

# INFORMATION + PROTOCOLS

## RESIDENT IDENTIFICATION PROCESS

When a resident is admitted all their personal belongings must be marked with appropriate name tags. Any furniture, wheelchairs, pictures, etc. must also be so identified. Each resident shall have an identification tag containing a recent photo and pertinent information. These shall be kept at Tobique House and Aroostook House nurses' stations for evacuation purposes. A copy of this photo will also be kept on the resident's medication sheet.

## RESIDENT RIGHTS

- To receive information that concerns them.
- For residents to be informed of matters pertaining to their care and comfort.
- To receive answers to their questions.
- To know the staff members.
- To be a participant in Resident Council.
- To be entitled to privacy.
- To receive personal care from a member of their own sex if requested.
- Freedom of expression.
- To be called by the name of their choice.
- Freedom to speak the language of their choice.
- Freedom to practice their religion of choice.
- Opportunities to remain in contact with life outside Victoria Glen Manor.
- To participate in suitable activities, appropriate to their condition.
- Freedom to be politically active and the right to vote for the person of their choice.
- To retain their autonomy as much as possible.

## CONFIDENTIALITY

Victoria Glen Manor's policy recognizes the importance of confidentiality with respect to disclosure of any information involving residents, staff and events occurring at or relating to the Manor. Misuse of confidential information becomes an ethical issue that can have serious consequences for the nursing home and those involved. Information regarding a resident is released by those authorized to release information to those entitled to receive it. Those entitled to receive information includes a person identified as "responsible party", legal guardian or the person having power of attorney by virtue of a legal Power of Attorney for Financial matters and/or a Health Care provision.

## **FIRE DRILLS**

Fire drills are held monthly. Precautions are taken to involve residents that can be relocated during the drills.

## **SMOKING**

Victoria Glen Manor inc. is a smoke-free facility and residents, staff and visitors are not permitted to smoke anywhere in the building or in the courtyards. Smoking or vaping is not permitted within 9 meters of entrances / exits.

## **INCIDENT REPORTING**

Except for minor mishaps, all accidents or incidents involving residents, employees or visitors at Victoria Glen Manor shall be investigated and assistance given as required.

## **COMPLAINTS**

Complaints, questions, or expressions of concern shall be dealt with in a manner that reflects mutual respect and fair process and administrative procedures for dealing with such situations and should ensure that:

1. Complaints are handled as near the source as possible.
2. If required, complaints are investigated and resolved expeditiously.
3. Complaints are dealt with in a courteous and constructive manner.
4. Personnel against whom complaints are made have an opportunity to respond.

When a complaint is received about any policy, service or personnel, such concern should be first channeled through the specific department or service (care, administration, dietary or environmental services) when appropriate. If the complaint remains unresolved, the matter is referred to the relative Department Head before the complaint is referred to the Executive Director. Finally, if there has been no resolution the complaint is referred to the Board of Directors.

## **SCENT REDUCTION POLICY**

Victoria Glen Manor Inc. promotes a scent-reduced environment and, wherever possible, eliminates the use of products which may contribute to health problems for residents, staff, volunteers, and visitors. Staff should not wear perfumed personal products (such as perfumed aftershave, perfumed lotions, perfumed hair sprays, perfumed deodorants, etc.) while at work.

Recognizing that nearly one-quarter of the population is subject to respiratory and allergic reactions that may be exacerbated by scented and chemical substances, Victoria Glen Manor Inc. will attempt, whenever possible, to provide an environment that is scent-reduced.

## **RESTRAINT USAGE**

Victoria Glen Manor Inc. has adopted a philosophy of least restraint, both medical and physical. That is to say that nursing shall first consider all alternatives to applying restraints and will consider the following phases in the utilization of restraints.

Nurses will continue to assess and implement alternative measures prior to ordering any form of restraint. When restraint is required, the nurse may write the order for the physical restraint and proceed with the application.

Nurses use their knowledge and clinical judgement in making the best choice for the resident. When determining the need to restrict movement or control the behaviour of the resident, the nurse will: assess the client's behaviour, examine the options, and collaborate with team members in developing and implementing the plan of care and in evaluating resident's response and document the assessment. Consent and review processes are in place at the nursing home; this includes documentation of an interdisciplinary process relating to the decision to use a restraint to include the resident / next of kin or legal representative and documentation of resident / next of kin or legal representative / consent for the use of a restraint.

## **SELF-MEDICATION**

The practice of self-medication by the residents is discouraged because of the potential risk to the health of the residents. If a resident wishes to administer their own medication the matter will be addressed on a case-by-case basis.

## **PRIVACY**

Every effort will be made to provide privacy to the residents by the staff at Victoria Glen Manor. One of the most common behaviors of residents who have cognitive impairments (such as dementia), is wandering, which may include into other resident rooms. The nursing home will apply techniques to redirect these residents when necessary.

