

Welcome
to your new home.

**How can we
make your day?**



Central
Health

Inside you'll find helpful information

HEALTHY Aging

Healthy aging about your overall, life-long health journey.

It includes your physical, emotional, spiritual, and mental health needs.

You may be living in a Central Health building,
but this is **your home**.

We are here to support you and your family on this aging journey, by providing as safe and comfortable home, focused on quality care.

This booklet includes helpful information about living in your new home and answers many questions new residents and their families might have.

If you have questions or want more information,
talk to any member of your care team.



We promise
to treat you and
your family
with compassion

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Person- and Family-Centred Care

Person– and Family-Centred Care (PFCC) is an approach to health care that Central Health aims to achieve on a daily basis. At Central Health, you and your family are at the center of your care, let's partner together with our interdisciplinary team.

That means:

- You have the right to have information about your care and your care options.
- You have the right to ask questions.
- You have the right to make decisions.

As your partner:

- We will share information with you about your care and care options.
- We will honestly answer your questions.
- We will listen to your concerns.
- We will respect and support you in your decisions.

To help support the PFCC approach, we ask that you participate in the Getting to Know You Survey. By answering some questions, you will help us in providing you with the best possible care. Our goal is to enhance the quality of life of our residents.



We will
work with you
and your family
to provide care
that is respectful



YOUR RIGHTS & RESPONSIBILITIES

YOUR Rights & Responsibilities

You are an equal partner in your care. And you have rights and responsibilities.

Quality Care

You have the right to:

- receive quality care and service supports which help you achieve and maintain your maximum level of independence;
- have access to activities which fulfill your physical, spiritual, social, cognitive and emotional needs;
- be provided with a safe and secure living environment.

You are responsible for:

- working with your care team to maintain independence, whenever possible, in your personal care;
- identifying activities and programs that interest you adhering to safety regulations.

Information

You have the right to:

- have your condition, care and treatment explained in terms easily understood by you and/or your family;
- be given the opportunity to participate in developing your plan of care.

You are responsible for:

- giving your caregivers information about your health; including a current list of medications you are taking. This list should include all prescription drugs, over the counter medications, natural and herbal medications, creams, ointments, eye drops, inhalers, etc.
- asking questions about what you do not understand following your recommended treatment plans.

RECOGNITION AND DIGNITY

You have the right to:

- be treated with dignity, kindness, consideration and respect and to be involved, whenever possible, in any decision affecting your life;
- share your views, observations and problems with staff, other residents and family;
- be kept informed about new policies and changes in the home;
- receive appropriate responses to your requests for services that can be reasonably provided;
- form and enjoy personal relationships;
- practice the religion of your choice;
- receive the greatest comfort we can provide.

You are responsible for:

- treating all residents, staff and others with respect and consideration
- becoming involved in and encouraging your family's participation in the resident/family council of the home, where offered
- making choices to meet your social and spiritual needs
- recognizing space limitations and safety regulations when bringing personal effects into the home

PRIVACY

You have the right to:

- as much privacy as we can provide;
- confidentiality of your health care as well as of personal and financial affairs.

You are responsible for:

- understanding the limitations placed on privacy;
- respecting the privacy of other residents;
- recognizing that staff involved in your care will require access to your health care information.

YOUR HEALTH CARE

You have the right to:

- have medical care provided by a Physician and/or Nurse Practitioner who provides service to the home;
- agree to or refuse any procedure or medical treatment;
- be free from chemical or physical restraint.



LIVING IN THE HOME

LIVING in your Home

Food Safety

Housekeeping staff help keep your room safe and clean. Because some perishable foods can create a risk of food-borne illness, these food items should not be kept in side tables. Non-perishable items (in sealed packages) are good options for snack foods to keep in your room. You can help keep your room safe and inviting by keeping personal items off the floor, and away from heaters and waste containers.

In an effort to ensure the health and safety of residents in Long Term Care, resident family members who bring food in to their loved ones are responsible to ensure that they or a representative of the family takes responsibility of the food item ensuring that all food safety guidelines are followed. It is important to ensure that any food, perishable or non-perishable, is labelled, dated, covered and stored appropriately. For example, perishable food requires refrigeration at the appropriate temperature. Non-perishable items (in sealed packages) are the safest option.

Furnishings

Your room has been furnished with your safety and care in mind. It's important that there is enough space for you and staff to safely use any equipment you might need. Items you bring may pose a risk to you falling. That's why items like throw rugs and mats are not permitted. **Only vinyl or leather furniture is permitted. Please talk with your nurse before bringing any furniture to your room to make sure it won't pose a safety risk to you or someone else.**

Electrical Appliances

Please note that all electrical appliances must be CSA approved.

