

GEORGE M. GUIMOND CARE CENTRE INC.



GMGCC

Welcome Book

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George M. Guimond Care Centre Inc.

WELCOME BOOK

Mission:

“George M. Guimond Centre strives to provide holistic, quality resident centered care, afforded within available resources, reflective of traditional values of First Nation’s people. Residents, families and staff of George M. Guimond Care Centre Inc. are recognized as partners in the development and delivery of long term care services”.

Vision:

“Working together to empower individuals, families and our community to pursue optimum health through healthy lifestyles.”

History

George M. Guimond Care Centre Inc. is a 30 bed Personal Care Home located on the Sagkeeng First Nation Community. Sagkeeng First Nation is located approximately 85 miles (187 km.) northeast of Winnipeg, Manitoba.

The Sagkeeng Community had strength of vision and a commitment to the people to establish a First Nations care home. After many years of planning and fundraising the PCH opened in 1981. The 11 original board members were Virginia Fontaine (President), George M. Guimond (Chairperson), Elise Fontaine, Angela Bruyere, Boniface Guimond, Mary Guimond, Martha Prince, Louise Spence, Mary Ann Starr, J.B.D. Swampy, and Agnes Fontaine. Mr. Jerry Fontaine is recognized as the first Administrator.

Current Board Members include Lloyd Guimond (Chair Person), Gloria Guimond (Secretary), Percy Alexander, Neil Guimond and Councillor Marilyn Courchene (Sagkeeng First Nation), J. Linda Twoheart (Acting Administrator) and Wanda Cook(Administrator).



Resident Bill of Rights:

George M. Guimond Care Centre Inc. acknowledges that this facility is the primary home of its residents. As such, George M. Guimond Care Centre Inc. shall be operated in such a way that the psychological, social, cultural, spiritual needs and traditional ways of each resident is met and maintained. Each resident and their immediate family members should be given the opportunity to contribute, in accordance with his or her ability to the physical, psychological, social, and spiritual needs of others. The following rights of the residents are to be fully respected and promoted daily.

As a resident of George M. Guimond Care Centre Inc., you have the Right to:

- Be treated with courtesy and respect and in a way that fully recognizes your dignity and individuality.
- Be protected from abuse.
- A clean, safe, homelike environment.
- Make choices in food, clothing, activities of daily living and recreation in a manner consistent with your needs.
- Have treatment and care with sensitivity and respect for your privacy.
- Own and display personal possessions, pictures and furnishings within your room while adhering to safety requirements and the rights of other residents.
- Expect staff to identify themselves and the role they serve.
- Receive assistance toward independence and self-care.
- Communicate in confidence, receive visitors and consult in private with any persons without interference.
- Make choices about your personal life or designate a responsible party and/or legal representation to act on your behalf to participate in decisions concerning care:
 - Participate fully in the development, implementation, review and revision of your care plan,
 - Give or refuse consent to any treatment, care or services for which consent is required by law and be informed of the consequences of giving or refusing consent,

- Participate in making any decision concerning all aspects of your care including admission, discharge or transfer to or from or a secure unit or to obtain an independent opinion with regard to any of those matters,
 - To have your medical records kept confidential in accordance with the law,
 - Meet with legal representative as often as necessary and in private if desired.
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- Exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of yourself or others to the resident council, GMGCC staff, government officials or any other person inside or outside GMGCC, without fear of reprisal, restraint, interference, coercion, or discrimination.
 - Form and maintain relationships with Residents within GMGCC and in the general community.
 - Meet privately with your partner in a room that assures privacy. For couples, you have the right to share a room according to your mutual wishes, if an appropriate room is available.
 - Choose social, cultural, religious and other interests of choice.
 - Be informed of any law, rule, or policy affecting services provided and of the procedure for initiating complaints.
 - Manage your own personal financial affairs in accordance with the law.
 - Access protected areas outside GMGCC in order to enjoy outdoor activity.
 - Have a friend, family member or other people of importance to you attend any meeting with the staff of GMGCC.
 - Die in peace, dignity and comfort in the presence of your family and friends, as desired.

Resident Advisory Council

The Resident Advisory Council is a group of residents, family and or their designate who will work with the Recreation Department and is accountable to the Administrator and the Director of Resident Care.

Purpose

- To conduct Resident Advisory Council meetings and to provide an opportunity for discussion of interests and concerns to the residents, family or designates.
- To encourage residents, family or designates to participate in activities of everyday living and make recommendations regarding all aspects of care.
- To record compliment/suggestions and concerns and forward to the Administrator, who will forward to the appropriate department for follow up. Resident Advisory Council Communication Form (Appendix D).

Membership

The Resident Council shall be comprised of:

- All residents, family and/or their designate.
- The Recreation Worker shall be the facilitator of the Resident Advisory Council.
- If the need arises, the Administrator and Director of Resident Care shall also participate in the Resident Advisory Council meetings.

Meetings

As per the Manitoba Health Standards, the Resident Council meetings shall be held at a minimum of 5 times per year, however, the Facilitator will try to ensure that the meetings are held monthly. If urgent business arises, the Facilitator may call a Special Meeting.

Privacy

- Under the Personal Health Information Act, all residents' personal health information is confidential. This confidential information is provided only to GMGCC staff on a "need to know" basis.
- All GMGCC staff receives an orientation to the Policy on Confidentiality and must also sign a Pledge of Confidentiality.
- All personal health records related to accommodation, charges and medical information are confidential and are accessible only to the authorized staff.

