with your other medications. The nursing staff will keep track of all your prescribed medications and ensure that you receive the right dose at the right times.

Flu shots are recommended in the late fall and early winter months for you, your family and volunteers. Residents receive their flu shots from the nursing staff.

Manitoba X Ray – provides portable x-ray services based on orders and clinical information. Any other imaging services if ordered, will be arranged through your Nurse.

Laboratory Services – are provided as needed by our laboratory provider.

Diagnostic Imaging – If more complex imaging tests are required such as a CT scan, EKG or MRI, you will be taken outside the facility for the test. The Nurse will make arrangements for these external tests and you and your family will be notified of the date and time of the appointment.

Medical Services and Your Health

Temporary Transfer

If your medical condition changes and you require acute medical care, arrangements will be made for you to be transferred to hospital. If this becomes necessary you and your family will be consulted and advised about the available options. Depending on your situation such a transfer may be temporary and after treatment you will be transferred back to River Park Gardens to your room.

Medical Leave

As a River Park Gardens Resident if you require hospitalization your room remains for you at the facility. While you are in hospital you will continue to pay your regular room charges.



Personal Health Information

Protecting Your Privacy

River Park Gardens collects, records, stores, uses and discloses information about your health according to Manitoba's *Personal Health Information Act* (PHIA). We are committed to protecting the privacy of your personal information within your circle of care by developing and maintaining privacy policies. This includes many safeguards designed to protect you and your family. Such as, we will only use your personal health information in accordance with legislation and share it with only those who are authorized to know the information. If you have any questions, about how your personal information is collected, used, or disclosed, please contact the Privacy Officer of the facility or ask the Nurse on your floor. Additionally, you will be provided with a consent form relating to personal information upon admission.

Your Health Record and P.H.I.A.

Each Resident at River Park Gardens has a detailed health record which is kept securely on file by our staff. This document includes information received from you and your family, your pre admission reports, as well as any test results and clinical observations. The record also contains details about your medications, vital signs and treatments. Meetings held with the Care Team, the Resident and family members are also documented.

Residents are entitled to see and read their health records and staff will assist in explaining any technical terms. Copies of your health record may be requested and obtained by you the resident or designate for a fee. Family members who wish to see a Resident's record can do so by obtaining written consent from their relative or the person's legal representative (where he/she is no longer competent to give consent). Staff will explain the necessary procedures, may include completing the consent for disclosure form.

Advanced Care Planning

Advance Care Plans

Advance Care Planning is a way to help you think about, talk about and share your thoughts and wishes about future health care. It gives you a *voice* in decision making, helps you determine who would communicate for you if you were unable to communicate for yourself and should include conversations with your healthcare team. An Advance Care Plan becomes a written summary of the discussions between you and the River Park Gardens health care team about what will be done in specific situations. This plan is a living document meaning it can be changed as your health or opinions change. Our health care providers want to be sure that the care they are providing is what you want, especially if your health deteriorates and you are unable to speak for yourself.



Advanced Care Planning

Our staff will help guide you through the process of an advance care planning to prepare for the decisions that will need to be made about your current medical treatment and future or potential end of life care. When you are making a plan, remember that you have the right to accept or to refuse any health care treatment.

goals of care

COMFORT CARE

Goals of care and interventions are directed at maximal comfort, symptom control and maintenance of quality of life. Attempted cardiopulmonary resuscitation (CPR) (trying to restart the heart after it has stopped beating) will not be tried.

MEDICAL CARE

Goals of care and interventions are for the usual medical care that is appropriate to treat and control your condition. The consensus is that you may benefit from, and are accepting of, any appropriate investigations / interventions that can be offered. Attempted resuscitation (trying to restart the heart after it has stopped beating) will not be tried.

CARDIOPULMONARY RESUSCITATION (CPR)

Goals of care and interventions are for the usual medical care that is appropriate to treat and control of your condition. The consensus is that you may benefit from, and are accepting of, any appropriate investigations / interventions that can be offered, including attempted resuscitation (trying to restart the heart after it has stopped beating).

For further resources you can visit the WRHA website www.winnipeghealthregion.ca/acp or speak to your Nurse, Clinical Supports Coordinator or Social Worker.

