



Pembina Place

“Bethania, a Mennonite Organization, provides compassionate, outstanding long term care and affordable housing for seniors.”

ADMISSION BOOKLET

Welcome

Although there has been some pre-planning, we know that admission to a personal care home can be a difficult time. This handbook has been developed with your questions in mind.

The purpose for this handbook is to give Residents and families detailed information about the facility and each of the services provided. We have also included information about some procedures that may be important to you. Please keep it handy for easy reference in the future. If you notice something missing, please let Pembina's Resident Care Manager know.



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OUR MISSION

Bethania, a Mennonite Organization, provides compassionate, outstanding long term care and affordable housing for seniors.

OUR VISION

The Bethania Group is recognized for excellence in faith based personal care services and housing for seniors.

OUR VALUES

In order to fulfill the mission, the following values influence our attitudes and provide a shared language for actions and decision-making:

1) Respect for individual rights demonstrated by:

- Recognition of the value of life;
- Acknowledgment and support of individual beliefs;
- Freedom of choice and a high regard for the right to privacy in relation to both personal thoughts and environment;
- Adherence to confidentiality.

2) Dignity and support of residents self worth through:

- Attention to care with appropriate touch and tone;
- Acceptance of the choice to be alone;
- Courtesy;
- Empathy;
- Understanding.

3) Integrity of staff demonstrated by:

- Honesty in all relationships;
- Engagement in the team work process;
- Initiative and creativity;
- Commitment to continuous learning and improvement;
- Reflecting a positive attitude in interactions with and about others;
- Loyalty to the mission and vision.

4) Hope supported by:

- Showing enthusiasm for life's journey;
- Discernment of divine gifts in each person;
- Assuring security in expression of personal beliefs;
- Acknowledging individuality and personal control.

RESIDENT BILL OF RIGHTS

We believe that the observance of this Bill of Rights contributes to effective Resident care and to a better quality of life for Residents. The rights will be respected as long as the community spirit or collective well being of the Home is not jeopardized. When we recognize the Resident does not have the capacity to understand his or her rights, we will advocate on behalf of the Resident to ensure that his or her rights are met. We affirm the need for cooperation between Resident, family and staff to enhance the quality of life in the Home.

1. The Right to Respect and Dignity

Every Resident has the right:

- To be assured that all staff are aware of and honor our commitment to the Residents' Bill of Rights;
- To be treated with courtesy and respect that fully recognizes the Resident's dignity and individuality;
- To be accepted as a person of value, with equal rights and privileges;
- To have Resident and Staff interaction conducted in a manner which promotes a feeling of caring and belonging;
- To have care provided without discrimination.



2. The Right to Care

Every Resident has the right:

- To direct and receive care consistent with his or her needs and wishes;
- To live in a safe and clean environment;
- To receive courteous and respectful care;
- To receive assistance toward independence consistent with his/her requirements;
- To have access to a protected and safe outside area in order to enjoy outdoor activities in keeping with safety requirements;
- To die in peace with dignity and comfort in the presence of his or her family or friends.

3. The Right to Privacy

Every Resident has the right:

- To have the privacy of his/her personal health information protected as legislated by the Personal Health Information Act;
- To have treatment and care provided with sensitivity and respect for privacy;
- To receive visitors of his/her choice and to meet privately with any person without interference;
- To be alone when desired.

4. The Right to Information and Freedom of Expression

Every Resident has the right:

- To be given the opportunity to participate in the Resident Council;

- To display personal possessions, pictures, and furnishings in his/her own room in keeping with safety requirements;
- To maintain or refuse family support;
- To make choices i.e., in food selection, activity selection and style of living, including the right to express himself/herself in his/her own language, style of dress or religion within the parameters of safety;
- To participate in and remain in contact, as able, with life outside of Pembina Place;
- To continue to exercise the right to vote as long as able;
- To expect staff/visitors to identify themselves and the role they serve;
- To express feelings, preferences, criticisms and grievances to staff without fear of reprisal or discrimination;
- To be informed of all that concerns him/her in the facility and of the process for initiating a complaint.

HISTORY

In 1970 an ad-hoc committee chaired by Sister Olive Fiola began exploration of feasibility of a 50 Unit Senior Citizens Home for Deaf People. Proposals to government were made. In 1971 the Elmwood East Kildonan Kiwanis Club formed an alliance with Winnipeg Community Centre of the Deaf (WCCD). In 1972 the decision was made to expand the project to 200-units. In 1973 the name "Kiwanis Centre of the Deaf" was chosen and a Board of Directors established.

Construction of the building began in 1974 with the demolition of 10 buildings. The City of Winnipeg granted a request that the complex be given the address 285 Pembina Highway to correspond with the address of Deaf Hall at 285 Balmoral Street.

The first resident moved in on November 17, 1975. On January 23, 1976 the building was officially opened as the "Kiwanis Centre of the Deaf" It was made up of:

- 200 unit six story building;
- 21 one-bedroom apartments;
- 120 bachelor suites;
- 36 hostel suites;
- 1 two-bedroom apartment;
- 22 personal care units;
- kitchen and cafeteria;
- multifunctional recreation area;
- amphitheater.

In 1990 the name was changed to Deaf Centre Manitoba. 1998 Pembina Place Personal Care Home Inc. assumed responsibility for the Personal Care Unit. Renovations occurred to 2nd and 3rd floors increasing the personal care unit from 22 to 57 rooms, with priority placement given to individuals from the Deaf Community.

BUILDING AND GROUNDS

Pembina Place is housed within a Manitoba Housing complex located at 285 Pembina Highway and provides personal care home services to 57 older adults. This includes space designed to support the unique language and cultural needs of Deaf persons through specialized programming and staff who are conversant in American Sign Language (ASL). The Pembina Place Group has provided sponsorship to this site since 1998.

PARKING

There is no parking available in the parking lot of Pembina Place Mennonite Personal Care Home. There is only 15 minute parking available for picking up or dropping off a Resident in the parking lot near the front entrance. Two hour parking is available on Pembina Highway and the surrounding streets.

ROOM ACCOMMODATIONS

Our goal is to ensure you are as comfortable as possible in your new home. All rooms are accommodated with a medical-type bed, drawer space, a closet and a nightstand. Each room has a large bulletin board area for pictures, cards, etc. We believe strongly in the benefits of personalizing Resident Rooms. Residents may compliment existing furnishings with some of their own treasured possessions (i.e.) a favorite easy chair, television, lamp, radio, pictures, ornaments, plants, and books. However, we do not have space to store existing room furnishings. For purposes of Resident safety, furniture must be approved by the unit nurse. We recommend chairs have a solid base as opposed to swivel or rocking movement.

The Housekeeping staff regularly clean Residents' rooms, bathrooms, and public areas.