For safety reasons the following are not permitted in your room—toasters, kettles, microwaves, electrical blankets and heating pads. Curling Irons are permitted but must be stored in a safe location when not in use.

Private Room Requests

Private rooms are available at some long-term care homes. If you want a private room, ask your social worker to add your name to the waitlist. When a private room becomes available, it will be allocated based on need.

Changing Rooms

If you want to move to a different room, please talk with the nurse, care facilitator, or social worker. If we need to move you to a different room for medical or other reasons, your care team will try to make any moves with as little disruption to you as possible.

Vacating a Room

Upon vacating the room, we ask you and/or your family to remove your personal belongings within 24 hours. If this is not possible, your belongings will be carefully and respectfully packed and secured until the items can be picked up. Please check with staff to find out how long belongings can be kept at the home.



**We promise
to answer
your questions**

Mail

Your personal mail will be delivered to you, and we can help you with sending mail. Staff can give you your new mailing address.

Newspapers

Some homes can arrange for the newspaper to be delivered to you. Other homes sell newspapers in their gift shops.

Personal Care Items

There are a few exceptions, but we ask that you supply your own personal care items. Your home can give you a list of personal care items you might need.

Central health promotes a scent reduced environment to minimize the potential adverse allergic and/or medical reactions that may affect at risk individuals (clients, visitors and health care workers (HCW)). Therefore, the use of scented products by HCWs, clients and visitors are discouraged.

Photo Consent

We often take photos during activities and events at the home, and sometimes we share these photos publicly. We respect your right to privacy. If you don't want to have your photo shared publicly, just let us know on the photography consent form.

Your Clothes

Wash-and-wear clothing is recommended. We use commercial washer and dryers, which may damage delicate or hard-to-wash items. Closet and dresser space is limited, so it is a good idea to only keep in-season clothes in your room. Please know that we do our best to keep resident rooms tidy (including the management of laundry). The home is not responsible for lost clothing.

Personal Belongings

Since we are unable to protect valuables and personal belongings from breakage or loss, we strongly recommend that residents do not keep valuables in their rooms. The home cannot replace or financially compensate you for any lost or damaged personal belongings (e.g. dentures, eyeglasses).

Medication Costs

You may be eligible for a drug card under Newfoundland and Labrador Prescription Drug Program (NLPDP); please consult with your social worker. All prescription medications are provided by the Central Health Pharmacy department and may or may not be covered under your drug card. You will be responsible for payment of any over-the-counter medications prescribed to you.

Telephone, TV, and Computer Services

Telephone

You can make arrangements with a service provider to connect a personal phone in your room, at your cost. If you transfer to another room, at your or your family's request, you are responsible for the cost of transferring the phone. If we ask you to transfer to another room, we will take care of the cost.

TV

TVs are available in lounge areas at most homes. If you would like to bring a TV for your room, we suggest a flat screen, or wall mounted unit. Please discuss with staff to determine the appropriate size for your room. Some facilities provide this. Basic cable television can also be provided at a monthly cost.

Computers and Internet Access

Homes have computers/iPad available for your use. Check with staff to find out if this service is available at your home. You may also wish to bring a small laptop or tablet to have in your room. To help you keep up on current events and to keep in contact with family, Central Health provides FREE Wi-Fi at all long-term care home.

Interdisciplinary Team Meetings

Our team recognizes the vital role that families play in ensuring the health and well-being of our residents. We acknowledge that emotional, social and developmental support are integral components of health care. We will ensure the resident and/or the Substitute Decision Maker (SDM), if applicable, will have the opportunity to actively participate in the development and review of the resident's care plan. You will be given a choice of mode of participation (face to face; telephone/conference call; video call).

We value the information you provide about you, your needs and wishes; this information will be used to develop your care plan. Your care plan will be reviewed regularly to ensure we continue to provide you with quality, individualized care.

Our interdisciplinary team includes, but not limited to:

- resident/family member
- physicians
- nurse practitioners
- registered nurses
- licensed practical nurses
- personal care attendants
- social workers
- dietitians
- support services
- occupational therapists and aids
- physiotherapists and aids
- therapeutic recreation specialists and assistants
- pharmacists
- speech language pathologists

You don't have to wait until a meeting is scheduled to let us know any concerns you may have. You can talk with your care providers if you have any questions or concerns, or if you want to make changes to your care plan.

