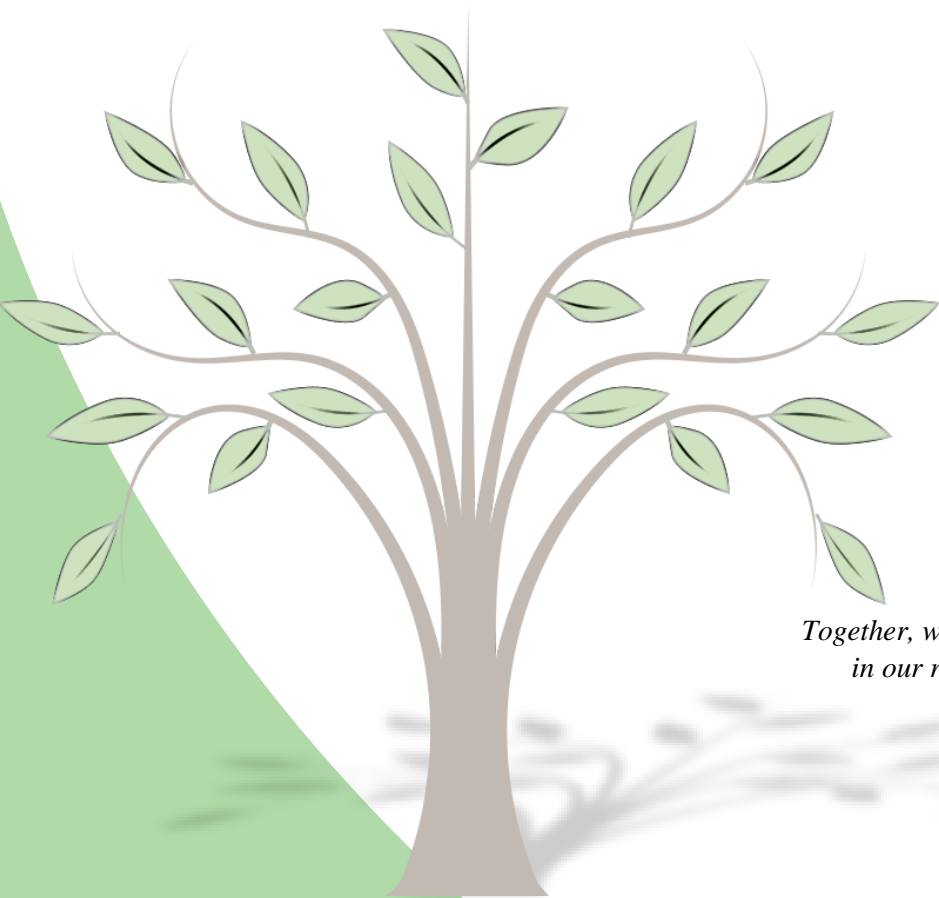


Resident and Family Handbook Personal Care Home



VISION

Health and Wellness for All

MISSION

*Together, we promote and improve the health of people
in our region through the delivery of innovative
and client-centered health care.*

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 Personal Care Home
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Welcome to Your New Home

The goal is that this *Resident and Family Handbook* will be helpful as you move into a Personal Care Home in Prairie Mountain Health. Learning about your new home can help to relieve the stress about the move and other changes. This handbook gives answers to some of the most commonly asked questions. We also encourage you to ask staff questions as they come up.

Quality Care for You

Prairie Mountain Health is committed to putting the residents first by providing quality, resident and family-centered care. Our goal is the best possible resident experience. Prairie Mountain Health staff is committed to understanding and meeting your care needs, as outlined in the Resident Bill of Rights.



Resource:

A copy of the Bill of Rights is located at the end of this handbook (Appendix A, page 29) and are posted on walls within each Personal Care Home.

Benefits of living in a personal care home are:

- A private or shared room
- Safe and secure living place
- Help with medications
- 24-hour nursing and personal care
- Access to a dietitian, mental health services and other supports
- Social and recreational activities
- Nutritious meals and snacks, including options for specialized diets
- Laundry services
- Housekeeping services
- General hygiene supplies such as soap, shampoo, and body lotion
- Routine medical supplies and standard incontinence management products
- Are held to provincial regulations, Personal Care Home Standards and Canadian Accreditation Standards

The Journey to Long Term Care

We are in this together!



- The time your Personal Care Home application has been approved to the time you move into the care home will vary.
- You or your alternate decision-maker will be contacted by phone and offered a room. Because of the demand for rooms, you or your alternate decision-maker will have eight hours to decide to accept the room or not. If you choose not to accept the room, the care home will offer the room to another person.

Note: If you are waiting in a hospital, you are to accept the available personal care home room offered to you.

- When you accept a room, staff will talk with you or your alternate decision-maker about the details of the move.



What is an Alternative Decision-Maker?

A person who has decision making capacity and is willing to make decisions on behalf of a client who does not have the ability to do so.

Communication with Staff

Staff are partners with you in this journey, and so good communication between us is important. You and your family are encouraged to talk with us about what is important to you, ask questions and talk about any concerns you may have.

Primary Contact Person

It is important that we communicate with you and your family in the most timely and most efficient way possible. We ask that a primary contact person (if it is not you or your alternate decision-maker) be chosen. This person will be contacted if your health status changes or if an incident occurs. This contact person would be responsible for sharing information (as appropriate) with your extended family/friends as per their discretion. We also ask that your contact person let us know when/if their contact information changes or if someone else will temporarily fulfill this role (i.e. If they will be away on vacation and not available to receive calls from us).

My Primary Contact Person will be:

Alternate Decision-Maker

An alternate decision-maker is a person who has decision-making capacity and is willing to make decisions on behalf of a resident who does not have the ability to make a decision. An alternate decision-maker may be legally authorized (e.g. health care proxy, committee, substitute decision-maker or public trustee) or may be a person designated (e.g. a family member) in the absence of a legally authorized individual.

You are entitled to exercise your rights or have another person exercise rights for you. You or your alternate decision-maker will need to give the Nursing Supervisor documents, where applicable, that

support the alternate decision-makers' authority to act on your behalf. A copy of the document naming the alternate decision-maker is kept on your health record.

The staff and physicians will review the documents to verify the alternate decision-makers' scope of authority. Example: A committee or substitute decision-maker may only have authority over financial affairs, and the client may still have the capacity to make their own health care decisions.

An alternate decision-maker is to consider the resident's values and beliefs and talk with family members (where practical and applicable) when determining their wishes.

The authority granted to a legally appointed alternate decision-maker (e.g. Committee, Power of Attorney) from another Province or Country, are recognized to have the same rights as those persons appointed within Manitoba, where the documents are proven to be valid. Health Care Directives from other jurisdictions must comply with the Manitoba Health Care Directives Act.

