

# Care & Service Expectations



Black Diamond Road  
Cannifton, Ontario  
2022

**Basic Care Programs and Services:**

The following programs and services are available to all residents at no additional cost:

- Nursing and personal care on a 24-hour basis, including care given by or under the supervision of a registered nurse or a registered practical nurse, the administration of medication and assistance with activities of daily living.
- Medical care that is available in the facility.
- Supplies, equipment, and devices necessary for the provision of medical, nursing and personal care and activities of daily living.
- Supplies and equipment for personal hygiene and grooming, including skin care lotions and powders, shampoos, soap, deodorant, toothpaste, toothbrushes, denture cups and cleansers, toilet tissue, facial tissue, hair brushes, combs, incontinent products.
- Meal service and meals, including three meals daily, snacks between meals and at bedtime, special and therapeutic diets, dietary supplements and assistive devices for self-feeding.
- Social, recreational and physical activities and programs, including related supplies and equipment.
- Rehabilitation services and some related supplies and equipment.
- Laundry, including labelling, machine washing, and drying of personal clothing.

**Accreditation:**

The Canadian Council on Health Services Accreditation is an independent non-profit organization having responsibility for the accreditation of health care facilities across Canada. The CCHSA program is a voluntary program which, aims to ensure standards of care in the field of health care are met. Participants in the program who have achieved official accreditation status are assured in the knowledge that they have received approval from the authorized national body on the basis of nationwide, health care standards. Look for the framed certificate in the Home.

**Services Available at Extra Cost:**

Certain services for residents of facilities are subject to a charge above the amount of the monthly accommodation rate. These services are called "unfunded services". The charges are subject to change and current rates are available upon request. Notices will be distributed to the resident and responsible parties when charges are increased.

Examples of unfunded services are:

- clothing maintenance service
- hair styling
- preferred accommodation
- transportation to appointments/clinics
- medications not covered under the Ontario Drug Benefit Plan
- advanced Foot Care
- escort service
- dental services
- personal wheelchair maintenance
- security bracelet
- dry cleaning

**Services Available at Extra Cost:** continued...

**Dental Services - Denturist:** Arrangements to have dentures made, relined, adjusted may be made by contacting the Charge Nurse or by contacting a denturist of your choice. The cost of these services is the responsibility of the resident.

**Optometry:** Care by a registered optometrist can be arranged for any resident requiring care. The cost of these visits may be covered by OHIP.

**Audiology:** Care by a registered Audiologist can be arranged when requested. The cost may also be covered by OHIP.

**Medications/Treatments:** Medications and treatments are prescribed by the doctor only and are administered by a Registered Nurse or Registered Practical Nurse. No medication of any kind may be brought to the resident or left in the resident's room. Some residents may keep their medications at their bedside. This will be determined by the resident and the health care team. Not all medications/treatments are covered by the Ontario Drug Benefit Program (ODB) or the Government Pharmacy. There may be a charge for drugs not covered by Government.

**Alcoholic Beverages:** Many residents may wish to continue to consume alcoholic beverages. The facility will attempt to meet this desire. Alcoholic beverages may be allowed with a physician's written order. All spirits will be kept in the medication room for residents' safety and dispensed by the charge nurse. Discretionary consumption of alcohol is not usually permitted. Family are required to provide alcohol if requested by the resident and approved by the physician. Please co-operate with this policy as the mixing of alcohol with medications may produce severe reactions.

**Leaves of Absence:**

We encourage residents to go on outings with family or friends. Please notify staff prior to the resident leaving and upon the resident's return. Determine what the sign-in and sign-out procedure is.

Leaves of absence policies are governed by provincial legislation. The policies are summarized below:

**Casual Leave:** Health permitting, residents are allowed to leave the Home for up to 48 hours per week and still have the Ministry of Health subsidize a portion of their stay. For leave purposes, the week begins on Sunday. Where possible, two days notice should be given to the Charge Nurse. For each casual leave, a release of responsibility form must be signed by the person accompanying the resident prior to leaving and upon return.

**Medical Leave:** A medical leave is a leave of absence for a twenty-one (21) day period, or less, for the purpose of continued hospital care. The resident's Attending Physician must indicate to the facility that the resident will be in a position to return to the Home by the twenty-first (21) day. If the physician states otherwise, the resident or responsible party must assume, in writing, the responsibility of the full daily rate, including the Government portion, in order to hold the bed after the twenty first-day. The maximum bed-holding period is thirty days.

The resident or responsible party may, at any point past the twenty-first day of the extended medical leave, discharge the resident from the nursing home and discontinue the bed-hold.

Psychiatric Leave: Leave in a psychiatric hospital for assessment and care, for up to forty-five days at a time, is available to all residents of long term care facilities.