Roles and Responsibilities of our Interdisciplinary Team

Medical Services

You will be assigned a physician or Nurse Practitioner (NP) upon admission. How often your health care provider sees you will depend on your health needs. You may also be referred to outside agencies or doctors for service and treatment. If you have a concern about your medical care, please speak with a member of the care team who will ensure your request is communicated to your health care provider.

Nursing

24-hour nursing care is provided by Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Personal Care Attendants (PCAs). Personal care will be given by both male and female nursing staff. The nursing team works together to encourage and support you to manage your personal care as independently as possible.

Pharmacy

Pharmacy Services provide you with the medications your doctor or nurse practitioner has prescribed. To ensure consistency and safety in the distribution of your medication, all your medications (including over the counter medications) will be provided by the pharmacy supplying medications to the long-term care home.

Therapies

Therapy services are provided based on your assessed needs and the available resources. You may not require the services of therapy staff. Therapy services are available upon referral and the therapist sees people on a priority basis.

Occupational Therapy (OT)

Occupational Therapists and assistants help you be involved in your day to day living. To an OT the word occupation means all the things you do to live the life you want. There are many reasons you may not be able to do those tasks anymore. An OT works with you to find out how you can be as independent

and as safe as you can while living in the home. This may involve looking more closely at your body, mind, and/or the place and items around you to see if any changes can be made to help you function better. The OT at your home can help pick out a chair or mattress to meet your needs. They can also provide you with other equipment that may help you. An OT works with you, your family, and your health care team to help you meet your goals. OT services is provided in the homes from an off-site OT, there may also be occupational therapy assistants who will work with you.

Physiotherapy (PT)

Physiotherapy services may help improve or maintain your mobility. They also promote fitness, health and wellness and help deal with physical impairments. The Physiotherapist completes an assessment with you and works with you to improve your health. Based on the findings, the PT may make a treatment plan to deal with these issues. The physiotherapy support worker carries out the plan developed by the PT. Resident, family or staff may refer to physiotherapy services.

Speech-Language Pathology Services

The Speech-Language Pathologist assesses and treats communication problems such as difficulties with speaking, understanding language, reading, and writing. The therapist may also help with problems in swallowing foods or liquids. Your family and team members may be taught how to make communication and swallowing easier for you. Speech-Language Pathology services are available at long term care homes in Central Health, however there are no full-time staff on site, all services are provided by off-site staff.

Social Work

A social worker will provide you and your family with an admission orientation to the home. Helping the resident and family members become familiar with the facility and its resources is essential to your adjustment and well-being.

The social worker is available to provide counseling to you and your family as you adjust to your life at the home, to help you and your family with any challenges you may face. They can also help provide you with information to assist you in making an Advance Health Care Directive, providing information about available services, or making referrals on your behalf to services available in the community. A referral for social work services can be made by you, your family, or any member of your care team.

Clinical Nutrition

Registered dietitians work as part of an interdisciplinary team to support the health and well-being of residents. All residents are assessed by a dietitian after admission and on a referral basis thereafter to ensure the specific individualized nutritional needs of all residents are met. A referral can be made by you, your family, or any member of your care team.

Therapeutic Recreation (TR)

TR services are provided at all long-term care homes in Central Health by a Recreation Specialist and/or a recreation therapy worker. The recreation specialist assesses the individual needs of each of our residents and develops a program care plan. There are many planned group activities that occur in our facilities and there are many one-on-one activities, which focuses on our resident's individual leisure interests and needs.

A schedule of activities is posted monthly. While leisure activities are ongoing on a regular basis, we also have planned special events. You should receive invitations and we encourage you to attend with your loved one whenever possible. Those events make lasting memories, some of which you will cherish forever.

What is Gentle Persuasive Approach (GPA)?

At Central health we are ensuring that our interdisciplinary team has the appropriate education and training to meet the needs of our resident. One of the ways we are doing this is by offering mandatory training around dementia care. This education is called Gentle Persuasive Approach (GPA).

GPA is a comprehensive, practical education program to support our team with the knowledge, understanding and skill to deliver person-centred dementia care.



OUR SERVICES

Our SERVICES

Pastoral Care Services

Pastoral Care services aim to meet the spiritual needs for you, your family and staff through regular church services and pastoral visitation. The dates and times of services are displayed on the monthly activity calendars. We respect all religious affiliations and welcome clergy of all faiths.

Housekeeping Services

Housekeeping services are provided on a regular basis. Residents and their families are provided with a clean, safe and comfortable environment and staff always try to respect your personal space.