More information about your wishes can be found on page 9.

Role of your family and friends

Living in a personal care home involves a partnership between you, your family and loved ones, and the care home. The care home's responsibility is to provide individualized, high quality, and safe person-centered care. To achieve this, we ask that your family and loved ones:

- Take an interest in the care being provided, including attending care conferences
- Visit regularly
- Be respectful when speaking with staff, residents, and visitors
- Attend resident/family council meetings regularly
- Tell staff of any concerns which require their attention
- Provide personal items such as clothes, supplies, and equipment
- Ensure that rent is paid at, or before, the beginning of every month
- Provide/arrange transportation to community appointments
- Pay for items not covered by your health care plan (e.g. necessary equipment or requested items)
- Be responsible for any valuables brought into the home and left in your room
- Be responsible for having the telephone, internet and television connected and monthly charges (if you wish to have these services)
- Remove unnecessary clothing
- Purchase and repair necessary wheelchairs, walkers, canes, chairs and other personal equipment
- Purchase liability and content insurance where appropriate
- Remove excess furniture from the room if the safety of you and staff are at risk

Preparing to Move

Staff from the business office and the Nursing Supervisor will help you get ready for your move to the care home.

- Business office – will help you arrange for payments and a trust account
- Nursing Supervisor – will help arrange your day-to-day needs (meals, medications, equipment, etc.)

Important steps to take before you move in:

- Meet the staff designate to tour the home and talk about:
 - Furniture and electrical appliances you want to bring
 - Equipment needs
 - Valuables
 - Clothing needs
- Talk with your family and doctor or nurse practitioner about your future wishes for health care and end-of-life (more information found in the 'Expressing your wishes' section, page 9).
- Gather important documents (see page 5, Moving Day for the list of documents needed).
- Let your family, friends and other important contacts know about your move.

Television, Telephone and Internet

- Televisions are available in common areas in most care homes.
- You or your alternate decision-maker is responsible for arranging the installation of these services in your room and all monthly charges.
- If you are bringing in a television, flat-screen televisions are encouraged for safety and space reasons. Please check with the care home to see if there are size limits for televisions.

Notes:



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Moving Day



What do I need to remember to bring on moving day?

- Notice of Assessment** from the previous year's income tax. If you have a spouse, his/her notice of assessment is also required.
- Health Care Directive** - The original copy of your Health Care Directive (if available).
- Power of Attorney document** -A certified copy of your Power of Attorney document (if applicable).
- Void cheque for rent payments.**
- Proof of coverage under the Veteran's Affairs of Canada** (if applicable).
- Private insurance coverage** information (e.g. health, property), if applicable.
- Special photos and items** that are meaningful for you to help personalize your space.
- Clothing** that is comfortable, loose-fitting, warm and that can be easily be put on and taken off.
**Note: The care home provides clothing hangers. See page 18 for more information about clothing.*
- Equipment and electronics** you require to use daily (e.g. eyeglasses, dentures, hearing aides, walker, wheelchair, television). Please label or engrave equipment/electronics. For more information on equipment, see page 18 and page 19 for electronics.
- Personal hygiene items** - Hairbrush/comb, electric razor, toothbrush and toothpaste, denture cleaner, mouthwash, deodorant, skin lotion, hairspray (pump style, avoid combustible form), facial tissue, nail care kit, shavers and shaving cream.
- Personal furniture** and/or your favourite lounge chair (space permitting). See page 17 for more information about furniture.

We encourage you to make notes about things you would like to talk about and questions to ask.



Tip: Before cancelling any third party insurance/benefits, seek out the pros and cons.

What to expect on your first day

When you first arrive, you will be given a tour of your new home, meet some of the staff and residents, and learn about the services available. This is also a time to discuss and clarify any questions you may have with staff.

We encourage you and your alternate decision-maker to take part in the admission process by:

- Telling us about you and what is important to you
- Asking questions and talk about your concerns
- Making informed decisions related to your care

During your admission, staff will gather information to get to know you and develop a personalized care plan. This care plan will guide staff to ensure that you receive the type of care and support you need. You and/or your alternate decision-maker will be included in completing your care plan and other important forms (e.g. Admission Agreement, payment forms, etc.).

Staff will help you settle in your room and check any electrical items, including personal power chairs, to make sure they are safe to use (see page 18 for information).

To help prevent your clothes, belts, slippers, blankets and stuffed animals from getting lost, staff will label them (see page 19 for information about the clothing labels).

Room allocation and room changes

- We do our best to assign rooms based on all residents' needs.
- *Sharing Rooms*
 - Depending on the care home, you may be assigned a semi-private room. The care home keeps a waiting list for those wanting to move to a private room. If you requested and are moved to a private room, the miscellaneous costs for the transfer/move will be your responsibility (e.g. cable and telephone).
- *Room Changes* - Sometimes, we need to move residents to different rooms because of changes in a resident's condition. The Nursing Supervisor will talk to you or your alternate decision-maker about the move. Your support and cooperation are appreciated.
 - If this happens in an emergency situation, we will notify the alternate decision-maker as soon as possible following the room change.
 - When the care home is required to make any room changes, the care home will cover the costs for the room change.

Settling into your new home

We recommend a family member, friend, or alternate decision-maker come on admission day to help you settle into your new home. Some suggestions for family and loved ones include:

- Visit you and plan to stay for most of the day
- Help you personalize your room with pictures and personal items
- Assist you in getting telephone, TV and internet hooked up
- Bring in a favorite meal or treat for the day
- Choose a familiar, enjoyable activity to do together
- Suggest strategies that might ease the change
- Do what they know is best for you
- Help you get ready for bed
- Help staff know more about you

What To Expect In Your First Few Weeks

- As you settle in your new home, you will meet more of the staff and residents. You will also get to know about the recreation programs, where to go for meals and snacks, and routines, such as bath day, room cleaning, and laundry day.
- Staff will want to learn more about you and will ask more questions. For example, you will be asked about the types of foods you like.
- The staff will take your picture. This picture will be kept on your health record so that all staff know who you are.
- Please ask staff questions. We want to make sure that you are feeling comfortable and safe in your new home.



Baldur Manor

Newspapers and Personal Mail

- If you would like to have a newspaper delivered, contact the newspaper company to arrange delivery. You will need to make payments directly to the newspaper company. Please tell the Nursing Supervisor if you have subscribed to a newspaper.
- Any mail addressed to you at the care home will be brought to you. Staff or volunteers may also help you write letters and send mail if needed.