Resident Furniture Campaign

Pembina Place has a Resident Furniture Campaign where you can upgrade the furniture in your room. By purchasing the new furniture, you will be making a "Legacy Gift" which will be enjoyed by yourself and future Resident's for years to come. A tax donation receipt will be provided for the total cost of your purchase.

Cable and Telephone

The Bethania Group is pleased to offer MTS Telephone and Shaw Cable in all Resident's rooms. The benefits to the Residents include:

- No installation fees or move fees for Telephone or Cable;
- Security features on the phone – no telemarketers/fraudsters;
- Free voicemail;
- Simplified billing;
- Less cost than basic telephone with MTS;
- Less cost than the most basic cable package with more channels on Shaw;
- On site repairs – no waiting for MTS or Shaw;
- Optional speciality channels may be requested.

Both of these utilities are payable through the Trust Account.

To request hook-up please fill out the Telephone and/or cable hook-up request form available in the admissions package or at the front desk.

A full listing of channels will be provided to the Resident.

Refrigerators

Resident requests to keep a small bar fridge in their room shall be considered on a situational basis. Please address requests through the Social Worker. You will be assessed by the nurse and/or dietitian regarding independence in eating (i.e. there are no swallowing/choking concerns and you are able to access and manage food items independently). You or your designated family member/friend must be responsible for regular cleaning and removal of expired items (minimum once weekly), the fridge must not exceed 10 amps, and the cords must be assessed by Maintenance staff as being in good repair. Alcohol may not be contained in Resident fridges. If the above conditions are not met, the bar fridge will be removed by Pembina Place staff.

Electrical Appliances

The following items are permitted provided they are inspected by Maintenance staff prior to use:

- radios;
- electric shavers;
- fans equipped with safety guard;
- televisions;
- lamps;
- one power bar with surge protector;
- compact fluorescent light bulbs (CFL);
- only C.S.A. approved items.

The following items are NOT PERMITTED in Resident rooms:

- heating pads;
- toasters;
- hot pots/plates;
- kettles;
- electric heaters;
- electric blankets;
- humidifiers;
- water coolers;
- coffee makers;
- irons;
- flammable liquids;
- incandescent light bulbs;
- plug adapters
- extension cords.

Storage

Unfortunately, we do not have space to store Resident's unused possessions/clothing. Please ensure that any items that are not in use are removed from the facility immediately.

Security

The main 285 Pembina Highway entrance is for visitors' entry. The Reception and Business Offices are located at this entrance.

The front entrance is locked between 11:00 pm and 6:00 am. For access between these hours, press the button to the right of the door. As 285 Pembina is a multi-use building, families should be aware that the personal care home is located on the 2nd and 3rd floor, which is accessed by the public elevators, and is therefore not a locked facility.

Elevator Security System

All visitors/tenants/staff members are required to use a security device to engage the use of the building's elevators. Each device is programmed to allow access to specific floor/s. The elevators will operate Monday to Friday 0800 - 1600 hours (8:00 a.m. - 4:00 p.m.) **without** a security device/proxy card. Outside these days and hours you **will require** a security/proxy card.

The primary family contact for each resident of Pembina Place PCH's will receive a security device free of charge that is programmed to permit access to the PCH floors only. Additional security devices are available on request for a minimal cost.

Roam Alert System

For Resident safety, a Roam Alert system has been installed. Residents who are at risk to wander wear a bracelet, which will alert staff upon their attempt to exit the floor. Residents are recommended for the system when the health care team determines that the Resident is at risk to exit the floor/building and become lost.

The designated responsible family member will be informed of the health care team's assessment for the need to provide their family member with a Roam Alert bracelet. A \$10.00 monthly fee will be added to the Resident's account.

Exits

Other exits in the facility are accessible only by key code or key.

Building Operations

Concerns with painting, room temperature, lighting, plumbing and electrical supply should be reported to the unit nurse who will refer the problem to the Maintenance Department.

The Maintenance staff cannot repair personal items; however, they may facilitate access to repair companies, if requested.

Smoking

Pembina Place is a smoke free facility. Smoking is prohibited on the property and all areas within, or otherwise enclosed on the properties. Residents must be 1 year smoke, patch, gum, e-cigarette, chewing tobacco free prior to admission.

MOVING IN: ADMISSION

When will you be Admitted?

There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary. The length of time depends on the length of the waiting list, availability of rooms and other factors. The wait can be as short as a day or two to as long as several months. If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

Admissions to Pembina Place Mennonite Personal Care Home

Admissions are coordinated by the Winnipeg Regional Health Authority / Long Term Care Access

Center. The Long Term Care Access Centre is responsible for scheduling panel dates, ensuring clients have access to long term care services that are most appropriate to their needs and maintaining waiting lists for personal care homes/long term care programs.

The Social Worker or Resident Care Manager will call you or your designated responsible party regarding the room accommodation available and the admission date. Admission forms must be completed and returned to Pembina Place prior to admission. The forms include: Admission and Residency Agreement, Personal Style and History Information, Spiritual Profile, Personal Health Information Act Release Form for Name Use, Funeral Home information, Advance Care Planning- Goals of Care and booklet, Choice of Physician, Labeling request (itemized clothing list), Name Plate form, Application for Reduced Resident/Authorized Charge, and the Tax Information Release Form.

Applicants from hospitals, interim units and other personal care homes must arrive on the date the room is available, as Manitoba Health does not allow an individual to pay for two accommodations simultaneously. Applicants from the community may take up to twenty-one days "social leave" to arrive, but must pay for their accommodations beginning on the date the room is available.

RESIDENTIAL FEES

The Resident daily rent charges are set by Manitoba Health and Healthy Living. The resident's daily rate charge is re-assessed every August 1st based on the previous year's income. You must provide a copy of the Notice of Assessment from Revenue Canada from the previous tax year. If the resident is transferred to us from another facility, the financial information will be transferred to us and the daily rate charged at that facility will remain in effect. If you move in mid-month, you will be charged for the remaining days of the month (including admission day), and on the first of each month thereafter. Resident charges are to be paid through automatic debit only. Please provide a "void" cheque on admission day.

Resident (insured) charges cover the cost of your room, nursing and professional care, recreation programs, medical/surgical supplies, most medications, incontinence products, and meals.

Trust Account

Non-insured miscellaneous charges are the responsibility of the Resident, payable through the Trust Account and will appear on the monthly billing statement. Although not all of these items will be applicable to all Residents, these charges include but are not limited to the following:

- Alterations to clothing
- Sundries/brand-named products not supplied by the home
- Café Charges (including catering charges for birthdays)
- Cash withdrawals
- Medical Equipment
- Hairdressing
- Roam Alert
- Stretcher services
- Foot Care, Podiatrist

Trust Accounts at Bethania Group are required in order to meet the standards set by Manitoba Health. Participation is mandatory, therefore all Residents must enrol. The Trust Account system work on a debit plan instead of a credit plan, thus no advance d money is required.