Resident rooms and their bathrooms have all touch surfaces cleaned and sanitized daily. All floors are wet mopped daily. All resident beds are cleaned and sanitized daily (touch surfaces), and a full cleaning and sanitizing of their bed is also completed weekly.

Food Services

The food service staff aims to provide you with safe, well balanced, appetizing food in a pleasant, friendly environment. They are pleased to provide a three-week menu cycle offering many traditional Newfoundland and Labrador foods. There are three meals per day and an evening snack. Most homes have a dining area and we encourage you to eat there if possible. In many homes family members may purchase a meal and eat with you. Please check with your home for cost and ordering guidelines.

In an effort to ensure the health and safety of residents in Long Term Care, resident family members who bring food in to their relative are responsible to ensure that they or a representative of the family takes responsibility of the food item ensuring that all food safety guidelines are followed. It is important to ensure that any food, perishable or non-perishable, is labelled, dated, covered and stored appropriately. For example, perishable food requires refrigeration at the appropriate temperature. Non-perishable items (in sealed packages) are the safest option. Fridges are cleaned on a regular basis and items will be disposed of as necessary. Please consult with the care team if you have questions.

Laundry Services

Laundry staff keep bedding, towels, and linens clean, fresh and in good condition. Personal laundry services are available to you free of charge. Your family may choose to launder your clothing at home. If they do, please let staff know. Label all clothing, blankets, and personal items with your name. Some homes may label your items for you. Check with staff about this service.

Maintenance Services

Maintenance staff keep the home, walkways, parking lots, and equipment safe and in good repair. Please notify staff if you notice anything that needs repair.

Volunteer Services

Volunteers support us in many different ways, including recreation, social, and pastoral care programs. Volunteers offer one-on-one visiting and accompany residents to events and activities. Volunteers are always needed. If you are interested in volunteering please contact Volunteer Services.

Financial Services

Frequently asked questions about resident financials

What is a Resident Trust Account?

We recommend you **do not** keep money in your room. You and your family will be given information to set up a Resident Trust Account. This lets the home pay for things on your behalf (like hair dressing, clothing, medications, and other personal items). Only you or your legal designate can access the money in your trust account. Please give copies of Power of Attorney, Enduring Power of Attorney, or Legal Guardianship to your social worker and Financial Services.

How does the financial component of my care work?

When you are permanently admitted to your new home a referral is generated to financial services in Gander. A Financial Assessor will be in touch with you and your family to gather your financial information. Once a financial assessment is complete, they will provide you and the Accounting Clerk, at your respective home, with a financial statement indicating your portion for payment of board.

How do we pay our bills?

We accept payments through the following methods:

- **IN-PERSON AT THE BANK OR ONLINE BANKING**

You can pay your Central Health bills in-person at the bank. If paying online, select CENTRAL REGIONAL HEALTH AUTHORITY as the payee and enter your account number from your invoice. Your account number can be up to 12 characters long. For multiple account numbers, please set each account up separately with the relevant account number. Banks currently setup/ accepting payments include CIBC, RBC, TD, Scotiabank, BMO and NLCU. Other banks may be added in the future.

- **BY PRE-AUTHORIZED DEBIT**

Contact the business office (details below) in your respective long-term care facility to avail of this option.

- **BY CHEQUE**

Cheques can be made payable to Central Health and sent via Canada post to your respective long-term care facility (details below).

Fogo Island Health Centre – The Christina Cole Memorial Residence	709.266.3401	P.O. Box 9, Fogo, NL, A0G 2B0
Notre Dame Bay Memorial Health Centre	709.884.4251	Twillingate, NL, A0G 4M0
Bonnews Lodge	709.536.6177	Badger's Quay, NL, A0G 1B0
Lakeside Homes	709.256.9413	95 Airport Boulevard, Gander, NL, A1V 2L7
North Haven Manor	709.535.0826	P.O. Box 880, Lewisporte, NL, A0G 3A0
Connaigre Peninsula Health Centre	709.885.2043	P.O. Box 70, Harbour Breton, NL, A0H 1P0
Dr. Hugh Twomey Health Centre	709.257.5230	P.O. Box 250, Botwood, NL A0H 1E0
Carmelite House	709.292.2528	50 Union St, Grand Falls-Windsor, NL, A2A 2E1
A.M. Guy Memorial Health Centre	709.672.3919	P.O. Box 10, Buchans, NL, A0H 1G0
Baie Verte Peninsula Health Centre – Copper Crescent	709.532.5210	P.O. Box 190, Baie Verte, NL, A0K 1B0
Valley Vista Senior Citizens' Home	709.673.8105	P.O. Box 130, Springdale, NL, A0J 1T0
Grand Falls-Windsor Long Term Care	709.292.0400	9 Scott Avenue, Grand Falls Windsor, NL, A2A 2P7
Gander Long Term Care	709.651.0300	1A Magee Road, Gander, NL, A1V 1W1

Gift Shops/Canteens

Canteens and gift shops may be located in some homes for residents to purchase items such as toiletries, cards, candy, etc.