My new mailing address is:

Meals

- Morning, noon, and evening meals are provided as well as between-meal snacks. Menus are posted to inform you of the meals being served.
- Check with the nursing staff before bringing food into the care home. For more information regarding Nutrition Services, please refer to Nutrition Services, page 12.

Recreation Activities

- Each month, recreation calendars will be posted so that you know what is planned. Families are encouraged to join you.
- If you are not able to attend group events, the recreation staff will plan one-on-one visits with you.
- Outings are arranged, keeping the safety of residents in mind. You or your alternate decision-maker needs to inform the Nursing Supervisor if you are not to go off-site.
- For more information regarding our Recreation Services, please refer to Recreation Services page 13.

Resource: Please refer to the “Life in Your New Home” on page 17 for more information

Money Matters



- There is a standard residential charge that you are responsible for.
- The assessed rate applies to all types of accommodation available at the facility.
- Increases to the rates are determined by Manitoba Health and are effective August 1st of each year. Notification of increases will be given to resident/alternate decision-makers before implementation.
- End balances - Any credit balances owed to residents from expense or accommodation accounts will take approximately one month to process. Refund cheques will be made out to the resident or resident's estate.
- Need help to protect and manage your estate and affairs? Talk with your bank, lawyer, financial advisor, or alternate decision-maker.
- Please note: staff are not allowed to endorse or witness legal documents.

Tip:

If you receive Old Age Security pension and meet the annual income criteria, you may be entitled to a Guaranteed Income Supplement.

The Guaranteed Income Supplement forms need to be completed annually.

You or your alternate decision-maker are responsible to apply for the Guaranteed Income Supplement and to notify Service Canada of admission to the care home in order to apply for an increase in Guaranteed Income Supplement.

For an application form call 1-800-277-9914 or access the website:

<http://www.servicecanada.gc.ca/eng/services/pensions/oas/gis/>

What is covered in my rent each month?

- Some items and services are covered, and some are not. Refer to page 33 for the *What is Covered and What is Not* table that outlines what the care home provides and what you are responsible for.

Resident Trust Account:

- Having a trust account helps with your day-to-day money affairs.
- It is used for such items as:
 - Recreation program outings
 - Transportation charges (e.g. handi-transit)
 - Sewing
 - Haircare and foot care services
 - Escorts for appointments
 - Small cash withdrawals
 - Payment for non-insured items
- It should contain at least \$50 and no more than \$400.
- Inquiries, deposits and withdrawals are to be done during the Business Office hours.
- We keep a record of all expenses and monies received.

Common extra living costs:

- Moving expenses
- Labelling, mending and alterations of clothes
- Hearing aids and batteries
- Eye examinations and glasses
- Dentist and hygienist visits
- Foot care
- Hairdressing
- Television, telephone, internet
- Transportation
- Personal care items
- Personal equipment and its maintenance
- Medications not covered

A full list can be found in Appendix C on page 33.

Income Tax

- You or your alternate decision-maker is responsible for filing your Income Tax each year.
- We will provide an annual summary of residential charges for income tax purposes.
- Keep your medical expense receipts for income tax purposes.



Birch Lodge, Hamiota

Expressing your Wishes

Health Care Directive and Advanced Care Planning – Goals of Care

- None of us can predict what tomorrow may bring. Make sure your health care wishes are known and documented. It is important for you to consider what's important to you and discuss it with your loved ones, alternate decision-maker, and the health care team. This will help guide future decisions about your health care.
- Filling out a Health Care Directive and/or Goals of Care form can prepare you and your loved ones, ensure your treatment wishes are known and give the family the confidence to make decisions on your behalf if you are not competent to make these decisions.
- If you already have a Health Care Directive prepared, please bring the original copy on admission to be placed in your health record; so all staff know your wishes.

Both Health Care Directives and Goals of Care may be changed at any time and should be reviewed annually and whenever your condition changes significantly.

A Health Care Directive:

- is a legal document often referred to as a Living Will
- helps determine who would communicate for you if you are unable to do so
- may include details about what type of medical treatment you do or do not want
- may assign a proxy - a relative or a friend - who will work with the healthcare team in making healthcare decisions for you if you are no longer capable
- gives you a "voice" in decision-making when you are unable to communicate
- is completed by you if you are mentally capable of doing so, with a copy provided to your health care team to file on your health record

Health Care Directive
Please type or print legibly

This is the Health Care Directive of:
 Name _____
 Address _____ City _____
 Province _____ Postal Code _____ Telephone (____) _____

<p>Part 1 – Designation of a Health Care Proxy <small>You may name one or more persons who will have the power to make decisions about your medical treatment when you lack the ability to make those decisions yourself. If you do not wish to name a proxy, you may skip this part.</small></p> <p>I hereby designate the following person(s) as my Health Care Proxy:</p> <p>Proxy 1 Name _____ Address _____ City _____ Province _____ Postal Code _____ Telephone (____) _____</p> <p>Proxy 2 Name _____ Address _____ City _____ Province _____ Postal Code _____ Telephone (____) _____</p> <p><small>(Check <input checked="" type="checkbox"/> one choice only.) For an explanation of "consecutively" and "jointly," please see the reverse side of this form.</small></p> <p>If I have named more than one proxy, I wish them to act: <input type="checkbox"/> consecutively OR <input type="checkbox"/> jointly</p> <p>My Health Care Proxy may make medical decisions on my behalf when I lack the capacity to do so for myself (check <input checked="" type="checkbox"/> one choice only): <input type="checkbox"/> With no restrictions <input type="checkbox"/> With restrictions as follows: _____ _____ _____</p>	<p>Part 2 – Treatment Instructions <small>In this part, you may set out your instructions concerning medical treatment that you do or do not wish to receive and the circumstances in which you do or do not wish to receive that treatment. REMEMBER – your instructions can only be carried out if they are set out clearly and precisely. If you do not wish to provide any treatment instructions, you may skip this part.</small></p> <p>_____</p> <p>_____</p> <p>_____</p>
--	---

Part 3 – Signature and Date
You must sign and date this Health Care Directive. No witness is required.

Signature: _____
 Date: _____

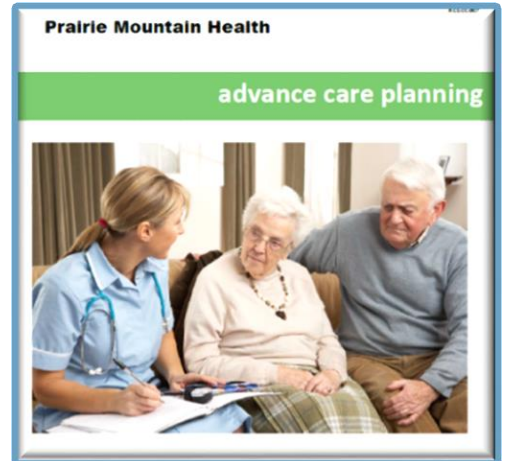
If you are unable to sign yourself, a substitute may sign on your behalf. The substitute must sign in your presence and in the presence of a witness. The proxy or the proxy's spouse cannot be the substitute or witness.