Advance Care Planning

"Speaking for you when you can no longer speak for yourself"

- Advance care planning is a process of communication with your family and health care providers in which you have the opportunity to discuss and record your wishes regarding future medical and personal care issues.
- An advance care directive is a written document that contains general or specific instruction on the type of treatment you would /would not want should you become unable to communicate your wishes.
- Your doctor and your health care providers will talk with you and your family concerning your health status and the care that would or would not help and what you can expect from treatment and care. Your wishes regarding clinical management and end of life care become your advance care plan. Your Health Care Directive will be placed on your health record. It is a legal obligation for health care staff to follow the wishes indicated in the Directive.
- Your family will always be notified of any significant change in your condition.
- The Advance Care Directive or plan may be reviewed or changed at any time but will be reviewed with you as part of your annual resident care conference.
- As difficult as it may be, it is also recommended that Funeral Arrangements be made in advance. If you have made funeral arrangements, these should be communicated to the staff so the information can be recorded in the nursing care plan.

Resident/Family Survey

Once a year, we distribute a Resident and Family Satisfaction survey and very much appreciate your participation. We also ask how satisfied residents are during resident council meetings.

Compliments, Concerns and Complaints

- GMGCC staff are committed to providing quality care and services, and as such have established a process/policy to receive compliments/concerns/complaints. If concerns should arise, you and your family are encouraged to speak with the charge nurse on duty at the time, or to contact the Director of Resident Care.
- Complaint, concern forms are available, posted on the family information bulletin board nursing for you to write your concern and leave with the charge nurse or Director of Resident Care for follow-up. See Appendix C for sample Complaint form.

Respectful Environment

- We are committed to providing an atmosphere of mutual respect between you, your family and our staff.
- Should you have any concerns about the way your family member is treated by staff, or other residents, please let the Director of Resident Care or Charge Nurse know. All concerns will be taken seriously and investigated. (A copy of this policy is available upon request).

Freedom from Abuse & Neglect

GMGCC believes that all residents should be free from abuse. There is a GMGCC Freedom from Abuse policy; a copy of which can be requested from the Administrator.

*The Protection for Persons in Care Act is a safeguard built into Manitoba's health care system. Mistreatment of a resident or patient in a facility is an offence under this Manitoba law. Pamphlets regarding this act and the reporting process are available at the site (and in your welcome folder).

Part 2 – Accommodations

PRIOR TO OR DURING ADMISSION

The Administrator or designate will contact you when a room becomes available. Admission times will be arranged for 24-48 hours after notification. Morning admissions, Monday through Friday, are encouraged to permit you and your family time to become familiar with the new surroundings before the evening and to allow more time for settling in.

- You will also take a guided tour through your new home where you will have an opportunity to meet members of the care team for example healthcare staff. A day or two later you will have an opportunity to determine which group or individual activities you may want to participate in.
- Each room is equipped safety call bells if a resident requires assistance. There are safety grab bars in each hallway and in each resident washroom. For safety and security the facility has cameras, key coded doors and a fire alarm system. The fire system includes fire safety doors, fire sprinklers, and fire extinguishers.
- The nurse will discuss with you and your family such topics as physician assigned to your medical care; health status, social history (interests and hobbies) and spiritual interests.
- It is very important that you and your family bring an up to date list of medications you are taking. The nurse will want to review the medication bottles as well, which will then be taken home by your family or given to the nurse to dispose of in a safe manner. All medications will be dispensed by the nurse.
- You and your family may wish to decorate your room to meet your personal taste. Please discuss your plans with the nursing staff.
- Your room is chosen by the nursing staff, based on your physical and social needs and availability. Should they change, a move may be required. You and your family will be notified prior to any relocation. We understand that moves can be disruptive and consequently we try to limit these changes.
- You will be asked to sign the moving in agreement. If desired, a Trust Fund Agreement may also be established to have money available for discretionary spending. A maximum of \$50 can be retained in the trust account. For specific information on charges related to the PCH and the responsibility for payment, please refer to the moving in and trust agreements. Upon moving in you will

meet with the business office staff who will advise you on all the financial aspects of your stay.

- A list of Personal Care Home contact persons and their respective phone numbers will be provided for your convenience.
- All residents and their families/designate have the opportunity to discuss and plan their care with the multidisciplinary team. Planned meetings will be upon admission, at eight weeks after admission and also during annual integrated care plan reviews, however, care can be discussed at any time when issues/concerns arise.

Clothing, Personal Belongings and Valuables

- Residents are encouraged to have an adequate wash and wear wardrobe, which is in good repair, and which allows for frequent changes and laundry service. A recommended clothing list is attached (See Appendix A & B). This list can be used as a guide for you to ensure that sufficient articles of clothing are provided to meet your individual needs. All clothing and personal bed linens brought to the PCH will be laundered at time of moving in.
- To prevent loss of clothing, each item of clothing will be labeled by the personal care home. Your family should ensure that any new or additional items of clothing are brought to the nursing staff for labeling and washing, prior to use.
- Clothing requirements change with the seasons or with changes in your condition. As storage is limited, it is most helpful if your family would check in the spring and the fall to ensure that seasonal clothing is on hand. Unsuitable articles of clothing should be removed.