Advanced Foot Care

Basic foot care is provided by nursing staff in the nursing unit. Basic foot care includes toenail clipping and moisturizing the skin. Advanced foot care is needed when you have diabetes or have problems with your feet such as calluses and corns. Advanced foot care is provided by nursing staff with specialized training. Arrangements can be made for advanced foot care if you require this service.

Hair Care Services

Hair care services are available at all long-term care homes. There is a fee for this service. Arrangements can be made to have this cost deducted from your trust account.

Resident/Family Council

This group meets regularly to share experiences, find solutions to common problems, works together to enhance residents' quality of life, and to give residents/families a voice in decision-making processes. Residents and families are encouraged to attend.

Resident/Family Council Goals

- Provide education and information
- Provide support and encouragement for residents and their families
- Advocate for positive change
- Provide an effective means of communication among everyone

Settling in at your new home may take some time. We are here to help you with the change. Daily routines and the way things are done may seem different from what you have been used to in your life. It may not be exactly like the home you left, but we try to make your experience as homelike as possible.

**We want to partner with
you to ensure we are
meeting;
Physical, psychological,
spiritual, and leisure
needs, recognizing the
uniqueness of each
resident.**



COMMUNICATION

COMMUNICATION

Good care requires constant communication between you and your care team. We encourage you to provide us feedback about your care and life at the home, whether it is a compliment or a concern. If things are going well and you are pleased with the services we provide, tell us. We also want to know if things are not going so well. We are here to give you the best care and experience.

On a daily basis, ***Ask, Listen, and Talk*** with us about your care. Ask questions, listen to your care providers, and talk openly. We care about you and your wellbeing. We realize that there could be times when you or your family may be dissatisfied. You have the right to have your concerns heard and addressed in a timely manner.

To help us address any concerns you may have:

Talk with staff when your concern arises. Our employees will do their best to respond. Many concerns are resolved quickly and satisfactorily this way. Your social worker is always available to discuss concerns you may have. If a staff member or social worker cannot address your concern to your satisfaction, please contact the Nurse in charge and/or the Nurse Manager.

If your concerns cannot be resolved at your long-term care home, our Client Relations Coordinator is always available to talk with you at 1 888.799.2272.

We encourage you and/or families to complete our Long-Term Care Resident/Family Experience Survey when available. Please speak to your social worker for more details.

Disclosure

We value open and honest communication. If an incident occurs we will let you know as soon as possible. We will investigate so you are aware of what happened and we'll develop an action plan so we can prevent similar situations from occurring in the future.

Privacy and Confidentiality

Central Health has policies and procedures ensure your information is not shared without your permission. Professionals are also guided by their professional codes of ethics and have signed an Oath of Confidentiality. All employees and individuals affiliated with Central Health must review the Central Health Confidentiality Policy and sign Central Health's Oath/Affirmation of Confidentiality. Employees and affiliated individuals must complete the **Personal Health Information Act (PHIA)** Education Session through the Department of Health and Community Services.



YOUR SAFETY AND SECURITY

Your SAFETY and SECURITY

Your new home is smoke-free

Central Health is committed to providing a healthy environment and promotes an environment free from tobacco and second-hand smoke. You, your family, visitors, volunteers and staff are not permitted to smoke in the home or on its grounds. Staff are not permitted to assist residents off the grounds to smoke. If you are leaving the grounds to smoke, please let staff know when you leave the home.

If you smoke and want to quit, help (like the patch) is available.

Fire Safety

Fire safety exercises are held regularly to prepare staff and residents for the possibility of an emergency. At the sound of the alarm, residents and visitors are asked to follow the instructions of staff.

Building Safety

Safety rounds are conducted on a regular basis to identify risks and ensure hazards are addressed. If you notice anything that may pose a safety hazard, please notify a manager at the home immediately.

Security programs are in place in the long-term care homes. Staff patrol buildings and grounds to ensure the home is safe from theft, vandalism and fire. There are also video surveillance cameras at the entrances of some homes. Report any suspicious activity immediately to a staff member.