Name of substitute: _____
 Address: _____
 Signature: _____
 Date: _____

Name of witness: _____
 Address: _____
 Signature: _____
 Date: _____

Advanced Care Planning Goals of Care form:

- is completed following discussions between yourself or alternate decision-maker and the health care team about your health care wishes
- helps you understand your current condition and the care that will or will not help
- documents expectations for care: Comfort Care; Medical Care; or Cardiopulmonary Resuscitation should be reviewed at least annually and revised as required
- is signed by the health care provider, yourself or your alternate decision-maker/proxy
- may be completed by your proxy or alternate decision-maker where you are not capable and in the absence of a Health Care Directive



Resources:

- Ask staff for a copy of the PMH Advance Care Planning (Goals of Care) Workbook
- Manitoba Health has prepared a sample Health Care Directive. For more information please visit their website at: www.gov.mb.ca/health/livingwill.html

Palliative Care



- Palliative Care is about living life fully to the very end of life with dignity, comfort, care and support. At some time, in some way, we must all face the end of life. When death comes to a loved one or to us, we hope it will be peaceful and free of pain and other distressing symptoms. We hope to be surrounded by those we love, feeling safe, comfortable and cared for.
- At the end of life, residents are cared for in the care home.
- Palliative Care helps make the transition through the stages of a progressive life-limiting illness towards death both manageable and meaningful for the person facing death and their family and friends.
- Ask the nursing staff for more information related to the care home's palliative care resources.

Notes:



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Services Provided

Pharmacy and Your Medications

- Prescribed medications are supplied by the designated pharmacy and given to you by nurses.
- Manitoba Health does not cover some medications prescribed by a nurse practitioner or physician. Payment for these will be your responsibility. Whenever possible, alternate medications that are covered by Manitoba Health will be considered.
- Over-the-counter medications, vitamin supplements and herbal preparations not prescribed by a physician, nurse practitioner or physician assistant are not covered. Talk with the Nursing Supervisor about any requests for these types of products. These medications are given to you by nurses.
- You can refuse any treatment or medication.
- When you refuse treatment or medication and are not competent to make decisions, the nursing staff will try different approaches to try to give it to you. If your refusals continue and become a concern (e.g. health or safety), the nursing staff will discuss different options with your alternate decision-maker.



Diagnostics

- The physician, nurse practitioner or physician assistant will order the needed test for you.
- Laboratory and diagnostic services are available at the closest hospital that has these services.
- If tests are required (such as X-ray, CT, EKG, laboratory samples), transportation to the hospital may be your responsibility (see page 14 for more information).

Housekeeping

- Your bedroom floor, high traffic areas, and washroom are cleaned daily, and your entire room is cleaned weekly.
- We encourage you and your family members to help keep your room tidy and uncluttered.

Laundry Services



- Laundry services are provided at the care home. Notify nursing if you would prefer that your family/friends clean your clothing.
- Clothes hangers will be provided for your items.
- Please note: The laundry department is not responsible for damage or shrinkage to special care items (e.g. dry cleaning). Family may choose to launder any clothing that has special cleaning instructions.
- More information about clothes can be found on page 18.

Maintenance

- Maintenance staff look after the repair and maintenance needs of the building and condition of your room. They will also hang pictures and television for you and check the safety of your electrical equipment.
- They strive to provide a safe, comfortable environment for you.
- Please notify nursing of any safety issues that arise.

You are responsible for repairs to your personal items.

Nutrition Services

Menu:

- Nutrition Services offers a wide variety of menu items and adjusts the menu based on the season.
- The menus offer well-balanced and nutritious meals and snacks according to Canada's Food Guide and are developed by the Nutrition Services team and Registered Dietitians.
- Three (3) meals and snacks/drinks between meals are offered each day. Food and drinks are also available in kitchen areas.
- As a group, the Resident Council can pick two 'resident choices meals' every 35 days. For more information on Resident Council, refer to page 14.
- Staff will find out your likes and dislikes and will accommodate them when able.

Special Meals:

- From time to time, special meals may be planned (e.g. Christmas time, Easter time). Guests planning to attend these meals are asked to RSVP so that Nutrition Services can prepare. Pricing for special-occasion meals will differ from standard meals prices.
- Residents will enjoy traditional meals on Christmas Day and New Year's Day. Family and friends are welcome to visit throughout the day with you. However, meals will not be available for guests on these days.
- Family and friends may also take part in a pre-Christmas meal or tea, which is usually held in early December.

Feeding and Swallowing Considerations:

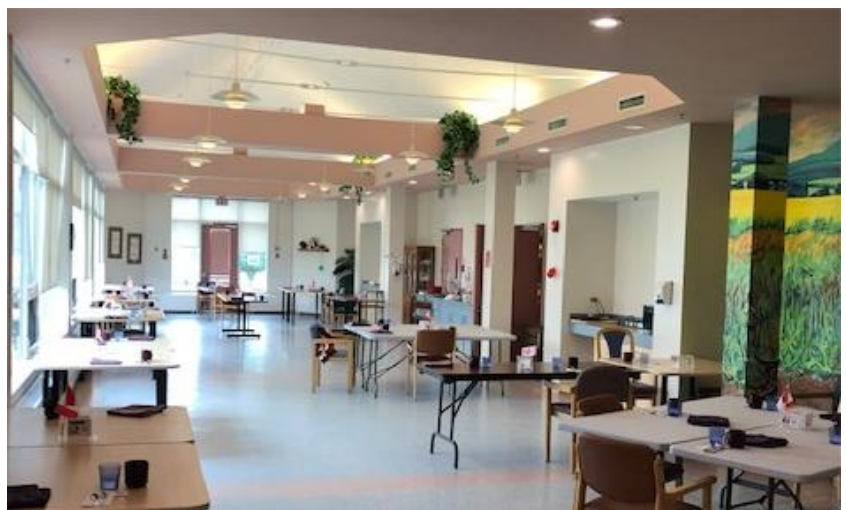
- Feeding and swallowing concerns are common in residents of care homes. Soon after you move in, your chewing and swallowing ability will be checked. You will be rechecked every year, or sooner if needed. Any concerns found will be assessed further, and a plan will be made.
- All Nursing, Recreation and Nutrition Services staff are trained on safe feeding practices and management of feeding and swallowing concerns.
- Education will be offered to friends and families who would like to help their loved one with meals.