The benefits include:

- All bills authorized by the resident/family will be processed in a timely manner;
- There are no late fees;
- Families do not need to come to Bethania to pay additional charges if the trust account has been authorized to process the bill;
- All items will be listed in the month the charge occurred making it easy to keep track of the expenses;

There will be a \$10 administration fee each month.

Spending Money

Residents should not keep any large amount of personal cash or valuables in their room. Trust Accounts are set up if residents would like to purchase something. Pembina Place will not be held responsible for any loss or damage of valuables or cash.

INSURANCE

Personal Belongings

In the interest of protecting Residents' valuables, do not bring any valuable items such as jewellery, ornaments, heirlooms, etc. with you to Pembina Place. Pembina Place does not have insurance coverage for Residents' personal property and is not responsible for loss of valuables due to any cause (eg. dentures, hearing aides, glasses and clothing). If you choose to bring valuables with you, personal insurance is strongly recommended.

Health Insurance

Personal health insurance coverage is strongly recommended. Many plans cover a portion or all of the costs associated with ambulance service, ambulation/seating/specialized equipment needs, massage therapy, podiatry/foot care, etc. Annual premiums are nominal compared to the actual costs for services.

ADMISSION DAY

The most convenient time for admission is 10:30 a.m. At this time staff are available to spend more time with you so that the admission is relaxed and pleasant. We encourage your family and/or friends to accompany you, and they are invited to join you for lunch (courtesy of Pembina Place!).

A staff member will greet you and your family and help you through the admission day. You will be oriented to the features of your room and the location of the dining room. A nurse will meet with you to review your health information.

If you have not already done so prior to admission, you and/or your family member will be asked to make a list of your clothing. All clothing will be labeled and returned to you (there is an assessed fee for this). This process helps to ensure clothing returns to your room from the Laundry Department. Items laundered by family are also marked to prevent them from being misplaced.

The individual responsible for the payment of your account should meet with the Accounts Receivable

Clerk to ensure that all terms within the Financial Agreement are met.

WHAT TO BRING

Clothing

Your clothing will be laundered for you at Pembina Place however ironing services are not provided. We recommend washable, permanent press-type clothing. Five or six complete changes of clothing are necessary:

- dresses/shirts and pants
- nightdresses/pajamas
- sweaters (washable)
- shoes and slippers (non-slip soles and comfortable heel height)
- stockings/socks (cotton, not nylon)
- housecoat/dressing gown
- undergarments/underwear

Toiletries

- comb and brush
- creams and lotions
- shaver, aftershave
- toothpaste/denture cream
- shampoo and conditioner (if wanting something different than supplied by Personal Care Home)

Mobility Aide

If you own a cane, walker and/or wheelchair, please be sure to bring the item(s) along but remember to label it with your name. The serial number will be recorded for future reference. If the mobility aide is rented, please provide the name and phone number of vendor responsible for maintenance.

Furniture

Since the rooms are relatively small, it is important to consider safety and convenience when bringing in furniture. It is important that the space be sufficient for staff to meet your care needs and to provide appropriate housekeeping services. Personal items for the room must be approved by staff and must meet safety requirements. Should care needs change; some items may need to be removed.

CARE CONFERENCES

During your first few weeks at Pembina Place, various individuals will meet with you to assess your needs specific to their department (i.e. recreation, occupational therapist, dietitian). Approximately six to eight weeks after the admission, the Social Worker will arrange for a Post Admission Conference to which you and your family will be invited. This is an opportunity for staff and you/your family to review your care plan, answer any questions you may have, and address any outstanding concerns. Residents and/or their family members are encouraged to assess, plan, provide monitoring as well as assist in



evaluating the Resident's care. It is also an opportunity for us to learn more about you and your family. Subsequent care conferences are held on an annual basis. Post Admission Conferences and Annual Reviews are scheduled for 30 minutes.

If you and/or your family require additional time after admission to decide on a Goal of Care for Advance Care Planning, the Social Worker will ask that you have your decision made for the time of the Post Admission Conference.

ADVANCE CARE PLAN

Advance Care Planning- Goals of Care allow caregivers to understand your health care wishes. This is a collaborative process to achieve consensus for care between you and the health care team. If you are the resident, it is of vital importance that your loved ones know of and understand your wishes. As a loved one, if the resident is unable to understand this information or unable to communicate their wishes, we ask that you help us understand what decision the resident would have preferred. Your selection should be based on what you believe the resident would choose for themselves if still able to do so.

The Advance Care Planning- Goals of Care is used throughout the city by home care, personal care homes, and hospitals. Please carefully review the attached "Advance Care Planning" information booklet and select one of the three goals of care on the sample form that best suits your health care wishes. The Bethania Group philosophy supports comfort care and medical care. Pembina Place staff will not initiate CPR (cardio pulmonary resuscitation). If residents indicate through a health care directive or advance care plan that they want CPR, the nurse will call 911 for fire and ambulance intervention and transfer to hospital. The nursing staff do not initiate CPR.

C = Comfort Care
M = Medical Care
R = Resuscitation

We will review the goals of care prior to admission, at the post admission care conference meeting and then at annual care conference reviews. You may alter your decision at any time. Requests for a change to the goals of care will be addressed within 72 hours or earlier if clinically indicated.

The Advance Care Planning- Goals of Care does not replace an existing Health Care Directive (Living Will). Please ensure that you also provide us with a copy of a Health Care Directive if one exists.

Feel free to contact Resident Care Manager/Social Worker should you have any questions.

End of Life

The Bethania Group is committed to provide compassionate care to all residents based on the standards of the best practices in Long Term Health Care throughout the resident's stay and at the end of life. These practices include the ethical administration of pain medication for comfort, compassionate care, and spiritual and emotional support of residents and family members.

Medical Assistance in Death (M.A.I.D)

The Bethania Group forbids a Physician Assisted Death to be performed by our Medical Staff, Nursing Staff, any other Bethania Group staff, or by any other external Physician or agent, in or at the Bethania Mennonite Personal Care Home, the Pembina Place Mennonite Personal Care Home, the BethaniaHaus seniors residence, or any other Personal Care Home or Seniors' Housing Facility that the Bethania Group may own and operate in the future.

Further, our Medical Staff, Nursing Staff, Allied Health Staff, Chaplains and any other Bethania Group employee are prohibited from referring Residents, families or tenants to Physicians or other agents for the expressed purpose of performing a Medical Assistance in Death, or counselling those Residents, families or tenants to seek Physicians or other agents, for the expressed purpose of performing a Medical Assistance in Death.