Clothing Tips for Families

- For residents in wheelchairs, family should consider loose fitting, warm clothing of appropriate length
- Pants should allow for ease in toileting (i.e. suspenders, belts, and difficult fasteners are discouraged)
- families are asked to regularly check dresser and closets to ensure contents meet the needs of the resident and removal of out of season clothing or clothing that no longer fits
- Residents' physical limitations may require the use of open back clothing. Families will be consulted when this need arises. The home can assist families with purchase or alterations

- Special equipment such as wheelchairs, specialty chairs, slings, sliders, or walking aids etc. can be ordered through the Rehab Aide and the Occupational Therapist. Both will assist you with determining your equipment needs.
- Aerosol toiletries (combustible containers, under pressure) are not permitted.
- The PCH cannot assume responsibility for loss of valuables, including money. Therefore, we discourage you from keeping personal items of a valuable nature, in your own room. However, if you request a small amount of cash on hand, please ensure that it is in a secured area within your room.
- Maintenance of such items as electric shavers, dentures, hearing aids etc. remains your or your family's responsibility. The PCH cannot assume responsibility for breakage, loss or damage to these articles.

Furnishings

- Rooms are furnished with a bed, mattress, pillow, bedside dresser, lockable night table, chair, bed linens, and towels. You are encouraged to personalize your room and make it more home-like, you may bring pictures, a radio, TV, books, photo albums, plants etc. You may also supply your own comforter. For safety reasons, area or scatter rugs are not permitted within the facility.
- Small bar fridges may be brought in by the family, but defrosting, cleaning, dating and monitoring of food items in the fridge remain the responsibility of you and your family.
- For safety reasons all electrically powered equipment or appliances brought into the PCH must be checked by maintenance personnel prior to being used.
- Personal satellite dish is not allowed.

Visiting Hours

- We welcome and invite family and friends to visit as often as possible. Children must be supervised. Visitors are asked to be respectful of the needs, comfort, and schedules of all residents.
- Visiting hours are from 8:00 a.m. to 8:00 p.m., however, if visitors plan to come late in the evening, please call in advance so we know to expect them.
- Visitors, when ill (cold, flu, etc.) should delay visits until feeling better.

Part 3 – Facility Services

Medical Services

- After you move in, you will be assigned a physician who visits regularly and will assume responsibility for your medical care. Sometime after moving in, the physician will complete a thorough medical history, assessment and physical examination, which may include a Chest X-Ray, EKG, and Laboratory tests as needed.
- Your physician will visit you once a month. Additional physician visits that may be needed will be done at the physician's office. Emergency medical services, after hours and weekends, are provided at Pine Falls hospital. All physicians must abide by the Rules and Regulations governing Medical Staff for Personal Care Homes in Manitoba.
- If your family has medical inquiries, they can arrange to meet with the physician and the care team while on rounds at the PCH. You or your family can also access the Resident Health Record information with the resident's permission and in accordance with GMGCC PHIA Policy.

Nursing Services

- GMGCC provides nursing care on a 24 hour basis. There is a Nurse available at all times. The nursing team consists of Registered Nurses, Licensed Practical Nurses, and Health Care Aides. Under the direction of a Registered Nurse, members of the team work cooperatively, each providing a unique contribution toward fulfillment of your individual care needs. These will include, provision of personal care, assistance in all aspects of Activities of Daily Living as required, administering medication and treatment plans, communicating with and consulting appropriate team members, as well as members of your family and assisting you to participate in life enrichment activities, both within and outside the facility.

Pharmaceutical Service

- All medications are prepared and distributed to the PCH by a qualified Pharmacist on a contractual basis. As a member of the care team, the pharmacist provides: consultative services, drug information and education for the physician, residents, and staff. The Pharmacist also participates in medication reviews making any necessary recommendations, with your best interests in mind.

Recreation

Recreation programs are designed to meet the physical, emotional, cognitive, spiritual, cultural and social needs of the residents living in the home. The Recreation Worker strives to assist you to retain independence and live a healthy leisure lifestyle.

A variety of programs are offered throughout the month, including: bingos, entertainment, outings, special events, games, crafts, social gatherings, reminiscing, church services, intergenerational programs, etc.

- Recreation programs run five days a week and occasionally on weekends. Residents are encouraged to participate in programs of their choosing and to help plan and evaluate them.
- Family members are always welcome. A monthly calendar of recreational programs is posted in large print in the recreation area. A smaller version of the calendar is posted in each resident's room. Copies of calendars are also available for families on the family information boards or see recreation for a copy.
- Family members and/or friends may wish to celebrate special occasions at GMGCC. The Dining Room or multipurpose area can be booked for such occasions. Please contact the recreation department, giving 2-3 weeks' notice, so that arrangements can be made.

Spiritual Care

- You are encouraged to maintain your relationship with your community church whenever possible. You or your family may request visits from a Spiritual Care Volunteer or Clergy at any time to provide spiritual comfort, encouragement and support.
- As part of the admission process you will be asked if you choose to participate in the Spiritual Care Program. As part of the admission documentation, we will ask you to complete a form stating your preference.
- Regular weekly services of worship are provided by the local clergy and/or Spiritual Volunteers, please let staff know when you are planning to attend.

Therapeutic Services

- Presently, GMGCC does not have access to Social Work Services.
- The Occupational Therapist visits monthly and will meet with new residents to assist with seating assessments and equipment needs.
- Mental Health services for the Elderly is available within the Regional Health Authority. Referrals can be made if the need arises.