Before feeding your loved one, talk to the Nursing Supervisor.

Seating Arrangements:

- Mealtime is a social occasion, and with this in mind, all meals are served in the dining area.
- Past friendships, levels of assistance required, space for equipment, diet needs and compatibility with others are considered when your spot is selected. Your comfort with your surroundings is important.
- Your name and picture will be on the table to remind you and the staff where you are to sit.
- Sometimes meals can be served in your room. Nursing staff will be involved with this decision.



Swan Valley Lodge Dining Room

Guests:

- Family and friends may be able to dine with you. Talk to the Nursing Supervisor to see if this is an option at your care home. Due to space and time limits, up to 2 guests per resident may be able to join you.
- Ideally, 24 hours' notice should be given for Nutrition Services to prepare. If notice is not given, a guest meal may not be available.
- Special restrictions may apply on statutory holidays.
- Please talk with the Business Office, Nursing Supervisor or Nutrition Services staff for payment (cafeteria prices apply).

We ask that visitors check with the nurse to see if the food or drink is suitable and will not pose a swallowing, choking or allergy risk.

Food from Outside the Facility:

- Residents may enjoy food brought in from outside the care home by family and friends.
- Due to safety concerns, the sharing of food with other residents is not permitted.
- Check with the Nursing Supervisor if you want to store food or drinks in the care home.
- The following fruits cannot be given to a resident, as these fruits may cause an adverse reaction with commonly prescribed medications:
 - Grapefruit – grapefruit juice/cocktail and grapefruit sections
 - Citrus related products – Seville oranges, pomelos (navel and mandarin oranges are an acceptable option).

Donated Food:

- The Nutrition Services and Recreation Departments appreciate the many offers for donated food; however, food safety regulations limit what can be accepted. Please talk to the Nutrition Services, Recreation, or nursing staff before donating food items.



There may be times when residents have the opportunity to have a snack or meal outside of the PCH. Depending on the event and the resident's type of diet, consent may be required.

Recreation Services

- Recreation staff provide one-to-one therapeutic time, facilitate small group games and social time, and organize large group social events.
- Activities may include various outings, music, creative arts, gardening, baking, games, church services, exercise programs, bingo, special celebrations throughout the year, and much more. Feel free to share ideas on activities you would like at the care home.
- Monthly calendars indicating the activity plans are posted in the care home, and families are encouraged to join you.

Group Gatherings:

- Residents, family or friends wishing to have a special celebration in the care home can ask the recreation staff for help to make the necessary arrangements. Small and large groups may book the recreation room depending on the availability of space and fire regulations.
- Visitors are to bring their supplies (e.g. disposable dishes).

Resident Council

- Resident Council meets, at minimum, five times a year and allows residents and families to talk about life in the care home: planning events, provide input into meals served, and any issues/concerns.
- You and your family/alternate decision-maker are welcome to attend the Resident Council meetings.
- Meeting minutes are always posted within the care home for everyone to read.

Volunteers

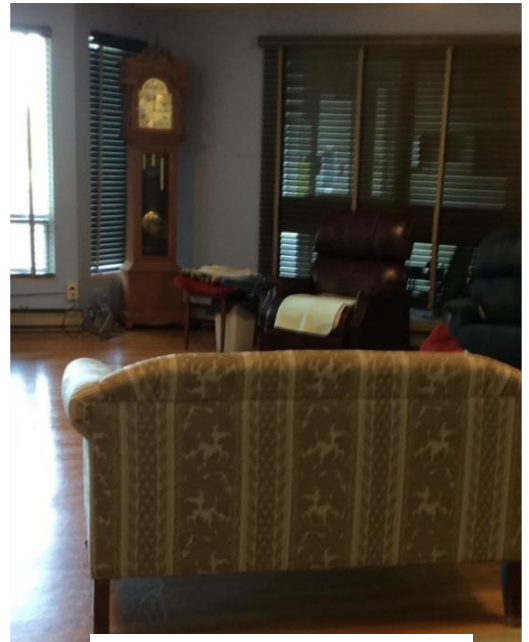
- Volunteers play an important role in care homes. You may see volunteers visiting for pet therapy, playing music, helping with recreation programs, and spending time with residents.
- All volunteers are screened and supported.



Volunteers help with recreation programs. If you are interested in becoming a volunteer, please notify the Recreation Department.

Religion and Spiritual Care

- The care home may share your name, general health status and room location with a representative of a religious group. If you or your alternate decision-maker does not want their information shared, let the Nursing Supervisor know.
- Spiritual care is offered from a non-denominational perspective, recognizing that residents come from various faith traditions.
- To meet our residents' spiritual needs, the care home will make every effort to accommodate your needs. Representatives from a range of local faith communities are called upon to provide care.
- You, your family and friends are welcome to attend services.
- Please note that if a resident wants access to a Pastoral Care visit, please ask the nursing staff.



Riverdale Personal Care Home Sitting Area

Transportation/Emergency Medical Services

- The most appropriate form of transportation for treatment, diagnostic tests or transfers to a hospital is determined based on the resident's needs (e.g. ambulance, handi-van or family vehicle) and the cost may be your responsibility.
- Talk to the Nursing Supervisor for more information.

Private Providers/Purchased Services



- Several services are available on a fee-for-service basis. It is up to you, your family or your alternate decision-maker to organize and purchase these services. Some examples include foot care nurses, seamstress and hairdressers. Many service providers come to care homes to offer their services. Other services will need to be accessed in the community. Family members are encouraged to organize and assist with your appointments in the community.
- Please talk to the Nursing Supervisor if you wish to see a private provider or to find out about the specific services available for private hire in the care home.

Caring for You

- Twenty-four-hour care is provided according to your care plan. The care team will work with you and your alternate decision-maker to complete an assessment of your needs and expectations.
- Your care plan takes into account your physical, social, emotional, and spiritual needs and interests.
- Your care plan is reviewed, followed and updated throughout your stay in the care home.

Care Conferences

- To help meet your needs, you and/or your alternate decision-maker will be invited to care conferences. They take place within the first eight weeks of admission and then annually.
- At the care conference, you and your alternate decision-maker will meet with the health care team to talk about your health status, life in your care home and address any concerns you may have.

Routines

- There are peak busy times, such as morning care, meal times, after meals and bedtime. There may not be any visible staff in the hallways or at the nurses' desk during these times. Using the call bell will alert the staff to come and help you.

Your Care Team

- Who makes up your care team is dependant on your needs and expectations. Please use the "Important Contact" sheet as a quick reference for phone numbers. This sheet is the very last page of this handbook.