## **ALCOHOL USE**

Victoria Glen Manor accepts the fact that alcohol is desired by some of its residents and therefore agrees to its usage in the nursing home on a controlled basis. Alcohol will be kept locked in the Medicine Room and will be administered by the Nurse in Charge. Alcohol is only permitted on the order of a physician.

## **NUTRITIONAL AND FOOD SERVICES**

The scope and function of the Nutrition and Food Services Department is to provide optimal nutritional care and quality food service for residents.

Delivery of this service is met by ensuring the provision of meal services which pleases and satisfies residents, while meeting their nutritional requirements. Resident food preferences are always considered.

Meals are offered in the dining room. Tray service to other areas is provided on request by residents. Residents are encouraged to go to the dining room for their meals.

Residents requiring specific dietary restrictions or texture modifications are assessed by the dietitian. Changes in diet are communicated with the physician, resident care giver, and the dietary department.

Nutrition education for residents, physicians, staff, and community is provided by the dietitian. Topics from safe food handling to swallowing problems are covered.

Families of our residents are encouraged to join us for meals. When a family of three members or more requests a meal with a resident, a minimum of 24 hours' notice is required. We are unable to accommodate more than five extra people at one meal.

## **BATHING**

Resident's bath times are scheduled once per week. This may be either a whirlpool, shower, or full traditional bath. More frequent baths are available as required. For the remainder of the week residents receive a partial bath.

## **SLEEP TIMES**

Routine bedtimes are established and followed, however if a resident wishes to go to bed earlier or later, we will accommodate their request.

## **DISCHARGES**

Where, for any reason, the Executive Director intends to discharge a resident from the nursing home, at least thirty days' notice of such intention shall be given to the resident and to his / her next of kin or legal representative except where the Executive Director believes, on reasonable grounds, that the immediate discharge of the resident to the custody of another person or facility is necessary for the safety of the resident or of other residents or staff.

## **ACCOMMODATION**

### **Rooms**

All living areas with the exception of resident's personal room and attached bathroom are commonly shared by all residents.

Designation of rooms is based on the needs of the individuals and the availability of required accommodations. The Home reserves the right to transfer a resident at any time from one accommodation to another within the facility, based on the needs of the entire population.

Any resident who is not satisfied with his / her roommate should inform the nursing staff or Director of Nursing of the problem and another suitable roommate will be found in time.

Special requests for a private room will be given consideration when able to accommodate.

All costs to retain the bed while a resident is out on leave or in hospital continues to be the responsibility of the resident / family.

### **Furnishings**

The Home provides accommodation which includes basic furnishings, linen and bedding. The resident is encouraged to enhance their bed area with personal items such as pictures, small pieces of furniture, comforters, radios, etc. Please note: objects on the window ledges are not permitted, as it creates both privacy and safety issues for the residents. Due to ergonomics and resident and employee safety, there are limits on the amount of personal furniture allowed in rooms.

Victoria Glen Manor will provide a communication package for each resident the package includes unlimited WiFi throughout the building for use by Residents and/or their families. Access to iPads (to watch religious services on-line, have video calls with loved ones, etc.); A TV and Rogers Cable in each Resident room, and in central areas of the building. Upon request, access to cordless phones is available at the nursing desks. The cost of this package is \$17.50 and will appear on the billing as "communication package".

Each resident has their own memory box to display personal items of interest. These boxes are locked and are located outside the resident's room in the main corridor.

For infection control purposes, all articles of clothing and bedding will be laundered on admission. All furniture will be inspected for safety prior to installation in room. Because of the possibility of injury to our residents, no heating pads, electric blankets, magic bags or hot water bottles are allowed. All electric appliances must be checked out by the maintenance department prior to being put into use.

## CARE SERVICES

### Organization

The nursing department is under the direction of the Director of Nursing who is accountable for the overall quality of nursing care in the Home. The Director of Nursing assists in providing professional nursing leadership. She is also responsible for staffing, performance management, care resources and external nursing relations.

The Director of Nursing arranges all admissions and is responsible for the day-to-day management of the nursing department. She organizes orientation of nursing staff and some inservices.

Nursing care is provided by a team, which consists of Registered Nurses, Licensed Practical Nurses, and Resident Attendants. A comprehensive assessment of the resident's needs, abilities and wishes is completed on admission. The assessment brings together the input of other caregivers, such as Physicians, Occupational Therapists, Physiotherapists, (if available), Pastoral Caregivers, and Activity Director, as well as the family. Then the care team devises a plan of care, and periodically evaluates the resident's progress.

Day-to-day care is given by Resident Attendants and Licensed Practical Nurses, always under the direction of a Registered Nurse. It is the responsibility of the Registered Nurse to notify the resident's next of kin of an illness requiring hospitalization, or if the resident has had an incident causing injury.