Vacation: Depending upon the length of time a resident has resided at the Home, one or more vacations of up to a total of twenty-one days within a calendar year, may be taken without risk to the Ministry subsidy.

Our policy requires that all leaves of absence, including casual or vacation leave, must be authorized by the resident's Attending Physician.

**Volunteering:**

If you are interested in becoming a Volunteer, please contact the Activity Director.

You may wish to join local support groups such as the Alzheimer's Society, Parkinson's Society, Multiple Sclerosis Society, Huntington's Society and Heart and Stroke Foundation.

**Facilities & Services Provided by E.J. Mcquigge Lodge:**

- Bedding and linen including mattresses, pillows, bed linen, wash cloths and towels.
- Bedroom furnishings such as bed, adjustable' bed rails, bedside table, comfortable easy chair, hospital-type adjustable bed with head and foot boards for a resident who is confined to bed.
- Standard ward accommodation.
- The cleaning and upkeep of accommodations
- Use of the infirmary room when required.
- Equipment for the general use of residents including wheelchairs and geriatric chairs, canes, walkers, toilet aids and other self-help aids for the activities of daily living.
- All other services required under the Long Term Care legislation.

**Additional Health Care Services:**

Physiotherapy: Physio is available to residents who have been assessed by their physicians to require this service. The cost of this service may be covered by OHIP.

Footcare: Footcare is provided by specially trained registered staff on a monthly basis as required.

Dental Services: Arrangements may be made for dental visits through the charge nurse when necessary.

**Visiting:**

The facility welcomes families to visit as often as possible and to stay as long as possible. Guests are a very important part of a resident's life, and we encourage regular visits by relatives and friends. Accordingly, we practice an open-hours visitation policy with consideration for the comfort and schedules of all residents.

When visiting residents in their room, keep in mind the "noise" element which, may be disturbing to other residents. Facility staff reserve the right to ask visitors to leave the room while treatment is being given to the resident.

If you wish to have a meal, please notify the charge nurse in advance and the person(s) you will be eating with.

**Community Involvement:**

We encourage community involvement and attempt to strengthen the association between the residents and the surrounding community. Relatives and friends are encouraged to visit and children are especially welcome, as well as family pets. (All pets must have been properly vaccinated, house-broken and leashed.)

Efforts will be made to involve residents in the local community, by both inviting community groups to visit the facility and planning community outings. Volunteers are always needed to help organize programs and provide individual services.

**Resident Attending Physician:**

Residents may continue to have the right to choose their own physician to provide care to them in the facility. Each Attending Physician is required to sign a contract with the facility. Attending Physicians will be expected to meet the standards and criteria established by the government.

The facility does not normally restrict the attending privileges of doctors. We will, however, consult or request attendance of another doctor if certain physician responsibilities have not been complied with, as required by the physician contract, facility policies and Provincial Legislation. If a resident does not have a local doctor, the family, upon consultation with the facility, will assist in selecting a doctor for the resident.

**Resident Care Conferences:**

At the time of admission, a nursing and medical assessment is completed for each resident, and a plan of care is formulated, with input from the resident and family. Within the first six to eight weeks after admission, a conference is held for each resident. The resident is encouraged to attend if he/she desires and if it is appropriate. Family members, physician, nursing staff, Activity Director, Food Service Supervisor, and any other personnel who are involved with the resident's care (or who could provide appropriate input), are asked to attend. A plan of care will be re-assessed at the conference, including advanced directives (as explained in a separate handout). This conference is then held at least annually and offers an opportunity for all parties to communicate and maintain a consistent approach to care and quality of life for the resident. Concerns or questions can be addressed to nursing staff anytime. This conference is an

excellent opportunity to share information in an informal setting, at a scheduled time, with all departments represented. The Director of Nursing and Administrator are also available for family conferences at other times, as the need arises.

*Staff* on the nursing unit continually evaluate the plan of care and update the approach based upon resident status. The resident and family are encouraged to be active participants in all components: assessment, planning of care and evaluation of outcomes. Also, the resident and family members are encouraged to become involved in the provision of care to the extent that they are able and willing. The resident and/or family member may have access to the plan of care, upon request. If they require assistance to read or understand its contents and intent this will be willingly provided.

### **Safety & Security:**

#### **Safety Devices:**

It is our belief that residents have a right to be self-determining. Risks are part of life, and as such, we would prefer an individual to move about independently and encounter a reasonable amount of risk rather than to be restrained in any manner and be totally dependant. Safety devices such as roll bars and seatbelts are used for resident safety following a comprehensive assessment of need.