Alternate Decision-Maker

- Is a person who has decision-making capacity and is willing to make decisions on your behalf. An alternate decision-maker may be legally authorized (e.g. health care proxy, committee, substitute decision-maker or public trustee) or may be a person designated (e.g. a family member) in the absence of a legally authorized individual.

Care Team Manager

- Each home has a manager who looks after the nursing staff to ensure quality care and services are provided.



If you do not recognize a staff member, or they are not familiar to you, you can ask to see their name tag.

Housekeeping and Laundry Services

- The housekeeping and laundry staff do the laundry and cleans the care home (including your room).

Maintenance Department

- Maintenance staff look after the repair and maintenance needs of the building. Any maintenance concerns you have can be passed on to any staff who will inform the maintenance department.

Mental Health

- Mental Health Resource Nurses provide specialized assessment, treatment, and intervention to residents experiencing mental health problems. This may include depression, dementia, anxiety, adjustment disorder or other psychiatric conditions. Psychiatric nursing services may be available by a Mental Health Resource Nurse on-site or by consultation with Seniors Mental Health Services. Psychiatry and/or a Geriatrician may be available for consultation.

Nursing Services Team

- The care home provides 24-hour nursing care and may include Registered Nurses, Registered Psychiatric Nurses, Licensed Practical Nurses and Health Care Aides working together to provide resident care. These nursing staff work with your care team to provide the care you need. They are responsible for coordinating the care provided to residents.

Nursing Supervisor

- Each care home has a nurse in charge that is responsible for the nursing staff. Other names used to describe this nurse are Client Care Coordinator, Clinical Resource Nurse, or Charge Nurse.

Nutrition Services

- Nutrition Services prepares meals and snacks.

Pharmacist

- A pharmacist is involved in your care by reviewing your medications at a minimum every three months.

Physician/Nurse Practitioner (Medical Services)

- Each resident is assigned to a Physician or Nurse Practitioner once they move into the care home. This may or may not be your current doctor or nurse practitioner. The Nursing Supervisor will contact your physician or nurse practitioner whenever the need arises.

Recreation Department

- Recreation staff facilitate group outings, music, creative arts, gardening, baking, games, church services, exercise programs, and much more.

Registered Dietitian

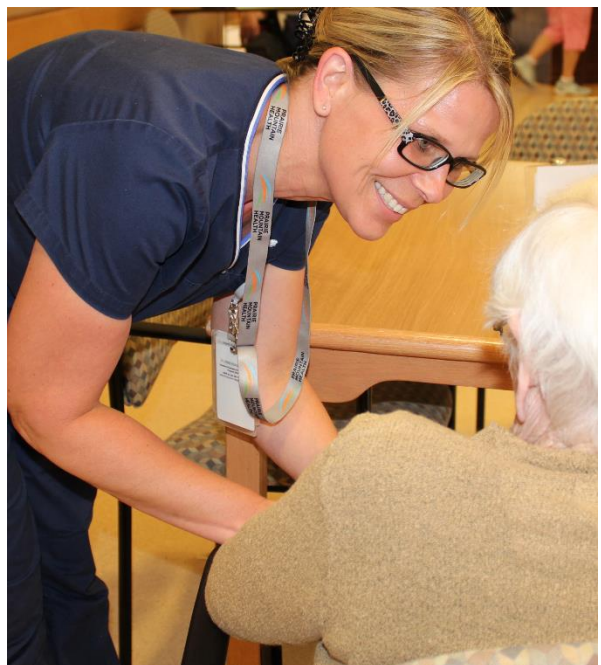
- The dietitian will assess your nutritional needs and develop a plan tailored to your likes, dislikes, allergies, textures, cultural requirements and nutrition needs.

Social Worker

- A Social Worker may be available at the care home to provide emotional and practical support to residents and family during the transition to the care home. The Social Worker can also be contacted to schedule/provide tours and discuss any questions or concerns that residents and families may have before admission to the care home.

Therapy Services (Occupational Therapy, Physiotherapy, Speech Language Pathologists)

- Each care home has access to therapy staff for consultation/referral when required, as indicated by each resident's situation. Therapy services assist with equipment needs (e.g., wheelchairs, walkers, splints), fall prevention strategies, skin integrity, and swallowing problems.



Life in Your New Home

Visiting and Staying in Touch

- Families and loved ones are encouraged to keep in touch by visiting, talking on the phone, by mail, or by any other means available.
- This is your home, and your visitors are welcome at any time.
- When visiting, please be respectful of the others that live in the home. Children are welcome and must be supervised at all times during their visit.



Room and Furniture

- You will be provided with bedding and linen.
- An afghan or quilt may be brought in. Your bedding should be either a poly/cotton blend or 100% cotton to meet fire code regulations and can be laundered in commercial equipment.
- Your room will have a bed, mattress, night table, chair, closet/wardrobe, garbage can, bedding, linen, window coverings, and hangers.
- You can move personal furniture into your room, as long as it is not bigger than 10 square feet. Sometimes space in the room is limited because of other equipment that is needed. Before moving the furniture, please check with the Nursing Supervisor if it can be moved in.
- Personal chairs can be brought into your new room, but need to be in good condition. You will be responsible for the maintenance, repairs and cleaning of the chair. Please talk to the Nursing Supervisor before moving chairs in.
 - Certain chairs such as swivel or rocking chairs pose a higher risk for falls and are not allowed.
 - Power lift chairs and remotes need to have a CSA/ULC approved label on them, and they need to be inspected by the Maintenance Department.
- You may be asked to have your furniture, or other personal items moved out if more space is needed for equipment or health/safety reasons.
- We encourage you to personalize your room with pictures. We suggest bringing photo albums or pictures to hang on the wall. The maintenance department will be happy to hang any pictures, corkboards, clocks, etc.
- We discourage bringing cherished and non-replaceable items because they might break or go missing. Keep in mind that you will be responsible for cleaning any ornaments or other keepsakes.
- For safety reasons, please do not bring in rugs, pocket knives or other sharp objects (blunt scissors are allowed).



Electrical Items

- Electrical items you would like to bring to your new home should:
 - Be in good working order.
 - Carry a certification mark recognized in the province of Manitoba that indicates compliance with the Canadian National Standard.
 - Clearly display the owner's contact information.
 - Be inspected by the Maintenance Department before first use within the care home.
- For safety reasons, some items are not allowed:
 - Hot Plates
 - Toasters
 - Coffee percolators
 - Kettles
 - Irons
 - Heaters
 - Electric Heating Blankets
 - Extension cords
 - Humidifiers- room or personal
 - Heating Pads
 - Hot Water Bottles
 - Wheat Bags
 - Microwaves
 - Curling Irons
 - Halogen Lamps
 - Window Air Conditioners
 - Portable air conditioners
 - Appliances which may pose Infection Control Risks or issues
 - Any other appliances capable of producing high surface temperatures
- The Maintenance Department will inspect your electrical items every year to make sure they are working properly. Any electrical appliance that is not safe for use will need to be removed.
- You will be responsible for having your equipment routinely repaired and maintained.
- Prairie Mountain Health does not assume any responsibility for personal appliances nor the risks associated with their use.