Health Care Directives



WRITING A HEALTH CARE DIRECTIVE

In Manitoba, anyone over the age of 16 can write a Health Care Directive. You have the right to accept or refuse medical treatment at any time.

The Health Care Directives Act allows you to express your wishes about the amount and type of health care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It also allows you to give another person(s) the power to make health-care decisions for you, should you ever be unable to make them yourself.

what is health care directive?

A Health Care Directive, sometimes called a living will, is the legal document where you write your instructions about the treatment you would accept or refuse. You can also name a proxy to speak for you when you are unable to speak for yourself.

It is strongly recommended you talk to your doctor, nurse, and health-care team before completing a Health Care Directive. This will ensure your instructions are clear and easily understood by those who provide treatment.

Manitoba Health has prepared a sample Health Care Directive and is available at the back of this workbook. For more information please visit their website at www.gov.mb.ca/health/livingwill.html

Where should I keep my Health Care Directive?

It is wise to make several copies of your Health Care Directive to ensure that the document is easily accessible when it is needed.

You should keep one copy at home. If you have an Emergency Response Information Kit (ERIK) place it in there. If you don't have an ERIK kit, you can pick one up at any Winnipeg Fire Paramedic station or Community Senior Centre. Your proxy(s) should have a copy. Keep a copy in your file at your family doctor's office. Take a copy with you when you travel. Bring a copy with you when being admitted to hospital, and prior to surgery.

How often should I change the content of my Health Care Directive?

Review the content of your Health Care Directive once a year, or when your health condition changes. This makes sure it is still what you want now and in the future.

Your health-care provider may suggest changes to be considered.

How do I decide on my proxy?

You should consider the person who you feel is best able to carry out your wishes, if you are unable to speak for yourself. Your parents, spouse, children and their spouses, or family friends could all serve as a proxy. You can have more than one proxy, in the event one cannot be reached in case of emergency. The proxies can be listed in order, and you can decide if they must reach a consensus, or can act alone.

Is this legally binding?

The wishes you express in your Health Care Directive are binding on your friends, relatives and health care providers (unless they are not consistent with accepted health care practices) and will be honoured by the courts.

I have someone who is my Power of Attorney, and helps me with my banking. Isn't that the same thing?

No, a Power of Attorney is not the same thing as being a proxy for health care decisions, and does not enable the person to make health care decisions on your behalf. A Power of Attorney addresses financial issues only.

Source: www.gov.mb.ca/health/livingwill.html

Health Care Directives, Living Wills, Private Committee & Power of Attorneys

Many Residents and their families have Health Care Directives and/or Power of Attorney for Financial and Personal Care Decisions. These important legal documents reflect the person's wishes about medical treatment, personal care and financial decision-making in case they are no longer able to make these wishes known to family members or care providers.

In situations where someone else is acting on your behalf, River Park Gardens requires you to provide a copy of the Power of Attorney, the Private Committee and/or the Health Care Directive upon admission. A copy of these documents is kept in the chart and the financial information will also be shared with the finance office. Important to note that each document differs in authority granted to the person named; the following are definitions to assist in navigating:

Proxy: A person appointed under *The Health Care Directives Act* who has the authority to make health care decisions as stipulated in the document.

Committee: A person appointed by the court to manage financial affairs and may also be authorized to make decisions about personal care, including health care, on behalf of a person lacking the capacity to make such decisions on their own behalf.

Substitute Decision Maker: An **informal** designation without legal standing that facilitates communication and co-ordination of care for the resident. This individual may also be responsible for financial concerns via a power of attorney. The substitute decision-maker is familiar with the residents' needs and is accessible to others who might be involved with the resident. A substitute decision-maker would only be recognized by the facility if there is no apparent familial discord. The term "designated caregiver" is often used interchangeably.

Power of Attorney: Legal authority contained in a written document granting authority to a designated person to manage the legal and financial affairs of the person signing the document. The Power of Attorney **DOES NOT ALLOW a person to make health care decisions** unless specially outlined in the document. An Enduring Power of Attorney continues to be in force in a person becomes incompetent, and continues to cover legal and financial affairs.

Financial Arrangements

When you move into River Park Gardens, the Accounts Payable-Receivable will provide a financial package for you to complete.