Maintenance

- The Maintenance staff keeps the facility operational and the building safe; they make necessary repairs and are responsible for checking any electrical appliance that you may bring in prior to being used. They will also assist you in hanging pictures, clocks etc.

Laundry Services

- Laundry services are available for all residents. It is recognized that your family members play an important role in ensuring your clothing is in good repair, that items are removed as required and adequately provided for you as needed. Staff will keep your family informed of your ongoing clothing needs. Minor clothing repairs will be done on a regular basis. However, seamstress services for major mending and alterations, delicates, hand washables, as well as dry cleaning arrangements and costs are the responsibility of your family/legal representative.
- GMGCC will label all new items of clothing you acquire.

Housekeeping Services

- The Housekeeping Staff keep your new home clean and attractive and will do the general cleaning of your room, bathroom and the common areas within the facility.
- Periodic checking of drawers and cupboards will be done by staff and family members, so that non-essentials and worn or ill-fitting clothing can be identified and removed by family as required.

Dietary Services

- Under the direction of the Registered Dietitian and Dietary Supervisor, meals are provided that comply with the Canada Food Guide and take into account cultural and personal preferences.
- The menu is developed by the Dietitian with input from the residents, families, staff and the Dietary Supervisor. Special (therapeutic) diets and nutritional supplements are provided in accordance with the physician's order and the Dietitian's recommendation.
- Picnics and Barbecues are planned in conjunction with the Recreation Department during nice weather, and traditional meals are served on special occasions.
- Three meals are served daily, in addition to hot and cold drinks and light snacks being offered throughout the day. Meals are served in a group dining area. Staff is trained to assist with feeding and to respond to emergencies.
- Your family members and friends are encouraged to join you for a meal. Sufficient notice must be given to the dietary staff prior to the mealtime so that requests can be accommodated. Please discuss details of sufficient notice with your kitchen and or the nursing staff.
- Family members that bring in meals or special food items, should speak with the Charge Nurse/Dietitian/Director of Resident Care to ensure that it meets dietary recommendations.

Palliative Care

- Palliative Care Services are available to residents and families upon consultation. The goal of palliative care services is to provide a personalized, supportive resource to help you and your family cope with life threatening illness.

Volunteers

Volunteering expands and enriches the programs and services for residents of the PCH and is integral in providing a holistic care service. Additionally, it offers members of the community, of all ages, the opportunity for self-development and community service, according to personal talents and capabilities.

- There are numerous opportunities for volunteers which include: music, singing, dancing, reading, crafts, games, coffee breaks, one to one visiting, friendly visiting, shopping, out for lunch, van rides, chapel service, sewing, and shopping assistance.
- The residents and the PCH are most appreciative of our volunteers; many of whom are family members or friends of residents. We invite members of your family to become a volunteer. Please let us know if you are available and interested, by contacting the Director of Resident Care, or the recreation department. We will review your interests and determine the activities and programs most suitable for you.

Part 4 – Financial Information

Financial Services

The GMGCC Business Office accepts payments for residential charges; administers the resident Trust Fund Account for miscellaneous expenses (should you desire this service); and accepts outgoing mail. The Business office is open 8:30 a.m. - 4 p.m. Monday to Thursday, Friday 8:30 a.m. -3 p.m. and closed on Holidays.

- Having a Trust Account through the PCH provides you the ease of accessibility of cash during regular business hours. Thus, you may not have to keep money in your room or on your person. It also permits the PCH to meet your daily needs, should you be unable to administer your own cash.
- Manitoba Health levies a charge for institutional long term care that is intended to partially offset the total cost of living, and rates changes are effective in August each year.
- Residential charges are applicable during all hospital, social and extended leaves.
- Residential fees are due at the beginning of each month. The current charge is \$34.50 per day (\$1069.50/31 days, \$1035.00/30 days). Rates change every August, based on the Manitoba Health and Healthy Living and Seniors, Personal Care Services, Residential Charges in Manitoba.
- Responsibility for financial management remains with you or your family designate. It is required that a Power Of Attorney, Committee, or Public Trustee be in place prior to moving into your new home and a copy of your agreement be placed in your health record.

Income Tax and G.I.S

- You or your legal representative will be required to file a tax form annually. Guaranteed Income Supplement forms need to be completed annually as well.

Resident Short Term Leave

- Social leaves are encouraged because we recognize that regular social contact in the community enhances quality of life. Leaves of absence of varying lengths can be arranged by providing the nurse in charge with sufficient advance notice to ensure that all necessary care arrangements and medications are provided. A “social leave” is when you leave the facility for short periods of time.
- An “extended leave”, is when you leave the facility for a maximum of 21 days for a vacation. Extended leaves are limited to one per year. Hospitalizations may be beyond the 21 days. When on leave, your room is reserved for you and the residential charge applies.

Transportation

- Transportation for group social outings is provided by GMGCC van.
- Transportation to medical appointments is provided through Fort Alexander Health Centre at no cost to resident. GMGCC staff will escort residents to their appointments.
- Transportation to a hospital where the ambulance is **medically necessary** is covered if the ambulance staff obtains your treaty number. Non status residents will be billed for ambulance services. GMGCC will try to repatriate residents back to the Care home using our van whenever possible to decrease unnecessary ambulance fees.
- Transportation for individual social outings/short term leaves is the responsibility of the resident and/or their family.