Storage

- Space is limited in your room; for that reason, seasonal items such as fans, decorations, etc., need to be taken home when not in use.
- Families are kindly asked to remove personal belongings within 24 hours of the resident no longer requiring the room. Any belongings not removed within this time frame will be packed and stored in a secure location for up to 5 days. Following this 5-day period, the care home has the right to dispose of or donate the items.
- The care home will not accept responsibility for loss or damage to belongings.

Clothing

We recommend:

- Seven (7) days' worth of clothing – this allows time for your clothing to be washed by the laundry department. More clothing may be needed if your clothes become soiled more frequently.
- Clothing should be a wash and wear nature that can be easily washed, dried and worn (i.e. clothing that can withstand high heat, generic soap). These fabrics are polyester and poly/cotton blends.
- Comfortable, loose-fitting clothing that will not be a tripping hazard.



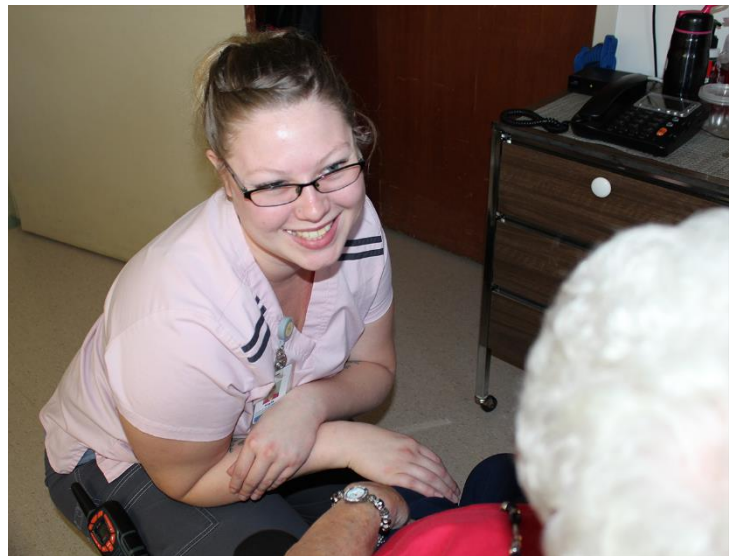
We ask that personal hygiene products purchased for residents are in non-combustible containers (e.g. pump style hairspray).

Clothing to avoid:

- Washing instructions that say: lie flat to dry, gentle cycle, cold water only, dry clean, or hand wash only.
- Made of natural and phentex wool, rayon, 100% cotton, 100% nylon and acrylic, silk and other delicate fabrics.

Special clothing:

- There may be times when open-backed or other type of clothing is needed (e.g. velcro fasteners). This can help staff dress and make you more comfortable. The Nursing Supervisor will talk with you or your alternate decision-maker if special clothing is needed.
- Before buying any special clothing, talk with the Nursing Supervisor to find out what type of clothing is needed.



Clothing Labels:

- All of your clothes, belts, slippers, blankets and stuffed animals will be labelled to help prevent them from getting lost. There is a one-time cost that will be charged to your account. Any new labels will be provided to you by the laundry department.
- For any new items brought in, talk to the Nursing Supervisor about having labels added before they are used.

Alterations and Repairs:

- You are responsible for any alterations and major repairs to clothing.

Storage of Clothing Articles:

- Due to limited space, your closet and drawers should be checked regularly and remove any clothes you no longer use.

Lost Clothing:

- Every effort is made to prevent clothing from getting lost. A lost and found area is kept in the facility. Talk to the nursing staff about any lost item.
- The care home and/or staff are not responsible for the replacement of lost clothing articles.

Equipment: wheelchairs, walkers, mobility aides, mechanical lifts and ceiling tracks

- You will be assessed to determine what your equipment and transfer needs are.
- The Occupational Therapist/Physiotherapist will check any walkers, wheelchairs and mobility aids that you are bringing to make sure they are suitable.
- For safety reasons:
 - all personal equipment requires preventative maintenance every two years (your cost)
 - the use of power mobility chairs and scooters are to be checked by the Occupational Therapist before using

- Slings and lifts:
 - If you need the use of a mechanical lift or ceiling track lift for transfers, we will order two (2) of the recommended slings, and you will be required to pay for them.
 - New slings will last for approximately two years and will need to be replaced if they become worn and unsafe for use.
 - For safety reasons, the slings will be inspected regularly. If staff find any problems with the slings (e.g. integrity issues in the loops or seams), they will be removed for use, and new slings will need to be ordered.
 - We will talk to you or your alternate decision-maker when your slings need to be replaced.
- Sliders are slipper, nylon sheets used by staff to help move or reposition residents in bed. If sliders are required to provide care for you, you will be required to pay for them.



Valuables

- We recommend limiting the valuables brought to the care home and keeping no more than \$20 in your room.
- Jewelry and personal identification records should not be kept at the care home.
- If you choose to bring valuables, effects and/or furnishings, we recommend labelling and insuring them.
- Prairie Mountain Health is not responsible for any personal items kept with residents. This includes clothing, money, jewelry, eyeglasses, hearing aids, dentures, electronics, etc.
- To help you keep track of your items brought to the care home, you can use the chart on page 35.

Privacy and Confidentiality

Collection, Use, and Disclosure of Confidential Information

- Keeping your personal information confidential is very important to us.
- All of your personal and personal health information will be collected and shared between care providers on a need to know basis.
- Information regarding the care being currently provided will be shared with the primary contact person or alternate decision-maker.



Tip: Purchase insurance for loss of items such as dentures, hearing aids, equipment and valuables.

Elections and Voting

- To exercise your right to vote, we provide all residents' names to the Electoral Officers before an election. Let the Nursing Supervisor know if you do not want your name included on the voter's list.

Birthdays

- Sometimes government offices ask us to verify the resident's date of birth so that they can acknowledge a particular birthday milestone. You or your alternate decision-maker's consent is needed for this information to be given to the government office.

Pictures and Videos

- Pictures of residents are taken for many reasons and require special consent for each type of reason/occasion.
- Respect others' privacy- do not take pictures or record residents, staff, doctors or visitors without permission.

If you have any concerns or special requests related to privacy or confidentiality, please speak with the Nursing Supervisor.