### **Other Services**

Laboratory, E.C.G., X-rays, and other similar services will be provided through Horizon Health Network and the results will be forwarded to Victoria Glen Manor. If the resident is required to go to the hospital for tests, arrangements will be made to have a family member or their designate accompany the resident to the hospital.

Arrangements will also be made for eye, dental, or other medical appointments outside the nursing home. The resident is responsible for any costs associated with transportation or examinations.

Foot care may be arranged by an external provider. Residents are responsible for the cost of this service.

### **REHABILITATION SERVICES**

Rehabilitation services are available to our residents through the Extra Mural Program. These include Occupational Therapy, Physiotherapy, and Speech Therapy.

Should services be required, the Case Manager in coordination with the Support Rehabilitation LPN completes the necessary service requisition and forwards it to the Extra Mural Program. The services are generally provided at Victoria Glen Manor.

The role of the Support Rehabilitation resource is:

- To provide rehabilitation support to nursing home residents under the direction and coordination of Extra-Mural Program professionals.
- To encourage residents to participate in rehabilitation programs and treatments to maximize their independence and dignity.

### **PHARMACY SERVICES**

Under the Nursing home Act, all medications must be obtained from the pharmacy contracted by the nursing home to provide this service. Medications are ordered for residents by the attending physician and administered by the Registered Nurses and Licensed Practical Nurses. No medication can be brought in and given to the resident by anyone other than the above-mentioned staff.

Medications are reviewed by the physician, nurse, and pharmacist every three months or as required.

The current system for delivery of medication at Victoria Glen Manor is in the form of a controlled dosage system in accordance with the physician's or nurse practitioner's prescription.

The nursing home will supply basic stock drugs and supplies per Nursing Home Services Standard III B-26. Should a resident require or request a brand name different from the one stocked by the home, or require the stock medication on a regular basis, he / she is to be financially responsible for the cost of the product.

## **DENTAL SERVICES**

The services of a dentist and / or denturist, if required, will be arranged. Dental assessments are available on admission and as necessary for the resident if requested. Financial arrangements are made through resident / family / dentist or denturist business office as necessary.

## **PASTORAL CARE SERVICES**

When facility restrictions allow, Clergy of all faiths are welcomed and encouraged to participate in ecumenical church services, as well as individual visits. Sunday Services are scheduled weekly by the Ministerial Association.

## **SUPPORT SERVICES**

Support Services consists of three major functions: Laundry, Housekeeping, and Maintenance. The main purpose of the department is to provide a clean, safe, attractive, and operational building, grounds, and equipment.

### **Laundry Services**

For infection control reasons, all personal clothing and linen will be laundered on admission. In addition, laundry staff will label all personal clothing on admission. Laundry service is in operation seven days per week. The nursing home cannot be held responsible for personal clothing items lost or damaged. We recommend that you do not bring in clothing items that are hand washable or require dry cleaning (ie. wool). All new clothing purchased for residents after admission must be sent to the Laundry Department for labeling.

### **Housekeeping Services**

Housekeeping Services are in operation seven days per week. The housekeeping department strives to ensure the Manor is clean, neat and as odour free as possible.

### **Maintenance Services**

The maintenance department makes every effort to ensure the Manor is a safe place in which to live, work and visit. All electrical appliances must be checked out by the maintenance department prior to being put into use.

## **ACTIVITY SERVICES**

The Activity Coordinator and volunteers focus on and create activities that meet the physical and psycho-social needs of the residents. Each resident is invited and encouraged to participate in activities which include bingo, reading, bowling, games, exercises, coffee break, etc.

When facility restrictions allow, families are welcome to attend any program, and especially the special events. Some of the special events, which take place during the year, are Valentine's Party, Mother's Day tea, monthly birthday party, movies, theme week, and Christmas activities. Schedules of monthly activities are posted throughout the Home on each resident's bulletin board and on the VGM website [www.vgm.ca](http://www.vgm.ca).

All organizations in the community are encouraged to share their talents and time with our residents. These activities are arranged through our Activity Coordinator and include visits from local service clubs, student programs, musical groups, church groups, etc.

### **VOLUNTEER SERVICES**

We are fortunate to have an active Volunteer group. We encourage family participation and would welcome those who express an interest. Volunteers are valuable to the success of our activity programs for residents.

### **VALUABLES**

Victoria Glen Manor cannot be responsible for any valuables such as jewelry, money, or ornaments kept in their rooms. If a resident insists on having valuables, they are responsible to protect them.

### **FAMILIES**

We encourage and support family involvement.

We welcome and encourage suggestions from family to improve care for the resident, and if there are any concerns or special requests, please pass them on to us.