RESIDENT CARE

At Pembina Place Personal Care Home we strive to provide the highest quality of care to all of our residents. We depend on the skills and compassionate caring of individuals in a variety of disciplines. Staff are committed to excellence. and strive to move from "caring for our residents" to "caring about our residents".

NURSING

Nursing staff includes Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses, and Health Care Aides. Nurses and Health Care Aides are on duty 24 hours a day. The care is overseen by the Resident Care Manager. Each shift is monitored by a responsible nurse who is responsible to direct the care of each resident. All Health Care Aides are certified and are expected to provide care in a kind and compassionate manner.

Nursing staff believe that each Resident deserves the very best care that can be provided in order to promote, maintain and/or restore as much independence as possible. We assess individual abilities and try to provide comfort, support and dignity for each person. Nursing staff are available to discuss care issues, either in person or over the phone.

Nursing staff will assist you, if necessary, in daily grooming, dressing and hygiene. You will be provided with a weekly tub bath and shampoo. Regular eye, mouth, foot and nail care is maintained by nursing staff.

Nursing staff are your link to services provided by other members of the health care team (i.e. Physician, Occupational Therapist, Spiritual Care, and Maintenance). Referrals for these services will be forwarded on your behalf.

MDS

The Minimum Data Set (MDS) is a clinical assessment tool that is in use in many personal care homes across Canada. Throughout your stay, we will be asking the resident and/or the family several questions to help us to assess the resident's care needs. In turn, the answers help us create a care plan that is specific to the resident, providing the right care, at the right time. We will be entering the information obtained during our interviews into a computer database. By using a laptop computer to enter the information directly into the computer database, the staff can then spend more time in direct care activities. The information on the wireless network is protected from unauthorized users. Our staff that are involved in providing care will be using the information to help plan the best care possible. The Winnipeg Regional Health Authority will also be using information from the MDS system to look at the quality of care that is given throughout Winnipeg. Only authorized persons will have access to the information on this database.

INFECTION CONTROL

The spread of disease among a group of residents is always of concern. Pembina Place abides by standards and procedures outlined by Manitoba Health to prevent the spread of infection. Staff take great care to ensure that appropriate techniques are utilized to minimize the risk of infection. Residents and families can assist us by maintaining good hand-washing techniques. Visitors are requested to refrain from visiting during times when they are ill. Residents are encouraged to provide permission to receive a yearly flu vaccination. We strongly recommend that families and friends receive a flu shot which is available from either their physicians or community clinics in early fall.

WOUND MANAGEMENT

The latest techniques are employed to ensure that the resident's skin integrity is maintained. When breakdown occurs the expertise of a WRHA Nurse Clinician in collaboration with the Wound Care Management Team seeks to find the best solutions to ensure speedy healing.

PRESCRIPTION EYE GLASSES

Residents' glasses should be engraved with the resident's full name in case of loss.

OPTOMETRIST

An optometrist can be consulted. An authentication form must be completed and one is included in your pre admission package or at the nursing unit.

HEARING AIDS

Residents that require the use of hearing aides are responsible for any costs incurred. As well, it is the responsibility of the resident or family to maintain the equipment at their cost. All hearing aids should be appropriately labeled.

ID BRACELETS

Every resident is required to wear a bracelet that clearly identifies them, as well as indicating if a

resident has certain health risks (diabetic, allergies, etc.). The initial cost of the bracelet is minimal and is the responsibility of the resident or family.

PHYSICIANS

All Residents in Pembina Place must be under the care of a physician. Prior to admission you will be asked to designate a physician. You will be able to choose from one of the staff doctors who visit Pembina Place on a regular basis.

PHARMACY

Prescription drugs covered by the daily Residential rate are ordered from the pharmacy on physician's prescription and are dispensed by professional nursing staff. Payment for non-insured drugs is the responsibility of the Resident and payable through the Trust Account.

To prevent the harmful effects of some drug interactions, we request that after admission you do not use any medications or preparations without the knowledge and approval of your physician at Pembina Place. If you are planning to be away from the facility, you will be provided with sufficient medication to cover the length of time you are away. Medications should not be kept in your room.

Medications are reviewed quarterly by the physician, nurse and pharmacist and will be adjusted if indicated. Medications are reviewed with the Resident and family members at the Post-Admission Conference and then yearly at the Annual Care Conference. Nurses will notify family members of medication changes prior to care conferences at their discretion. However, Residents and family members may ask the nurses about current medication regimes at any time.

DENTAL CARE

The University of Manitoba Dental Program provides dental services to Residents in personal care homes. Arrangements for these appointments can be made through the Nurse. You may also make dental appointments with a dentist of your choice. Residents are responsible for the fee charged and for the transportation cost payable through the Trust Account.

It is strongly recommended that Residents have their dentures marked for identification prior to admission. Dentures can be labeled by our nursing staff on admission.

FOOT CARE

A Foot Nurse visits Residents requiring specialized toenail cutting, treatment of calluses and foot massage every two months. Arrangements can be made through your Nurse. The fee for this service is payable through the Trust Account and may also be covered by an extended health care plan. An authorization form must be completed for foot care services. One is included in your pre admission package or at the nursing unit.

GERIATRIC MENTAL HEALTH

WRHA Geriatric Mental Health Teams can be consulted regarding care planning and approaches for Residents with difficult-to-manage behaviors. Aggression, excessive calling out, wandering and other

disruptive behaviors may be cause for referral. These specialized teams assess the Resident in-house and collaborate with staff and family in the development of approaches. As well, the team provides education about the causes of difficult behaviors, prevention and management techniques.

PSYCHOGERIATRICIAN

The physician may determine that a psychogeriatric consult is appropriate for Residents having psychiatric difficulties (e.g. changes in behavior, difficulty coping, depression). The Psychogeriatrician is part of the Geriatric Mental Health Team and visits Residents at Pembina Place on physician's order or at the discretion of the nursing care team, at no charge to the Resident. The recommendations for care and medication management are reviewed by the primary physician and implemented when necessary.

SPEECH LANGUAGE PATHOLOGIST

A Speech Language Pathologist is available as required. The SLP primarily assists with assessing swallowing disorders and provides recommendations to reduce the risk of choking.

LEAST RESTRAINT

Pembina Place Personal Care Home recognizes that any mechanism used to restrict the freedom of movement of any Resident should be avoided if possible. Restraints drastically impede the freedom and normal lifestyle of any person. Restraint free care is promoted in order to encourage each Resident to remain as independent as possible and not infringe on the Resident's rights and dignity. All other options will be tried before restraints are initiated. Pembina Place's Restraint Policy is included in the Admission Package.