Part 5 – Daily Living

Mail Delivery

- Personal mail is distributed regularly by the staff. Assistance is available to read the mail with you if requested. Outgoing mail must have the correct postage and can be left with the nursing or recreation staff, or in the Business Office.

Hair Care

- GMGCC offers haircuts, shampoos, styling, permanents, and colors. Billing for these services can be directed to your resident Trust Account or can be paid to the hair stylist.

Telephones/Television

- Facility telephones are available for use on an occasional basis. If daily telephone calls are a part of your routine, installation of a private phone line is recommended. Arrangements for a telephone can be made by you or your family on a private basis. The PCH does not assume responsibility for any charges incurred with your telephone. This includes charges for transfer of the phone from one room to another, should this situation occur.
- Televisions are located in the resident lounge. Regular television programming is available, as well as movie times, which are arranged through the recreation department. Private televisions must be CSA approved prior to hookup in your room.
- Private Satellite dish is not allowed.

Newspapers

- Delivery of daily Winnipeg or weekly local papers can be arranged as desired.

Internet

- Internet access may be available for resident use.
- In the event that a facility computer is available for resident use, Internet Use policy must be followed.

Hearing Aides/Glasses/Voice Aids

- Hearing Aides/Glasses/Voice Aids will first be billed to Non-Insured Health Benefits at Health Canada, if you qualify. If you do not qualify, you and your family are responsible for the purchase of these devices, their batteries and maintenance.
- Costs for examinations that are not covered under Non-Insured Health Benefits will be the responsibility of you and your family.
- **NOTE:** The facility does not accept responsibility for loss or breakage of glasses, hearing aids, voice aids.

Lifestyle Choices

- The facility is smoke-free for the comfort of all residents. There are designated outdoor spaces available for smokers. Assistance for smoking cessation is available and can be requested through the Director of Resident Care.
- The facility is alcohol free and illicit drug free. Those that wish to consume such products should make arrangements with family members for scheduled social outings for such reasons. Residents returning to facility should be sober and no longer under the influence.
- Any alcoholic beverages and/or illicit drugs found in the facility will be removed from the possession of residents.

**RESPONSIBILITY FOR PAYMENT FOR GOODS AND SERVICES
FOR RESIDENTS OF PERSONAL CARE HOMES**

FACILITY RESPONSIBILITY	RESIDENT RESPONSIBILITY
<p>CLOTHING: Laundering and minor repairs e.g. button replacement, seam repairs.</p> <p>ROOM SET-UP: Cleaning, paint touch up, clean linen.</p> <p>PERSONAL CONSUMPTION / USE: General personal hygiene and skin care products e.g. body lotion, denture cups, toothettes, shampoo, body cleanser including soap, perineal cleanser, and barrier products.</p> <p>EQUIPMENT: <i>For occasional use by more than one resident: (occasional use, not more than 2 weeks).</i> Mechanical lifts and slings, sliders, commodes, transport wheelchairs, basic walkers, overhead trapeze bars, crutches for short term use, raised toilet seats, portable oxygen tanks, regulators, and oxygen concentrators and supplies, restraint devices. Fall mats, bed alarms, chair alarms (excluding the sensor mats), preventative maintenance of all facility owned equipment, mats.</p> <p>MEDICAL/NURSING SUPPLIES: Dressing/wound management supplies compression dressings, treatments for venous ulcers. Needles, syringes, lancets, supplies and monitors for assessing blood glucose levels, routine diagnostic testing materials, catheters, drainage bags, tube feeding and ostomy supplies, disinfectants, antiseptics etc., incontinence care products (as determined by individual resident assessment).¹</p> <p>DIETARY SUPPLIES: Meals, including special and therapeutic diets, dietary supplies, thickeners, supplements.</p> <p>DRUGS: Prescribed drugs and over the counter preparations approved by Manitoba Health and Healthy Living (MHHL).² Prescribed drugs, biologics and related preparations approved by the Minister of Health. Drugs not listed in the specified drug regulation maybe covered on the exception request basis as Part 3 benefit.</p> <p>MEDICAL/NURSING SUPPLIES: Incontinence care products preferred by the resident (including pull –up type products) and not supplied by the facility.¹</p>	<p>CLOTHING: Purchase, replacement,, major repairs, alterations, dry cleaning of owned items e.g. dry cleanable items such as drapes, blankets.</p> <p>ROOM SET-UP: Television, phone and internet hook-up and monthly charges, including charges for moving phone, cable or internet service to a preferred room.</p> <p>PERSONAL CONSUMPTION / USE: Cosmetics, deodorant, mouthwash, toothbrush & paste, denture cleaner/adhesive, facial tissue, nonprescription lotions, creams, sun screen, personal hygiene products, support hose, compression stockings, compression garments, alcohol, health food products, herbal remedies and tobacco products.</p> <p>SUPPORTIVE AIDS: Labeling, repair and replacement of dentures, eye glasses, hearing aids and batteries.</p> <p>PERSONAL SERVICES: Hiring of additional private services such as hairdressing (shampoo, cut, color, perm), podiatrist/foot care specialist, manicures, pedicures, massage therapy, chiropody, companion care or private duty nursing, newspaper.</p> <p>EQUIPMENT: <i>For the exclusive use of the resident.</i> Lift slings, sliders, commodes, transfer belts, transfer poles, wheelchairs (WCs) , W/C maintenance and repairs, personal WC cushions, specialized WC seating, pressure reduction/relieving, arm/hip/leg, hip protectors. Walkers, crutches, canes for long term use; compression garments, portable oxygen for outings other than approved recreation programs. Bed and chair alarm sensor mats (excluding alarm system), fall mats and wander guard bracelets. Insurance for repair or loss of personal belongings, repair and preventive maintenance contract for owned equipment.</p> <p>DIETARY SUPPLIES: Personal use aids and utensils.</p> <p>DRUGS: If resident does not qualify under EDS Part 3 and the resident/family wish to continue the medication the resident must cover cost.</p>