We like to see families taking part in birthdays, anniversaries, and other special events, and we will assist the family in making arrangements. We also encourage families to take their loved ones out for a drive, to a community event, to their local church or home for an overnight visit. We firmly believe that the continued involvement of the family with the staff plays an important role in enhancing the quality of life for the residents at Victoria Glen Manor. We encourage family members to discuss their plans and concerns with the Director of Nursing or Activity Coordinator.

### **VISITING ANIMALS**

We welcome visits from animals. For health and safety reasons, all animals need to be controlled by the owner and on a leash. We also ask that the pet have up-to-date immunization.

### **RESIDENT REVIEWS**

The total care of each resident is reviewed at least annually by the care givers, including the physician, nursing staff, clergy, dietitian, activity coordinator, environmental and dietary staff. The resident's family is invited to attend and to provide input.



## Care Supplies – Provided by Nursing Home

Absorbent Puffs	Minor Medical Equipment
Alcohol (for medical use)	* Mouth Care Supplies: (toothpaste - Freshmint, mouthwash – Be Fresh, toothettes – Medi-Inn)
Antiseptic and Disinfectant Preparations	Nail Care Equipment: (clippers file, etc.)
Applicators, cotton-tipped	Nebulizer Masks
Bandages	Needles
Basins (bath, emesis, solution)	Ostomy Supplies
Bed Pans	Packs; hot & cold
Blood Pressure Cuffs	Pads, incontinent
Blood Sampling Supplies	Paper, autoclave
Blood Testing Strips	Pressure Relieving Devices
* Body Lotion - Arjo	* Razors, disposable - Personna
Catheter; (drainage systems, tray, solution)	Rectal tubes
	Saline Solution
Condom Drainage	Scissors
* Denture Adhesives (do not use)	* Shampoo / Bodywash - Arjo
* Denture Cleaners - Denture Cleanser	Sharps Disposable Containers
Denture Cups	* Skin Barriers - Arjo
Diabetic Supplies	*Skin Cleanser – Perineum Cleanser
Douche Units	Specimen Collecting Supplies
Dressing Trays	Spoons (disposable)
Dressing Supplies	Sterile Supplies / Equipment
Droppers medicine	Steri-strips
Enema Kits, disposable	Stethoscopes
*Facial Tissue – Alliance	Stockinette
* Feminine Hygiene Products - Tena	Straws, flexible
Fleet Enemas	Swabs (alcohol & glycerin)
Foot Care Equipment	Syringes
Forceps, disposable surgical	Tape
Gloves (sterile / unsterile)	Thermometers and Supplies
* Hand Soap (standard size) or Liquid Hand Soap – QFS (pink foaming hand soap)	Tongue Depressors
* Incontinence Care Supplies; Disposable -Tena	Tub (cleaning products)
Irrigation Solution & Trays	Urinals
Lubricants and Petroleum Jelly	Urine Testing Strips
Medicine Cups (paper & plastic)	Water (sterile & distilled)

**Should a resident / family prefer to purchase products other than what is provided by the Nursing Home, all associated costs incurred for these products are the responsibility of the resident / family. In addition, advanced footcare that requires services from the Footcare RN or an outside service provider, will be charged to the resident's account. Consent forms must be signed by the responsible party.**

# SERVICES + INFORMATION

## PHYSICIAN SERVICES

Dr. Josh O'Hagan  
Mack Perry, Nurse Practitioner

## PHARMACY SERVICES

Lewis Pharmacy

## DENTAL SERVICES

C. Terrance Shaw, DDS

## EYE CARE + VISION SERVICES

Dr. Harvey Bass

## HAIR CARE SERVICES

Lilly Daley

Wash + Set	\$14.00
Wash, Cut + Set	\$18.00
Men's Haircut	\$10.00
Color	\$50.00
Perm	\$60.00

## RELIEF CARE

For information call VGM (506)-273-4885.

The per diem (daily) and monthly rates are subject to change. For current rates please contact us.

# STAFF + TEAM

## MANAGEMENT TEAM

JoAnne Graham, *Executive Director*

Erica McCrea, *Director of Nursing*

Michelle Jamer, *Director of Finance*

Rebecca Demmings-Laskey, *Food Service Manager + Registered Dietician*

## OTHER DEPARTMENTAL SUPPORT STAFF

Mark McCarthy, *Maintenance Supervisor*

Nancy Baker, *Activity Coordinator*

Lisa Brewer, *Administrative Assistant*

Melana Rogers, *Rehab Specialist*

## BOARD OF DIRECTORS

President: Janet Gee

Vice-President: Angela Leonard

Treasurer: Dirk Bishop

Secretary: Angela Leonard

Board Member: Beth Larsen

Board Member: Debbie Thomson

Board Member: Janet Wylie

Board Member: John Lennon

Board Member: Doris Dickson

Board Member: Tom Dixon