People working in the home are required to wear identification (ID) badges. This will help you and your family know who we are and that we are authorized to work here.

Most homes do not have set visiting hours, but doors are locked in the evening for security purposes. We recommend that family members call in advance of a late visit or ring the doorbell at the front entrance if visiting after the doors are locked. Please check with the home to find out what time doors are locked.

Infection Prevention and Control

Things you can do to help:

- Avoid touching your eyes, nose or mouth.
- Avoid close contact with people who are sick, if possible.
- Ask family members and visitors to stay home if they are ill or have had any symptoms within the last three days.
- Ask people to wash or sanitize their hands when entering and leaving your room.
- Cover coughs and sneezes with a tissue, then discard it into a waste basket.
- Cough or sneeze into your sleeve.
- Do not share eating utensils, drinking glasses, towels or other personal items.
- Practice good hand hygiene.
- Get vaccinated against Influenza (flu) and pneumococcal (pneumonia).

The most important thing we can all do to help prevent the spread of infection is to practice good hand hygiene.

To wash your hands the right way:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

Another important way we can help prevent the spread of infection is to get vaccinated.

We offer vaccine immunizations (e.g. Flu vaccination) to all residents and staff to help prevent the spread of infections. If there is an outbreak of a particular type of infection, such as influenza (flu) or gastroenteritis (stomach bug), the home may:

- Restrict staff and resident movement in the home.
- Restrict visitors and delay some social activities.
- Ask visitors to check with the nurse before entering your room to find out what steps they have to follow if you are on Isolation Precautions.

Alcohol

Alcohol is permitted for residents, and there are policy guidelines to ensure alcohol use does not pose a safety risk to you or others. The use of alcoholic beverages by residents is assessed on an individual basis with direct consultation with the resident, resident's family, and the interdisciplinary team. It will be identified in your individual care plan.

The following procedures must be followed:

- A prescription for alcohol use must be written as an order for the resident.
- Alcohol may be purchased by the resident or family but must be submitted to nursing staff for storage in a locked area.
- Alcohol will be dispensed by nursing staff.
- ***Abuse of alcohol is strictly prohibited.***

Allergies

We strive to maintain a safe environment for people with allergies by:

- Providing a reduced scent environment (scented perfumes, sprays, deodorants, etc.).
- Prohibiting poinsettias and Easter lilies at many homes.
- Prohibiting latex balloons.
- Permitting pets, however, please notify nursing staff in advance, in case other residents or staff have allergies.
- Please check with your home to see if there are additional restrictions that may pose a safety risk.

Food Safety

Things your family can do to help:

- Check with a nurse before providing you with food or beverages as you may require a special diet, diet texture, special equipment (such as cups or plate guards) for positioning.
- Refrain from bringing in perishable food, as it may spoil and cause food safety concerns.
- Only bring in non-perishable food items that are within your recommended diet. Please ensure that any food, perishable or non-perishable, is labelled, dated, covered and stored appropriately.
- Contact nursing staff when requesting food rather than going into food preparation and service areas.
- Check with a nurse before providing or offering food to other residents.

Protective Care and Wander-guard Units

Some of our long-term care homes provide safe and secure environments for residents who may be at risk of getting lost if they leave the unit or the home unaccompanied. Residents on some units are required to wear a bracelet which will trigger an alarm to let staff know when they are near an exit door, or the bracelet will trigger the door to lock. Doors on some units may also have a coded lock and family members/visitors may have access to this code. Many resident rooms on these units have coded locks in certain areas such as cupboards, bathrooms and clothing closets to prevent residents from accessing items that could be dangerous to them. Many commonly used items could pose a risk for residents on a protective care unit; therefore, there are additional restrictions on personal items that are permitted on the unit. If a resident's care needs change, and a move to a facility with a protective care unit is required for their safety and the safety of other residents, a consultation with the facility social worker, manager, placement coordinator and the resident and family will take place to discuss possible options.

What you and your family can do:

- notify a staff member when you are taking a resident off the unit;
- close doors completely when entering or leaving the unit;
- speak with staff about what items you can bring to the unit. Some residents may not be able to remember how to safely use items and may try to eat or drink things other than food and beverages;
- do not assist other people off the secure units, as they may be residents;
- please alert staff immediately if you suspect a resident has wandered off their unit.

Resident Identification

Central Health has a Positive Patient Identification policy to help us ensure that the person receiving any treatment or procedure is the person who is supposed to receive it. You will be asked to have your picture taken when you move into the home, and it will be used to help us identify you. Staff members are required to use at least two ways of identifying you before providing any service or procedures, such as giving you medications.