### **Rooms:**

Residents are encouraged to bring in a favourite chair, lamp, plants, afghans and pictures to make their room more homelike, personal and comfortable. Residents are encouraged to provide a bulletin board for their room, to keep things neat and tidy (and prevent wall damage). For safety and appearance reasons, please consult with the Charge Nurse before hanging pictures or rearranging furniture. You may wish to decorate with a bedspread other than the one provided. Linen, washcloths and towels are provided. Residents/families must consult with the Charge Nurse before purchasing personal appliances or operating such appliances in the facility (eg. fans etc.).

### **Personal Clothing:**

The facility is the resident's home and we like to have each resident dressed in street clothing every day. An adequate supply of clothing is essential. Permanent press clothing is preferred for ease of laundering. Woolens or fine fabrics will not withstand our laundry system. General laundry services are provided by the facility.

Each resident is provided with free labels on admission which we affix to the resident's clothing. Those who wish to sign up for clothing maintenance service may have continuous mending service for an additional charge of \$15 per month.

### **Resident Mail:**

Personalized mail will be delivered on a daily basis. Outgoing mail should be given to the office.

**Pastoral Services:**

Pastoral Services are coordinated and monitored through the Pastoral Services Committee. The Committee strives to meet the spiritual needs of all residents. Participation in spiritual programs is at all times voluntary. Interdenominational services are held. As well, pastoral visitors are available to conduct an individual visitation program. For more details or special requests please contact the Activity Director.

**Housekeeping and Maintenance Services:**

Regular housekeeping and maintenance duties are carried out in accordance with Ministry of Health regulations to ensure that the resident's environment is clean and safe.

**Resident Rooms:**

Televisions: We have provided televisions in resident lounges for residents' use. Should a resident prefer to have his/her own television in his/her room, she/he may have cable installed if so desired. The resident or family member assumes the installation and financial responsibilities. In the interest of safety, we request that any electrical equipment brought into the Home be checked by our Maintenance Department to ensure it is **CSA** approved before it is used. Residents making use of radios and televisions will be expected to respect the rights of other residents. Earphones may be requested.

Telephones: Should daily telephone calls be part of the resident's routine, we suggest the installation of a private line. You may contact Bell Canada directly to arrange for installation.

Building Security: All exterior doors are alarmed to prevent unauthorized entry or exit for the security of our residents. Coded alarm systems are mounted at the entrance to the facility for the safety of our residents.

Fire Regulations: As a fire safety precaution, all items of an electrical nature must be cleared through the Maintenance Department. The Home has a policy which prohibits the use of extension cords and "octopus" electrical plugs. Power bars are an acceptable alternative. The facility's Emergency Plan is tested on a regular basis. Fire drills are conducted each month for the safety of residents and staff. Fire exits are clearly indicated within the facility. Please cooperate with the requests of staff members. There may be several important reasons why a request is made of you immediately, with little time for a full explanation.

Location and Operation of Call Bells: Each resident's room is equipped with a call bell located at the head of the bed. Each bathroom has a call bell as well. To use the call bell just pull the cord, a loud signal will go *off* at the nurses station and a staff member will respond as quickly as possible.

Valuables: The facility cannot accept responsibility for a resident's personal belongings or valuables. Jewelry and large sums of money are best kept with the responsible party.

Smoking: As of January 1, 2000 our facility has been considered "SMOKE FREE". Smoking is not permitted in this home or in Our garden walkway.

**NOTE:** A primary contact must be designated by the residents' representative. Please be sure this information is kept up-to-date.

**Bringing Food into the Home:**

If you are considering bringing food and beverages into the nursing home at any time, please consult with the Charge Nurse prior to your visit. Some foods may require special storage. Further, many residents are on special diets as prescribed by the physician, and a small variance may disrupt a planned program of nutrition.

**Diet & Nutrition:**

Good nutrition and attractive tasty meals are an essential part of our service. Nutritional goals are achieved through our Food Services Supervisor and staff, with input from the Consulting Dietitian, Residents Council and you. Three meals a day plus three nutritious snacks are provided for the resident in accordance with Ministry of Health regulations. Alternate selections are available and residents are made aware of the choices at each meal. Special and therapeutic diets are prepared in accordance with doctor's orders and a nutritional supplement is provided to the resident.

**Recreation Program:**

The Recreation Department strives to provide high quality programs to meet the social, emotional, physical, cognitive and spiritual needs of all residents.

Programs are offered seven days a week, at times convenient to residents. Programs come in many different forms: from individual visiting to large group programs, both within the facility and the community.

For details of each program's time and location, calendars are posted in a central location. Calendars are also provided monthly with our newsletter.

All residents are encouraged to participate in programs of their choosing. Family members are always welcome.