REPORTING ABUSE AND NEGLECT OF ADULTS IN NEED OF PROTECTION

At Bethania Mennonite Personal Care Home and Pembina Place Mennonite Personal Care Home we strive to provide the highest quality of care to all our Residents. We believe that every Resident is entitled to be free from abuse and neglect of any kind. Unfortunately, there are times when things occur that are not in any way condoned by the organization and must be dealt with immediately. Bethania Mennonite Personal Care Home and Pembina Place Mennonite Personal Care Home have a zero tolerance for abuse or neglect.

Abused is defined as mistreatment, whether physical, sexual, mental, emotional, financial or a combination thereof, which causes or is reasonably likely to cause, the death of the adult, serious physical or psychological harm to the adult, or significant loss to the adult's property.

Neglected is defined as an act or omission that is mistreatment that deprives the adult of adequate care, adequate medical attention or other necessities of life, or a combination thereof, which causes or is reasonably likely to cause death of the adult, or serious physical or psychological harm to the adult.

It is critical that any allegations or suspicions of abuse are immediately reported to any staff member, Resident Care Manager, Director of Care or the Chief Executive Officer. You can also choose to contact

- Manitoba Protection for Persons in Care Office at 204-788-6366

If there is a specific incident immediate efforts will be taken to ensure the reasonable safety for the Resident and to provide treatment and/or counselling as deemed necessary. A copy of the policy is provided in the Admission package.

PROTECTING ADULTS IN CARE

Enacted in May 2001, the Protection for Persons in Care Act enforces the protection of persons in personal care homes and hospitals from mistreatment – physical, sexual, mental, emotional or financial. This legislation creates a formal process for reporting, investigating and resolving allegations and suspicions of abuse in health care settings.

Operators of personal care homes and hospitals must maintain a reasonable level of safety and protect patients from abuse. Under the legislation, concerned citizens and staff working in health facilities have a duty to report suspected abuse or the likelihood of abuse by anyone to the Minister of Health or his designate at the Protection for Persons in Care Office.

All Manitobans, particularly the most vulnerable, deserve to live in an environment free from fear of harm. This Act provides an extra safeguard, adding to the high quality of health care Manitobans have come to expect in this province.

Residents and/or their family members may contact the Protection for Persons in Care Office as follows:

Access Line: 1-866-440-6366 (outside Winnipeg) or 204-788-6366 in Winnipeg.
Fax: 204-775-8055
E-mail: protection@gov.mb.ca
Web site: <http://www.gov.mb.ca/health/protection/index.html>

PERSONAL HEALTH INFORMATION ACT

Pembina Place manages the personal health information of Residents in compliance with the Personal Health Information Act (PHIA). Your personal health information will be entered in a health record. This record will include your name, address, date of birth, Manitoba Health number, Personal Health Information number (PHIN), next of kin, and past medical, social and medication information. It may also include reports and progress notes from health care professionals involved in your care.

Staff are required to maintain the confidentiality of your health care record and are required to sign a Pledge of Confidentiality. You may request information from your health record. Pembina Place cannot release your health information to another person without your permission.

Requests for information from a health record should be made to your nurse who will contact Pembina Place's Privacy Officer for involvement.

Also, prior to admission, you or your designated responsible party will be asked to sign a release form for permission to use your name or a picture of you in posters or the newsletter publication which are open to public viewing. You are not obligated to provide permission.

COMPLAINTS/CONCERNS

If you have a concern with the personal care home, first speak to the staff or their direct supervisor to make them aware of the problem and discuss ways to address the issue. If you are not satisfied with this response, contact the Resident Care Manager or the Director of Resident Services. Serious issues, or

concerns that are still not corrected, should be brought to the attention of the Chief Executive Officer. Complaint forms are available.

PURCHASE OF SLINGS/SLIDERS

Residents of Pembina Place are assessed on an ongoing basis for the safest and most comfortable means of transferring to and from bed, wheelchair, and other surfaces. In accordance with criteria outlined in Pembina Place's Resident Transfer policy, some Residents require the use of an electronic lifting device for their daily transfers. One type of electronic lift, which completely lifts the Resident, requires the use of a sling in which the Resident sits. A Resident who uses an electronic lift on a regular basis is assessed by the Occupational Therapist for the most suitable size and type of sling for that Resident's individual needs.



We advise that if Residents require use of an electronic lift, they are responsible for the cost of their own sling. With very few exceptions, one sling per Resident is adequate. The sling may need to be replaced due to wear and tear (e.g. every 2-3 years and/or as the Resident's needs change). The Occupational Therapist will communicate with the Resident and/or family to discuss the need to purchase and the cost of the sling.

In accordance with criteria outlined in the Bethania Group's Resident Transfer Policy, some residents require the use of a slider for their daily bed mobility and positioning needs. A slider/friction reducing device is required for a resident who needs the support of 2 caregivers for repositioning in bed (i.e. moving up and down in bed, shifting from side to side across the mattress, or turning onto their side in bed). The Arjo MaxiSlide is a friction reducing device that is ergonomically designed to minimize the force required to move a resident in bed. The MaxiSlide slider sheets reduce the level of stress experienced by residents and caregivers during bed positioning, thereby preventing injury and improving skin integrity.

We advise that if residents require the regular use of a slider they are responsible for the cost of their own slider for their sole use. This requirement is in accordance with the Winnipeg Regional Health Authority policy on infection control, and with Manitoba Health regulations regarding residents' financial responsibility for specific personal items. The slider may need to be replaced, again at the resident's cost, due to wear and tear and/or as the resident's needs change. In these cases, the Occupational Therapist will notify the resident or his/her financial designate of the need for a new purchase.

VISITING HOURS

Visitors are always welcome and are free to visit at any time. Consideration should be given, however, to schedules, possible disturbances, and other Residents. The main doors are locked at approximately 8 p.m. for security.

TIPS AND GRATUITIES

Employees are paid for duties performed for specific residents and tenants and not for the public at large. Therefore, employees do not accept tips, gratuities or gifts from Residents or their families. Inquiries about gift giving by Residents or by family members should be referred to the Department Supervisor. Token gifts for a general group or staff (eg At Christmas time), such as a box of chocolates

or floral arrangements, etc. are acceptable to be shared with group/department.

CONTINUOUS QUALITY IMPROVEMENT

Pembina Place is committed to a facility wide quality improvement program. The goals are to promote optimum Resident-focused care, improve facility wide communication, ensure appropriate utilization of resources, and provide analysis of information submitted in facility reports. Suggestions for improvement are always welcome.

EDUCATION AND TRAINING

Students receive practical on-the-job experience working in the facility. All practicums are supervised, and students work under the direction of supervisory staff in accordance with the policies of the facility and sponsoring educational organization. Students wear uniforms that identify their training facility.

SOCIAL LEAVE

Before leaving the facility, Residents and/or their families must inform the nursing staff on the unit regarding time of departure and expected time of return. The daily Residential charge continues to be payable to the Home for any period of social leave absence. Generally, these should be for no more than a total of 21 days in any year. For leaves greater than 24 hours, a minimum of 48 hours notice is required.