Adapted from: Manitoba Health and Healthy Living. Insured and Non-insured Personal Care Services. November, 2009

Part 6 – Resident Safety

Safety and Security

- Your room and bathroom have a call system to alert nursing staff that you are in need of assistance. By pulling the call bell cord beside your toilet or pushing the red button on the cord by your bed, a light and alarm are activated, both outside your room and at the nursing station.
- For safety purposes, all entrances are locked at designated times. Should there be a need for admission after hours, knocking at the front door or using the doorbell at the front entrance will alert the nursing station of your presence. Outside doors in the facility are secured, by electromagnetic locks. You and your family will be orientated to the security system at the time of admission.
- We have a Workplace Safety and Health Program, which focuses on health, safety and risk management for residents, staff, visitors and volunteers. Staff have been orientated and trained to respond to a variety of disaster situations such as fire etc.

Fire Safety

- Our Home is designed for fire safety. Fire doors, situated on each wing, will close automatically when the fire alarm is activated. All window, wall coverings and mattresses in the facility are essentially flame retardant. In case of fire, you will hear the alarms, which have been activated by heat or smoke detectors. Fire extinguishers and sprinklers in the ceilings are located throughout the building and are inspected and maintained regularly. All exits, within the facility, are clearly marked. As a safety precaution, for fire prevention, the maintenance staff must check and approve all electrical appliances brought into the facility prior to their use.
- Regular monthly fire drills and evacuation practices are required by Manitoba Health to ensure that staff is familiar in their roles during an emergency situation in the event of a fire or evacuation. When a drill is in progress, visitors are expected to participate and to follow the instructions and directions given to them by the staff. If you find a fire, go to the nearest pull station, follow the instructions and evacuate the immediate danger area. Telephones are not to be used during operation of the fire alarm.

Medications

- Prescription drugs and medical and surgical supplies are ordered through and administered by the nurse. Please bring in all your current medications and a completed medications list upon moving in so that the nurse and doctor can develop a best possible medication history for you.
- All medications will be reassessed every three months to ensure they are still required and that you continue to benefit from their use.
- If you are taking Cholinesterase Inhibitor medications such as (Aricept, Exelon and Reminyl) you will also have an assessment of its effectiveness. This may involve a gradual decrease, and then hold for a trial period of approximately one month. A memory test will be conducted before and after the trial, at which time you will be carefully monitored for changes in mood, social behavior or ability to function. Your family will be informed prior to the assessment and will participate in the evaluation.
- If it is felt that the medication is no longer effective but the family feels strongly that you should continue to receive the medication, arrangements can be made to provide it. In this case, the resident/family is responsible for payment.
- If you are interested in reading the complete policy please ask the Administrator.
- Most drugs, prescribed by the doctor, are supplied to residents and are paid for by NIHB (Health Canada).
- You or your family member will be notified if any drugs that are ordered are not covered by NIHB (Health Canada), and your approval will be requested prior to filling the prescription. Only medications that have been ordered by the physician will be administered to you.
- For safety reasons, medications or over-the-counter preparations such as laxatives, aspirin, and cold tablets etc. are not permitted in your room. This policy also protects you from the possibility of drug reactions or interactions between prescribed medications and over-the-counter preparations.
- However, should it be reasonable that you may assume responsibility and control over your own medications, a doctor's order must be written to confirm this and the medication must be secured safely in your room.
- Use of Complementary or alternative therapies need to be discussed with the Director of Resident Care. All related costs will be assumed by you and / or family.

Resident Restraint

- “The philosophy of care at GMGCC is to be **restraint free**, whenever possible, in order to preserve the dignity and autonomy of the resident.” GMGCC has developed a Restraint Policy which is available to you upon request.
- All positive methods of preventing injury to oneself, others or the environment will be explored prior to considering the use of a physical, chemical or environmental restraint. Some geriatric style chairs are considered a restraint because of their tilt mechanism.
- You or your family will be consulted at the time a restraint is being considered. Your consent is required. need for it will be assessed every three months.

Fall Management

- GMGCC staff is committed to minimizing the injuries associated with falls. Residents are assessed for their risk of falls, and non-slip footwear, and walking aides are some of the interventions utilized in the fall management program.
- Vision screening is performed within 8 weeks of admission. Families will be advised if further attention, to visual needs, is required.