Manitoba Health determines per diem rates based on the previous year annual income(s) as stated in the Notice of Assessment(s). To process the Application for Reduced Residential Charges you or your representative will need to submit the appropriate years Notice of Assessment(s).

Upon completion of the financial package, a letter indicating the daily per diem rate and monthly rent will be provided to the resident or representative for the current year. Rent is processed on the first of every month to be taken automatically from your financial institution.

An annual summary of residential per diem charges will be provided with January/February statements. Rent summary statement is provided quarterly. On a monthly basis, each resident or their representative will receive a statement that itemizes their personal expenses for the previous month. Funds owing for the personal expenses are automatically paid from your financial institution the last business day of each month.



Federal Pensions Available to Seniors

There are several federal pensions that are offered by the Government of Canada. The *Old Age Security (O.A.S.) Pension* is available to seniors who qualify. You must complete an application for the O.A.S. pension. Application forms are available from any Income Security Programs Office. The *Guaranteed Income Supplement (G.I.S.)* is an income-tested, monthly pension or benefit for Old Age Security (O.A.S.) pensioners with limited income apart from the O.A.S. Pension. Application for the G.I.S. can be made at the same time that you apply for the O.A.S. pension or an application will automatically be sent to you at the time your application for the O.A.S. pension is approved.

You may qualify for the *Spouse's Allowance* if you have a low income and your spouse or common-law partner receives or is eligible for the Guaranteed Income Supplement. You may also qualify for the Allowance if your spouse or common-law partner has died, and you have not remarried or entered into a new commonlaw relationship for more than 12 months.

For more information related to Pensions and Government Assistance Programs for Seniors, please visit:
<http://www.servicecanada.gc.ca/eng/audiences/seniors/index.shtml>

Family & Friends

You will be an important part of the team and be encouraged to participate and share information as you feel comfortable. A holistic approach based on the relationships we build with you and the Resident will strengthen our commitment to continue to provide quality care.

If you want to leave for an outing or casual holiday

Residents who are able to leave the building and would like to do so should always inform the Care Team as far in advance as possible. This will allow nursing staff to arrange any necessary medications.

Residents are able to have social leaves away from River Park Gardens for the purposes of holiday or vacation. The maximum amount of time per leave is 21 days. The Care Team should be informed of such a planned absence well in advance.



Family & Friends

River Park Gardens Newsletter

River Park Gardens Newsletters are published and distributed once per month to help keep loved ones informed and also an opportunity to show case some of the fun events happening with our Residents.

Family Information Night

Family Information Night is held two to three times per year and offers a time for us to connect as a community. We also share updates with loved ones on a variety of topics ranging from recreational activities, flu season prep, quality improvement initiatives and many other topics depending what is coming up at the facility. When a family information night is scheduled it will be advertised in the newsletter and also shared with you in the monthly billings we mail out.



We Care What You Think

Resident Council

The Residents' Council represents the interests of Residents living at River Park Gardens. The group meets on a quarterly basis to discuss matters important to Residents. They participate in problem solving and recommend improvements. For more information, please speak to one of the Recreation staff or Social Worker.

Resident and Family Surveys

Surveys are completed with the goal to evaluate the care and services at River Park Gardens. It provides us the opportunity to determine how our Resident's experience day-to-day life. The results will identify issues of concern and help to inform quality improvement activities. Your opinions are valuable to us and we want to hear from you.

Your Feedback

River Park Gardens welcome and encourage Residents and family members to provide feedback – compliments as well as concerns. Please bring any questions or concerns directly to your Nurse or to another member of your Care Team.

We Care What You Think

We invite you to use the "We Care What You Think: forms located in prominent places throughout River Park Gardens to share your recommendations and comments with us. Any concerns we receive are taken very seriously and are kept confidential. Should you wish for a direct response from staff, please include your name, room number or your family member's name, phone number and/or address. Follow-up to the concern can be anticipated within five (5) business days or sooner of the receipt of the concern. Forms can be given to the Nurse, Reception, or placed in the suggestion box. Tracking of complaints is an important tool in the continuous improvement of care and services. Positive feedback is equally useful in planning for the future and providing recognition and support for the work of our staff. Thank you for taking time to provide us with feedback.