When Residents leave Pembina Place for an outing they or their loved ones must advise the nurse and sign the outing book at the nursing station.

ALCOHOL

Residents wishing to consume alcoholic beverages must first be assessed by their doctor to ensure medication/alcohol compatibility. If the physician consents to allow consumption of small amounts of alcohol, a prescription will be filled out and kept on the Resident's chart. All alcoholic beverages must be kept at the nursing station.

AMBULANCE / STRETCHER SERVICE

The cost of ambulance/stretchers service transportation to and from a hospital is the responsibility of the Resident if the hospital stay is greater than 24 hours, this is payable through the Trust Account. Some Residents choose to have private insurance (e.g. Blue Cross) which may cover the cost of this transportation.

RESIDENT TRANSFER - INTERNAL

Residents requesting an internal transfer should discuss their request with the unit nurse or Resident Care Manager

We support an "aging in place" philosophy which seeks to minimize internal transfers. Internal transfers will be permitted when the health care team, in consultation with family, assesses another unit or room as better suited to meet a Resident's identified nursing care, behavioral, and/or social care needs. The

health care team is not obliged to comply with a request for a transfer within the facility if they do not assess that the benefit outweighs the cost of disrupting the Resident's stability.

While it is regrettable, at times the health care team may need to weigh the costs and benefits of transferring one Resident to meet the needs of another. Transferring a Resident to benefit another shall only be done when a Resident transfer is considered urgent and no other options are available. Residents and family members will be consulted prior to any move.

RESIDENT TRANSFER - EXTERNAL

To Another Facility: Residents and/or the designated responsible party wishing a Resident transfer to another facility are to refer their request to the Social Worker who will initiate the application to the personal care home requested.

To The Community: Residents and/or the designated responsible party wishing a Resident discharge to the community must first refer their request to the Social Worker who will arrange for a home care assessment to determine whether the necessary supports may be provided in a community setting.

HOSPITAL LEAVE

If you are transferred to a hospital, your room at Pembina Place will be held for a period of 21 days. The Winnipeg Regional Health Authority's Hospital Case Coordinator must authorize extensions beyond 21 days. During your hospital stay your room is held for you and the daily Residential charges continue to be payable to Pembina Place.

REHABILITATION SERVICES

Occupational Therapy

Community Therapy Services of Manitoba provides a Occupational Therapy consultative service to Residents upon referral from Pembina Place. A CTS Occupational Therapist on staff who will meet with the Resident after admission to assess functional abilities and make recommendations for any aids or equipment, including wheelchairs and walkers. Appropriate treatment will be outlined and modified as needs change. Residents must purchase or rent required equipment or aides from external vendors.



In order to ensure appropriate selection of equipment, the Occupational Therapist must be consulted prior to purchase. The Occupational Therapist will assist with selection and purchasing of equipment to ensure appropriate sizing and comfort. The designated responsible party will be contacted regarding assessed needs and consulted for approval of purchases.

Rehab Aides

The rehab aides provide training, maintenance of equipment, exercise and walking programs. Referrals go through the occupational therapist or physiotherapist for assessment and creation of a treatment plan if appropriate.

Physiotherapy

Community Therapy Services of Manitoba provides a Physiotherapy consultative service to Residents upon referral from Bethania. A CTS Physiotherapist visits the Resident to assess and make treatment recommendations. This consultative service is at no charge to the Resident. Private Physiotherapy treatments can be arranged in discussion with the Occupational Therapist. The cost is the responsibility of the Resident payable through the Trust Account. In addition extended health care plans may cover all or part of the cost.

RECREATION SERVICES

Recreation is meant to be meaningful. The Therapeutic Recreation Department develops an individual plan based on the resident's background and values as well as their current intellectual, physical, cultural, social and spiritual abilities. While a variety of programs are offered at the home, the success of the programs offered are not necessarily measured in terms of attendance but in the ability of the program to enhance the quality of life of the residents. Individual success in recreation programs, whether it be individualized or group, is measured in experienced outcomes. What may be enjoyable to one resident may not be to another. The recreation staff respects residents' wishes for privacy and solitude. The residents are not forced to participate in activities if they choose not to partake.

Planned programs include one to one, small or large groups. Examples include seasonal celebrations, current events, bowling, shuffleboard, reminiscing, arm chair exercises, travelogues, bingo, music, and sensory stimulation. Community Outings are also planned throughout the year. Costs incurred on outings such as transportation and admission fees remain the responsibility of the resident and will be billed to the trust account. A monthly program schedule is provided to all residents. Calendars are available for viewing on the Bethania website at www.bethania.ca

Relationships with family, friends, residents and care givers all contribute to the quality of life of residents. Those relationships can be fostered by recreation programs such as friendly visiting, family recreation opportunities and other social programs.

Music Therapy

Music Therapy is the use of music as a therapeutic tool to restore, maintain, and improve mental, physical and emotional health. The non-verbal, creative and affective nature of music facilitates contact, self-expression, communication, and growth. Music therapy is a treatment program administered by a qualified therapist. It can be important adjunctive therapy to existing therapeutic programs. Some techniques utilized by a music therapist in treatment are: singing, instrument playing, rhythmic movement, and improvising.

A Music Therapist offers both individual and small group music therapy on a fee-for-service basis. Resident's are responsible for the fee which is payable through the Trust Account. The Music Therapist will see Residents upon staff referral. If you would like more information about this program, please contact the Recreation Department.

Pets

Studies have shown that when dogs and cats come to visit a care facility, there is more laughter and interaction among residents than during any other "therapy" or entertainment time. Pets provide companionship, comfort, and most importantly, unconditional love.

The home acknowledges the important role pets play in many residents' lives, and welcomes visiting pets.

Hairdressing

Pembina Place has an on-site hairdressing shop. Services are available at a reasonable cost to the Resident, payable through the Trust Account. Prices and hours are listed by the hair dressing shop.

SOCIAL WORK

The Social Worker is often the first contact a resident/family will have with Pembina Place. The Social Worker provides information about the facility including a tour, policy discussion, and assessment of the client needs. The Social Worker begins to develop a care plan to meet the resident's diverse needs. The Social Worker liaises with community and hospital case coordinators and the Long Term Access Centre Coordinators to facilitate admissions to PCH.

The Social Worker assists the resident and their family members to become familiar with their new home and the offered services and resources available to them. The Social Worker coordinates the admission process for all new residents in the following ways:

- Provide support (counselling, mediation and advocacy) to a resident/resident's family who are struggling with the transition to their new home;
- Help families redefine their role as caregivers;
- Complete social history and psychosocial assessment;
- Provide education to residents/family members regarding advance care directives;
- Assist in mediation and conflict resolution as issues arise;
- Facilitate and ensure resident/family participation in the initial care conference and in care planning.