Assistive Devices: Aids, Canes, Wheelchairs, Signalling Devices

- Our goal is to encourage residents to do as much for themselves and be as independent as possible.
- We will work with residents and family to develop a plan that promotes safety and wellness. We will be encouraging active participation in personal care and other daily activities. This will help to maintain muscle strength and overall well-being.
- An Occupational or Physical Therapist will assess your abilities and make recommendation for assistant devices, strengthening and exercise programs or any requirements such as wheelchair, walker or other aid.
- All recommendations are reviewed with residents and families before arrangements are made to purchase equipment (or rent when available).
- If necessary and on approval, purchase of bed sensor mats, wander alert devices , transfer sliders or slings for mechanical lifts will be arranged for you the facility. You and your family are responsible for the cost of the above safety items.

Part 7 – Infection Prevention & Control

Hand Hygiene

- The simple act of hand washing greatly reduces the chances of illness amongst the residents residing in a personal care home.
- Waterless hand gel stations are found at the entrances and throughout the building, visitors are asked to wash hands upon entry and exit of the building or when in contact with body fluids or soiled linens etc. Residents are asked to wash hands frequently throughout the day.

Influenza and Pneumococcal Vaccines

- It is recommended that residents receive an annual Influenza vaccine, a onetime only Pneumococcal Vaccine, and any other vaccines deemed necessary at the time, such as H1N1 vaccine.
- The Influenza vaccine is provided in late fall, but can be given throughout the winter. The Pneumococcal Vaccine is available throughout the year and is administered on admission to the facility, unless you have already received it.
- Vaccines are prescribed by your physician and administered by the nurse at no charge to you or your family. Consent, from you, your family or legal representative, is required before administration.

TB Screening

- Tuberculin skin testing is performed to diagnose tuberculosis infections in residents who may have a recent infection or increased risk of reactivation due to impaired immunity. Residents in a Long-Term Care facility are considered at increased risk; therefore residents will receive a two-step Mantoux test upon admission to the facility.

Bed Bug Prevention and Management

- Bed bugs are an infestation that can generate anxiety, shame, and stress, which impacts on the mental health of our residents and staff. Controlling bed bugs is difficult and time and money consuming. Prior to admission, you will be asked two questions about exposure to bed bugs and other pests. The questions are:
 1. Have you stayed in a place or do you think that your home may have been exposed to bed bugs in the past three months?
 2. Has anyone in your family been bitten by bed bugs or have bites or blisters that you are concerned about?

Upon moving in:

- Resident's clothing and bed linen e.g. comforter is placed in a sealed plastic bag and sent to laundry for washing.
- Furniture and other items e.g. dresser, picture frames etc. will be moved in through the receiving entrance and inspected by the housekeeping and maintenance staff, then vacuumed thoroughly.
- If suspected infestation the items will not be allowed into the facility until further investigation.

Part 8 – Family Involvement

It is the longstanding relationships in life, the ones that connect Resident's to their families/friends that is important in maintaining the meaning and quality of the resident's life. Families continue to be an integral part of the resident's life in the home and as such we encourage family members/significant others to visit often and participate in the activities and events.

Resident Care Plan and Conferences

- Within 24 hours of admission, you and your family/legal representative will be involved in establishing an initial care plan, which addresses your needs and interests.
- Within 8 weeks, you and your family will be invited to join the team to develop an *integrated plan of care*. At this time we will ask you to complete a satisfaction survey related to your experience with the admission process.
- You and your family will be invited to an annual care conference to review your care plan.
- You may arrange to review your care plan at any time. Please contact the Director of Resident Care to set a date.

Resident Advisory Council

- You (and your family) will be invited by the recreation staff to join the Resident Council which meets monthly to provide an opportunity to plan activities, answer questions, discuss concerns, problem-solve and share ideas for new programs and policies. This also provides an opportunity for you to actively participate in contributing to the quality of life experiences in the home.
- Minutes of these meetings are posted on the bulletin board in the facility and copies are made available for you and your family.
- Further information can be obtained from the Recreation Department.

Relative's Change of Address

- Your relatives are requested to inform the nurse in charge and the Business Office of any change in address or telephone number. During vacation periods, please have your family leave a number where they can be contacted in case of emergency.

Gifts from Residents or Family Members

- GMGCC employees, physicians and volunteers are not to solicit or accept gifts of goods or money from residents or family members.
- Verbal and written comments/compliments are accepted and appreciated.

PIECES Education

(Physical, Intellectual, Emotional, Capabilities, Environment, Social)

- P.I.E.C.E.S is a Dementia Care Education Program practiced as the foundation to dementia care at GMGCC. The goal of P.I.E.C.E.S is to help provide an understanding of the unique care needs required of individuals living with dementia. Assessing individual care needs assists in the development of person-centered care plans that foster individual strengths, accomplishments, life history, family and quality of life.
- Dementia is not a normal part of aging. All behavior has meaning P.I.E.C.E.S. helps caregivers to understand what the person with dementia (who may have difficulty communicating their needs) is trying to tell them.

For more Information, call or write:

Mrs. J. Linda Twoheart, A/Administrator
George M. Guimond Care Centre Inc.
P.O. Box 308 Pine Falls, Manitoba
R0E 1M0
Tel: (204) 367-2245/367-2246
Fax (204) 367-8516
gmgcc@my.mts.net

Appendices

Appendix A

Male Resident Clothing Guide

The following is a guideline of recommended clothing and toiletries for you to consider. Please take into consideration your personal preferences when following this guideline.