Preventing Falls

Appropriate assessment and intervention can improve your quality of life, safety, independence and well-being.

Your risk for falling and being injured will be assessed:

- upon admission;
- every 3 months;
- if your medical condition changes;
- after any fall.

Things WE do to reduce your falls risk:

- review your medications;
- maintain a safe environment (e.g. good lighting);
- provide safe equipment (e.g. low height beds);
- provide ongoing assessment from your health care team;
- apply a yellow arm band when you leave the home to visit another health care facility.

Things YOU can do to help reduce your risk of falls:

- use handrails to assist you in the hallways and washrooms, especially if you feel unsteady;
- ask for assistance if you need help getting out of bed or to the washroom;
- ensure your bedroom is free of clutter and nothing is on the floor (e.g. mats, throw rugs);
- wear non-skid/slip shoes and/or slippers with back supports;
- ensure your walking aids are in good working order;
- use your walking aid if you've been prescribed one by a physiotherapist;
- you may feel fine, but some medications increase your risk to fall so use your walking aids as an extra measure of precaution;
- ensure your brakes are applied when standing from a wheelchair or bed;
- ensure foot rests on your chair are out of the way.

Things your FAMILY can do to help you prevent a fall:

- be familiar with the Fall Prevention Program;
- always ensure your brakes are applied when assisting you to stand from a wheelchair or bed;
- ensure your foot rests on chairs are out of the way;
- notify staff or ask for assistance;
 - ◊ when getting you up and out for activities;
 - ◊ when assisting you in or out of bed, or assisting you with walking;
 - ◊ if they are unsure how to properly use adaptive devices (walkers, wheelchairs);
 - ◊ if you fall when they are present;
 - ◊ if you almost fall, such as a trip or slip.

If you have a fall, we will immediately:

- assess if you have pain or injuries and ask how you feel;
- monitor your blood pressure and pulse and other vital signs;
- notify your appropriate family member or decision maker;
- notify the health care provider;
- review and update your plan of care and health record, and communicate
- any changes to your health care providers.

**We're committed to
resident safety.**

**You can ensure a safer experience
by being involved and informed
about your care and treatment.**

**Safety is everyone's
responsibility.**

Least Restraint

Central Health has a Least Restraint Policy that promotes the minimal use of restraints to enhance your care and safety. Using restraints can be harmful to your physical and mental health. There are various types of restraints that limit your ability to move your body or body parts.

Some of the risks associated with using restraints can include:

- Risk of serious injury such as strangulation
- Feeling isolated and lonely.
- Feeling helpless.
- Loss of appetite.
- Bladder and bowel problems.
- Loss of bone and muscle strength.
- Risk of pressure ulcers and skin tears

There are other options to prevent falls, including lowering a bed, using hip protectors, or having mattresses on the floor. There are also other options for your comfort and positioning, including reviewing your medications and having your chair and seat assessed for appropriateness. Your care team reviews options based on your condition, needs and behaviour.

Using restraints is the last approach used to prevent injury. A restraint will only be used as a temporary measure when all other approaches have been tried and determined to not work in keeping you safe.

Palliative and End of Life Care Services

What is palliative care?

Palliative care seeks to improve quality of life and relieve suffering for individuals diagnosed with chronic and life-threatening conditions.

The goal of palliative care is to assist in providing comfort and dignity for the person living with the illness, as well as the best quality of life for both the person and their family.

An important objective of palliative care is to relieve pain and other symptoms. Palliative care meets not only physical needs, but also the psychological, social, cultural, emotional and spiritual needs of each person and their family.

Palliative care may be the main focus of care when a cure for the illness is no longer possible. Palliative care services are helpful not only when a person is approaching death but also at earlier stages in the illness. Palliative care may be combined with treatments aimed at reducing or curing the illness, such as chemotherapy.

Families also benefit from support when their loved one is dying and after his or her death.

Equipment Needs

Choosing the correct equipment and the way of transferring you makes a difference to everyone's safety. The health care team will work with you to get the best equipment to meet your needs. If you and your family are considering buying equipment and/or bringing existing equipment (e.g. motorized wheelchairs) into the long-term care home, you must consult with the interdisciplinary team to ensure it meets your needs, abilities and safety requirements.

If you have any equipment considered to be a safety risk, it will be assessed by the appropriate interdisciplinary team member. Only equipment assessed as being safe for you can be used. We also ask that you use equipment in the way that it is prescribed. For example, do not have others push you while sitting on the seat of your walker.