The Social Worker works with residents and their families to facilitate the resident's independence and right to self-determination within their new home.

- Internal and External Advocacy;
- Practical problem-solving support in managing Activities of Daily Living;
- Mediate concerns that may arise between resident and family or the personal care home team;
- As a multidisciplinary team member, participate in ongoing care planning, involving resident and family as much as possible.

RESIDENT AND FAMILY COUNCIL

The Resident and Family Council provides Residents and family members with an opportunity to participate at Bethania. The Council meets on a monthly basis, breaking for the summer months. Participants are encouraged to make suggestions for improvements and/or to initiate changes in the Home. The Director of Therapeutic Recreation and Resident Care Manager facilitate meetings. If you are interested in taking part in the Resident and Family Council, please contact the Director of Therapeutic Recreation or the Resident Care Manager.

FOOD SERVICES

Pembina Place has numerous Dietary Staff that prepare and serve the Residents their meals. There is a seasonal spring/summer and fall/winter, five-week cyclical menu. Assorted sandwiches are available at

lunch and supper, as well alternate meal choices are available for the supper meal upon request either through the Dietitian or the Food Service Staff.

Meals are served in the dining rooms of each floor for both those individuals who are able to eat independently, and those Residents who require assistance and/or supervision when they eat. This setting is designed for the Residents to benefit from the social aspect of sharing meals with other Residents at the dining tables.

We will provide tray service to residents in their room only during periods of illness.

Registered Dietitian

The Clinical Dietitian identifies nutrition challenges, assesses nutritional status, develops care plans, and monitors the effectiveness of dietary changes. Upon admission, the Dietitian meets with all Residents to assess their nutrition needs, to arrange meals to accommodate special dietary needs (i.e. diabetic, low salt, pureed, minced, etc.) and/or food preferences. The Dietitian also provides in-services on safe and proper feeding techniques for staff and for family members wishing to assist residents with nutritional intake. The Dietitian attends the post admission and annual care conference with family and Residents. The Dietitian is available for the consultation by appointment.

Guest Meals

Pembina Place has many areas that are perfect for visiting. There are both small and large space areas to hold family celebrations. Reservations for these areas can be made through the front desk.

Guests are encouraged to join residents for refreshments. Assorted beverages and a variety of baking are available for purchase in the DC Café located on the main floor. Items on the snack carts and in the fridges in the dining areas are for residents only.

Guests are also welcome to join residents for a meal at a reasonable cost. Guest meals must be ordered before 11:00 am for lunch and before 3:00 pm for supper. For occasions of three persons or less joining a resident, you may call directly to the DC Café. Guests who purchase meals and wish to be served upstairs in the Personal Care Home will receive a meal ticket. Meal tickets must be given to the employee serving in your area in order to receive your meal. If you purchase a meal from DC Café and take it with you, no meal ticket will need to be issued.

If you are having more than three persons joining a resident for any meal, arrangements must be made through the front desk of 285 Pembina with a minimum of 24 hours notice.

Catering

For gatherings of 20 people or more your event will be considered a catering event. Catering events require a minimum of 48 hours notice. We have a stunning catering menu with a wide variety options to choose from to fit your special occasion needs. We have several rooms to choose from in our facility. For prices and booking options, please contact the front desk directly.

SPIRITUAL CARE

Pembina Place is a Mennonite organization which provides compassionate care to older adults. We are committed to caring for the whole person – body, mind and spirit.

Admission to a Personal Care Home often brings out the need for Spiritual Care. Issues that surface during this stage of life may include the need to find meaning and purpose amidst many losses, the need to look back on life, and the need to face the end of life.

The Spiritual Care Department seeks to provide for the religious and spiritual needs of Residents, their families and loved ones and staff.

Chapel Services

Residents are invited to express their faith in ways that are meaningful to them. Weekly non-denominational worship services are provided with American Sign Language (ASL) interpretation. Denominational worship services, including Roman Catholic mass, are celebrated monthly.

Services are coordinated by the Chaplain with times and dates posted on the monthly recreation calendar. Attending religious services is an individual decision and is optional. Family and friends are welcome to attend services with Residents.

Chaplain Visitations

Our clinically trained Chaplains are committed to providing appropriate and compassionate Spiritual Care while respecting each individual's faith tradition and religious or spiritual beliefs. Chaplains are available to visit Residents and their families, and to arrange visits with clergy from Residents' denomination or faith background.

At the end of life Chaplains provide spiritual and emotional support to Residents, families, loved ones and staff as part of the inter-disciplinary team. The family's personal pastor or priest is welcome to provide prayers and rituals for Residents and their families.



Group Memorial Service

The Chaplain conducts a joint memorial service approximately every 6 months for those Residents who have died during the intervening time. These services are an opportunity for families of the deceased and staff to celebrate the lives of those who have lived among us. Refreshments are served following the service and give family members and staff an opportunity to visit and reminisce.

Donations to the Spiritual Care Department

The Winnipeg Regional Health Authority (WRHA) does not fund Spiritual Care in Personal Care Homes. All funding for Chaplains and Spiritual Care services, including ASL interpretation comes through private donations from residents, their families and the faith community.

If Residents wish to participate in tithing or donating to the Spiritual Care in the Bethania Group donations may be made through the Trust Account by contacting The Bethania Group front office at 204-667-0795

Ethics

The Ethics Consultation Team acts as a support for health care staff, Residents and family members when faced with ethical dilemmas. The Ethics Committee supports responsible and moral agents to make informed, conscientious decisions through education and recommendations. The committee meets as needed with a primary focus on addressing ethical dilemmas.

ENVIRONMENTAL SERVICES

Linens, Laundry and Clothing

All clothing (including articles such as plush toys, shoes, and blankets) must be labeled for identification to prevent loss.

Bed linens, bedspreads, pillows, blankets, drapes, towels and face cloths are supplied. Residents are permitted, however, to bring their own. These items must also be labeled.

Commercial-type laundering is done at Pembina Place daily. Family members may choose to launder their relative's clothing themselves. Unfortunately, we cannot guarantee against some items inadvertently ending up in our wash.

Pembina Place is not responsible for lost or damaged items.

It is strongly recommended that clothing materials be washable and permanent press. Unfortunately, despite our best efforts, we cannot ensure dry-cleanable articles will not inadvertently go to our regular laundry system.

Residents are required to have an adequate wardrobe, in good repair, to allow for frequent changes and laundry return. You/your family members may wish to speak with staff regarding any identified clothing needs.