The Alzheimer Society of Manitoba

Founded over 35 years ago, the Alzheimer Society of Manitoba exists so that all Manitobans affected by dementia receive the help they need today and have hope for the future. As a province-wide organization, the Society seeks to achieve its mission through community awareness; individual, family and professional education; support programs and research funding. The Alzheimer Society can help you by providing information, resources, education, support and counseling. To find out more about the programs and services available to help you through your or your loved ones dementia journey please visit <https://alzheimer.mb.ca/> or speak with the Social Worker.

River Park Gardens maintains a well connected relationship with The Alzheimer Society of Manitoba for the benefit of our Residents and their loved ones. The Alzheimer Society has, and will continue to be, invited to our Family Information Nights to provide general education or discuss specific topics as requested. The Alzheimer Society has made themselves available for Resident discussion or presentations as education or support as requested.

*We would like to
convey our
gratitude for
The Alzheimer
Society's donation
of touch quilts that
will enhance the
quality of life for
each of our
Residents.*

THANK YOU!!



End of Life



River Park Gardens fully supports End of Life/Palliative care.

RESOURCES AVAILABLE

Family and friends are encouraged to ask questions, make suggestions and share relevant cultural or spiritual practices that may be important for staff to know.

Each individual experiences grief in a unique way. For some, death and grief is a very private process. For others, social support is needed. Spiritual Health and social support can be provided.

Additional information, such as the article "When Death is Near", may be found on the **Canadian Virtual Hospice** website at: www.virtualhospice.ca

The brochure "**When Someone Close to You is Dying**", developed by the WRHA Long Term Care Program End of Life Care Working Group, walks family and friends through *What to Expect in the Final Days in Long Term Care*.

For a copy of this document please speak with the Nurse or Social Worker.

Volunteer support for all Manitobans touched by a life limiting condition or bereavement:


Palliative Manitoba (formerly Hospice & Palliative Care Manitoba)
2109 Portage Avenue, Winnipeg, MB
204-889-8525



WHEN SOMEONE CLOSE TO YOU IS DYING

What to Expect in the Final Days in Long Term Care

This Long Term Care brochure is a guide to help prepare family and friends to accompany someone through the final stages of life.

 Winnipeg Regional Health Authority
Caring for Health

Office régional de la santé de Winnipeg
À l'écoute de notre santé

Discharge

Permanent Transfer or Discharge

Sometimes, a Resident's physical and/or emotional needs can no longer be met under the current services provided at River Park Gardens. In such cases, it may be necessary to permanently transfer or discharge the person to another facility. If your care needs change and this becomes necessary, you and your family will be fully consulted and advised of the available options.

Removal of Personal Belongings

When a Resident is discharged, transferred to another facility or after the death the family are requested to make arrangements to have all personal belongings removed from the room within 24 hours. At River Park Gardens we recognize that this can be a very difficult time for families. At the same time another family is urgently waiting to have a loved one placed in our Home. We feel families will appreciate having this information and knowing their options in advance.

We must ask that the Resident's personal belongings be packed and physically removed within 24 hours.

If the family is unable to attend to this matter personally within this time period they may send someone else to perform this task and to please notify the Nurse.

As an alternative, River Park Gardens' staff will pack personal items and place them in **temporary storage for up to 3 days.** There is no charge for this service. If the personal belongings are not picked up the family will be notified and arrangements made for pick up. The facility does not have long term storage space available.

Respectful Workplace & Abuse Policy

Help us make River Park Gardens a safe and respectful place for everyone. Residents, visitors, staff and volunteers share the responsibility to work together to treat each other with respect to ensure that our Residents' home and staffs' workplace is free from all forms of abuse.

River Park Gardens has a zero tolerance policy regarding abuse of residents.

Our policy is clear with regards to our expectations that all Residents are treated with dignity and respect by the staff and volunteers at all times. Should you feel this policy is not being demonstrated, please speak to the Nurse on duty, Social Work or Director of Care.



R-E-S-P-E-C-T

Find out what it means to ME.

Respect in this place is expected amongst everyone.

Not just a little bit.

www.wrha.mb.ca



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg
Caring for Health À l'écoute de notre santé