Bedside Chairs

If you are considering purchasing a new chair to bring to the facility, please ask for our help before you make the purchase. We have a team who can assist with identifying an appropriate chair. Please consider the following:

- The cover must be wipeable and non-permeable (i.e. vinyl or leather).
- The base must be stable; not rocking or swivel.
- The seat height is appropriate to allow the individual using it to easily rise from a seated position.



ADVANCE CARE PLANNING

ADVANCE CARE PLANNING

Do You Have An Advance Health Care Directive?

As part of the admission process, staff will talk about your care and treatment wishes. An Advance Health Care Directive is a written statement of your health care wishes and is **ONLY** used when you are ill or injured, and unable to communicate your health care wishes to others. If you have completed an Advance Health Care Directive before coming to the home, please provide a copy for your health care record to make sure we know your health care wishes. If you did not complete one before your admission, you will be provided with information about what an Advance Health Care Directive is and will be encouraged to complete one. **You can change your Advance Health Care Directive at any time by completing a new one. Please make sure we receive a copy of any changes you make.**

Do You Have A Substitute Decision Maker?

Your Substitute Decision Maker (SDM) is the person you want to make health care decisions on your behalf if you become ill or injured and are unable to tell us your health care decisions. If you do not name a Substitute Decision Maker and are no longer able to tell us your wishes, your Substitute Decision Maker will be determined according to the province's **Advance Health Care Directive Legislation**.

Healthcare decisions are always made by the competent resident requiring care. In the event of their incompetence, the following order must be followed:

- Follow the person's advanced health care directive (if one exists)

- Follow the healthcare decision tree under the Advanced Health Care Directive Act.
- In the event of an emergency, care is provided regardless of consent, unless an advanced health care directive is known to exist to the contrary.

Please contact your social worker for more information about Advance Health Care Directives or naming a Substitute Decision Maker.

If you have a Power of Attorney or Enduring Power of Attorney, please provide a copy to your social worker.

If there is no SDM identified and there is a question around the residents level of capacity, the interdisciplinary team will collaborate to make that determination.

Please note that Next of Kin (NOK) is not the same as the SDM. Only the SDM can make health care decisions on behalf of the resident. NOK and/or Person to Notify (PTN) is intended to be the contact person.

LONG-TERM CARE HOMES

Baie Verte

Baie Verte Peninsula Health Centre - Copper Crescent 532-4281

Botwood

Dr. Hugh Twomey Health Centre 257-2874

Buchans

A.M. Guy Memorial Health Centre 672-3304

Fogo Island

The Christina Cole Memorial Residence 266-3403

Gander

Lakeside Homes 256-8850

Gander Long Term Care 651-0300

Grand Falls-Windsor

Carmelite House Grand Falls-Windsor 489-2274

Grand Falls-Windsor Long Term Care 292-0400

Harbour Breton

Connaigre Peninsula Health Centre 885-2043

Lewisporte

North Haven Manor 535-6767

Protective Community Residence 535-3846

New-Wes-Valley

Bonnews Lodge 536-2405

Springdale

Valley Vista Seniors Citizens' Home 673-3936

Twillingate

Notre Dame Bay Memorial Health Centre 884-2131

When I Wander

(Author Unknown)



When I wander, don't tell me to come and sit down.
Wander with me. It may be because I'm hungry,
thirsty, need the toilet.
Or maybe I just need to stretch my legs.

When I call for my mother (even though I'm ninety!), don't tell me she has died. Reassure me, cuddle me, ask me about her. It may be that I am looking for the security that my mother once gave me.

When I shout out, please don't ask me to be quiet....or walk by. I am trying to tell you something but have difficulty in telling you what. Be patient. Try to find out. I may be in pain.

When I become agitated or appear angry, please don't reach for the drugs first. I am trying to tell you something. It may be too hot, too bright, too noisy. Or maybe it's because I miss my loved ones. Try to find out first.

When I don't eat my dinner or drink my tea, it may be because I've forgotten how to. Show me what to do, remind me. It may be that I just need to hold my knife and fork. I may know what to do then.

When I push you away while you're trying to help me wash or get dressed, maybe it's because I have forgotten what you have said. Keep telling me what you are doing over and over and over. Maybe others will think you're the one that needs the help!

With all my thoughts and maybes, perhaps it will be you who reaches my thoughts, understands my fears and will make me feel safe. Maybe it will be you who I need to thank.

If I only knew how.



Central
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