Residents who suffer from joint rigidity, are confined to a wheelchair or are frequently incontinent may be candidates for open-back (also known as "split back") clothing. This type of clothing allows for maximum comfort and ease of dressing. Open-back clothing can be purchased at several clothing stores and are G.S.T. exempted. Please ask the unit nurse to arrange for your physician to complete a prescription for this tax exemption. Pembina Place also has volunteers who are able to modify standard clothing at a cost to the Resident.

Mail Service

Letters may be mailed from the front desk Monday through Friday. Residents' personal mail is channeled through the nursing station. Nursing staff will ensure that Residents receive their mail.

Newspapers

You or a family member can arrange individual subscriptions. Payment is made directly with the company.

VOLUNTEER SERVICES

Volunteers offer heartfelt time and energy to enrich the lives of residents. Among the activities volunteers assist with are visits with residents, assisting residents at mealtimes, assisting with the delivery of recreation and spiritual care programs. Volunteers are screened for suitability through reference checks and are provided with an orientation to the home. Anyone interested in becoming a volunteer should contact Volunteer Services.

Volunteer Opportunities

Pembina Place welcomes both youth and adult volunteers. Volunteers are essential in providing residents with personal interactions and opportunities to alleviate loneliness and boredom. Potential volunteers can set up an appointment with the volunteer coordinator to explore options available for a volunteer experience that meets their needs.

To apply for volunteer services the requirements are:

- Acceptable age is 14 years of age to enter the program. The minimum requirement for volunteering is one hour a week for at least three months.
- Applicants between the ages of 14 & 17 need parental/guardian consent allowing the applicant to volunteer.
- Complete a volunteer application form
- Volunteers over 18 years of age require a police check and Adult Abuse Registry check.
- Attend orientation and training sessions

Further questions can be addressed by calling the Volunteer Services Department at (204) 654-5035.

To begin the process of becoming a volunteer, applications can be picked up in person, completed electronically or downloaded from our website at www.bethania.ca

FAMILY/FRIENDS

To assist us in maintaining the communication link with family members, we ask for a primary contact and a second contact to be listed on the Resident's chart. The designated primary contact will be the person that staff will contact about any issues that relate to the Resident such as: a change in their health, care conferences, outings. It is important for the person who is the primary contact to be responsible for keeping other family members informed when contacted by Pembina Place staff.

Family and friends can enhance the quality of life of the resident in many ways:

- Take an active interest and participate in assessing, planning, providing, monitoring and evaluating the Resident's care;
- Visit whenever possible;
- Bring young children for visits (Residents at Pembina Place love them!);
- Check and replenish wardrobe and toiletries regularly, ask nursing staff for input;
- Respond to information-seeking letters;
- Participate in invited activities;
- Offer suggestions for improvements to care, services and the environment;
- Attend meetings or discussion groups planned for friends/families;
- Support Teas and other special events at Pembina Place;

- Bring church bulletins, encourage church members and the clergy to visit;
- Notify staff when you remove or bring in personal belongings;
- Bring a pet for a visit;
- Share a meal with your loved one;
- Discuss concerns with a Nurse and/or the Social Worker.

Meaningful Visits

Family relationships and friendships are important in contributing to the well-being and happiness of all people. Moving into a personal care home does not change the need for relationships, but can change the way you relate to someone and what his or her needs are.

Making visits meaningful and pleasurable means that you are more likely to want to return. Visits mean so much to Residents. They tell us:

- it demonstrates that someone still cares;
- they are valued as a person;
- breaks the monotony, as there is often little communication between Residents;
- that being involved in ordinary conversation is stimulating for them – and even gives them something to boast about.

Creating Purpose and Meaning

Every person needs a sense of purpose and meaning. Visits from relatives and friends can provide this sense for the elderly.

The response from the elderly may be less noticeable with Residents who are cognitively impaired. Visitors may feel discouraged and may even question whether their visits are beneficial; “They Are”. It is very comforting for a cognitively impaired or confused person to hear a familiar voice and see a familiar face.

Accepting Change

Changes in mental status can be especially difficult. The alert person you have known and loved may now be confused and forgetful. His or her need for love and companionship still remains.

What must change is your expectations for visits. By accepting the status of your loved one, you will avoid feeling let down, or depressed. Try not to underestimate your loved one’s abilities either. This could cause him or her a loss of self-esteem. Use your judgment and find a realistic balance for your expectations.

Some Hints for Conversation

- Be patient.
- Speak normally. You never know when moments of understanding will occur, so speak always on the assumption that you are understood.
- Say the things you would have said prior to the onset of impairment.

- Don't use baby talk. Speak respectfully.
- Put yourself at eye level with the person you are speaking to.
- Be flexible in your conversation and adjust to mood changes.
- Validate feelings, emotions or beliefs. Acknowledge the losses of control of routine, privacy, and identity that come with living in a personal care home. But don't dwell on the negative for more than a few minutes. Identify some positive factors and discuss those as well.
- Touch the hand of the person you speak to. Use physical contact to make a connection (e.g. kiss on the cheek).
- Give information freely, but be modest in your expectation for answers.
- Follow through on promises. Residents often remember promises and will feel very let down if they are not kept.
- If possible, plan your next visit in accordance with your loved one's preferences. He or she may feel more sociable at certain times of the day.
- To help bring back memories of shared experiences, use pictures, verbal descriptions and real objects.

Questions or Concerns

Questions or concerns related to a Resident's care should be directed to the unit nurse who will investigate and advise you of the results and of any follow-up required. If your concern remains unresolved, please feel free to contact the Resident Care Manager for further advice and assistance.

Concerns related to misplaced clothing should be directed to the unit nurse who will initiate a search.

Environmental issues such as electrical, plumbing, structural or mechanical should be directed to the unit nurse who will make a referral to the Maintenance Department.

Menu and diet questions or concerns will be relayed to the Food Services Supervisor or Dietitian.

Financial and business concerns should be directed to the front desk reception or Accounting Clerk.

While we strive to ensure that all staff work in an ethical, compassionate and caring manner, you may have a concern about an employee you wish to address. Please direct concerns to the employee's supervisor. If you are not sure who the employee's supervisor is, please contact the Social Worker for assistance.

Manitoba Health and the Winnipeg Regional Health Authority provide mediation assistance in matters of concern for Residents of personal care homes. The Manitoba Health phone number is: 1-866-626-4862 and the WRHA phone number is: 204-926-7000.

Respectful Communication

Respect is mutual. Pembina Place Personal Care Home is committed to ensuring a safe and respectful environment. Our residents and their loved ones can expect courteous and respectful service. Similarly, we ask for your cooperation and ask that you also show respect when communicating with employees. Aggressive behaviour, harassment and verbal abuse will not be tolerated and could result in a request to leave the facility.

While every reasonable effort has been made to ensure the accuracy of all information at time of publication, information contained within is subject to change without prior notice.

www.bethania.ca



Bethania

FOUNDED IN 1945

THE BETHANIA GROUP

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