Trousers	6 pairs
Shirts	4 (long sleeves or pullovers)
Undershirts	8
Undershorts	7 – 10
Socks	7 – 10 (diabetic socks advised)
Sweatpants or Jogging Suits	4 – 6 (if regular pants are not worn)
Sweaters	3 – 4
Pajamas	4 pair
Housecoat	1 – 2 washable
Coat or Jacket	Suitable for season (1 spring/fall, 1 winter – include gloves, hat, scarf)
Winter Footwear	As required
Shoes	1 pair rubber sole, good walking shoes
Slippers	2 pair (washable with rubber sole)
Hats	Summer and winter
Toiletries	
• Toothbrush	• Denture adhesive/cleaner
• Deodorant	• Tooth paste
• Electric or rechargeable shaver	• Hand lotion
• Comb/brush	• Facial lotion

Other:

- Sunglasses, Insect Repellant, suntan lotion Suntan lotion
- Special clothing and footwear if condition warrants (i.e. open-back clothing, etc.).
- Specialty catalogues and ordering can be discussed with the PCH staff.

Appendix B

Female Resident Clothing Guide

The following is a guideline of recommended clothing and toiletries for you to consider. Please take into consideration your personal preferences when following this guideline.

Dresses	6 (if worn, if not – 1 for special occasions)
Slips	6
Bras or Undershirts	6
Underwear	7 – 10
Socks	8 pair (diabetic socks)
Hosiery (no pantyhose)	2 – 4 pair stay-ups (if dresses worn)
Sweaters	4 cardigans
Blouses	5 – 6 (if worn)
Skirts	5 – 6 (if worn)
Slacks	5 – 6 (if worn)
Pantsuit or Jogging Suits	5 – 6 (if worn)
Pajamas or Nightgowns	5 – 6 (if worn)
Housecoat	1 – 2
Coat or Jacket	Suitable for season (1 spring/fall, 1 winter – include gloves, hat, scarf)
Winter Footwear	As required
Shoes	1 pair rubber sole, good walking shoes
Slippers	2 pair (washable with rubber sole)
Hats	Summer/Winter
Toiletries	
• Toothbrush	• Denture adhesive/cleaner
• Deodorant	• Tooth paste
• Cosmetics	• Hand lotion
• Comb/brush	• Facial lotion

Other:

- Sunglasses, Insect Repellant, suntan lotion
- Special clothing and footwear if condition warrants (i.e. open-back clothing, etc.).
- Specialty catalogues and ordering can be discussed with the PCH staff.

Appendix C

Box 308, Pine Falls, MB R0B 1W0
 Phone (204) 367-2245 / 367-2245 Fax (204) 367-6916

CONCERNS or COMMENTS

RESIDENT INFORMATION:

Resident Name: Last _____ First _____

Room #: _____

Contact: Name: _____ Relation _____

Address _____ Phone _____

COMMENT/CONCERN INFORMATION:

Contact: Date _____ Time _____

Incident: Date _____ Time _____

Initial Contact: Handled by _____ Position _____

Acknowledgement: Date _____ By _____

DESCRIPTION OF COMMENT/CONCERN:

Category of Concerns:

Communication <input type="checkbox"/> Inaccurate <input type="checkbox"/> Ineffective <input type="checkbox"/> Lacking Clarity <input type="checkbox"/> Issue with confidentiality <input type="checkbox"/> Rude or insensitive <input type="checkbox"/> Attitude <input type="checkbox"/> Difficulty in getting information	Request for <input type="checkbox"/> Medical Record <input type="checkbox"/> Explanation of Policy <input type="checkbox"/> Information about death <input type="checkbox"/> Second Opinion <input type="checkbox"/> Reimbursement <input type="checkbox"/> Resident Account info <input type="checkbox"/> Other: _____
Quality of Care/Service <input type="checkbox"/> Care/plan of Care <input type="checkbox"/> Coordination <input type="checkbox"/> Claiming Negligent <input type="checkbox"/> Medication Related <input type="checkbox"/> Fall/Injury <input type="checkbox"/> Inappropriate Behaviour	Environment <input type="checkbox"/> Food <input type="checkbox"/> Room selection <input type="checkbox"/> Transfers <input type="checkbox"/> Visitors <input type="checkbox"/> Cleaning/laundry <input type="checkbox"/> Noise <input type="checkbox"/> Temperature

Form # 25.D
Revised: October 1, 2014

RESPONSIBILITY FOR FOLLOW-UP:

Referred to _____ Date _____

Urgency: Within 24 hours Within 3 days Within 7 days

FOLLOW-UP NOTES:

Attempts made to contact person who identified comment/concern:

Date/Time	Results <small>(left message, to answer)</small>	Person making the call	Name of Person Contacted

OUTCOME:

Administrative follow-up required: yes no Referred to _____

Quality Improvement issue: yes no Referred to _____

Problem Resolved: yes no Date resolved _____

Estimated Satisfaction: Good Adequate Poor N/A

SIGNATURES:

Person Responsible _____ Date _____

Director of Resident Care _____ Date _____

Administrator _____ Date _____

Original to: Person Responsible
 Copy to: Director of Resident Care (immediately)
 Original Completed form to: Administrator

Appendix D



George M. Guimond Care Centre Inc.

Resident Advisory Council Communication

Name of Person: _____

Address if applicable: _____

Phone Number if applicable: _____

Compliment, Suggestion or Concern Description:

Submitted by: _____ Date: _____

Please forward to Administrator:

Management Response, Action/Resolution:

Signature: _____ Date: _____

New April 2016