Smoking

- For homes that allow smoking, a designated smoking room is to be used.
- If smoking is not allowed indoors, talk with the Nursing Supervisor about designated smoking areas outside.
- For safety reasons, we will develop a smoking plan with you. This may include using a smoking apron, frequency of smoking, and where smoking supplies are kept. We will update this plan as needed.

Cannabis for Medical Purposes:

- Residents are allowed to use cannabis (marijuana) for medical purposes only if approved in accordance with Cannabis Regulations. The nursing team will work with you through this process.
- Your Physician/Nurse Practitioner must provide a written order to the nursing staff related to your cannabis use for medical purposes.
- Cannabis edibles, such as brownies and other food products, are not allowed.
- Nurses will only assist you with doses that are to be taken by mouth (e.g. pills, oil). This is a similar process to providing you with your prescribed medications (e.g. Tylenol, oral antibiotics, etc.).
- If you are prescribed to inhale medical cannabis (e.g. smoking, vaporizing), you must follow the smoking rules and be able to use this safely on your own. If you need assistance with inhalation of cannabis, you will have to make arrangements with your family/alternate decision-maker as to who will assist you.
- You or your family/alternate decision-maker is responsible for obtaining and maintaining your supply of cannabis for medical use.
- All cannabis used for medical purposes must be securely stored.

More information on cannabis regulations visit: <https://laws-lois.justice.gc.ca/eng/acts/C-24.5/>



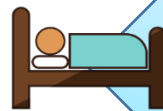
Dauphin Personal Care Home

Leaves of Absence

- You can choose to be away from the care home occasionally. A 'leave' is a period of time when the resident is absent from the care home.
- While on leave, your/family/alternate decision-makers' responsibility is to make sure medications are taken properly, and your care needs are met.
- There are three types of 'leaves':
 1. **Short Term Social Leave** - This is an absence from the care home for a period of up to three days at any time during one week.
 2. **Long Term Social Leave** – you can take up to twenty-one days of an extended leave each year (this excludes days taken as a short-term leave). Extensions to this leave may be granted in certain circumstances. Talk to the Nursing Supervisor about extending this leave.
 3. **Hospital Leave** - If you are admitted into the hospital, this is considered a Hospital Leave. If your hospital stay becomes long term, discussions referring to the Bed Holding policy will occur.
**The residential charge will continue to be collected for the period of the leave.

Holding Your Room During a Hospital Stay

- If you are admitted to an Acute Care facility (Hospital), staff will communicate with you and/or your alternate decision-maker to ensure you are aware of our policy and procedure. Prairie Mountain Health will hold your bed at the care home while you are receiving care in the hospital for some time.
- At twenty-one (21) days, if you remain receiving treatment in the hospital, the care home will contact the hospital to discuss the next steps.
- Ongoing communication between your care home, yourself or your alternate decision-maker and Acute Care will occur.



Talk to the Nursing Supervisor about the Bed Holding policy in more detail.



Keeping Your Home Healthy and Safe

Hand washing

- We ask that all visitors wash their hands or use the alcohol-based hand sanitizer every time they enter and leave the care home to help prevent the spread of illness and infection.

Visiting when sick

- Please refrain from visiting the care home if you are ill (e.g. fever, a new or worse cough, sore throat, vomiting, diarrhea, or a skin rash). This will help keep residents from getting sick.

Illness in the home

- If the care home is experiencing an outbreak (respiratory, gastrointestinal, scabies, etc.), steps will be taken to protect residents, staff, and visitors:
 - Wearing of gowns, gloves, eye protection and masks by staff.
 - Ill residents will be encouraged to stay in their rooms.
- During an outbreak, the care home will post signs at the entrance.
- Visitors should check with the nursing staff before visiting. We recommended postponing visits until the outbreak is over.

Scent Friendly Home

Please avoid scents and fragrances. Including:

- Personal care products (e.g. perfumes, colognes, after shave products, lotions, powders, deodorants, hair sprays, etc.)
- Highly scented plants/flowers (Eucalyptus, Easter Lily, Oriental Lily, and Stargazer Lily)
- Essential oils

Lifts and Transfers

- Staff will assess your needs to be lifted and transferred.
- Only trained staff can lift and transfer you.
- We ask that visitors and volunteers notify the nursing staff when a resident needs assistance.

Call Bells

- Your care home has a Nurse Call System (call bell) that provides communication between you and the nursing staff.
- The call system is available in all the bedrooms, bathrooms and tub rooms.
- We encourage you to use the call system when you need help.

Medication passes

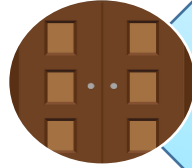
- The nurses give medications to residents as prescribed. If you have a question for the nurse, please wait until he/she has completed giving all medications out to not disrupt the safety of this process.



Bayside Personal Care Home, Killarney

Security and Alarms

- Some care homes may have an alarm system that provides security to residents who are at risk of wandering out of the building unattended. A bracelet/alarm device worn will activate the alarm system at all exit doors.
- There is a cost for using this type of electronic monitoring (refer to *the What is Covered and What is Not* table on page 33).
- Many care homes have external doors secured by magnetic locks to help keep the residents safe. Staff will let visitors in and out of the care home.



For the safety of those residents who may wander out of the care home, please ensure that the doors are closed when you enter/leave.

Falls

- To help prevent falls, staff follow universal falls interventions and add extra interventions when needed, which may have additional costs (e.g. fall mats and bed alarms).
- We recommend that you wear footwear with an enclosed heel with a sturdy sole.
- Some residents may benefit from wearing non-slip socks. Nursing staff will assess the need for the non-slip socks. If non-slip socks are recommended for you, the care home will provide one pair of non-slip socks at no cost. These socks wear down and should be replaced every four months. Please talk to the Nursing Supervisor about purchasing more socks.
- Despite the staff's efforts to prevent falls, not all falls can be prevented.

Universal Falls Interventions

Safe environment

- At least one bottom bed rail down unless assessed otherwise
- Pathways clear of clutter and tripping hazards
- Bed brakes and chair brakes are on
- Appropriate lighting

Assist with mobility

- Safe and regular toileting
- Transfer/Mobility assist documented
- Glasses, hearing and mobility aids within reach

Fall risk reduction

- Call bell within reach
- Bed/chair alarms considered
- Bed height adjusted to ensure safe mobility
- Consider medications and their impact on falls
- Personal items within reach
- Proper footwear available and in use
- Additional assessments completed as indicated

Engage resident and family

- Risk factors discussed with resident, alternate decision-maker and family
- Mutual plan developed with health care team, resident, alternate decision-maker and family
- Get connected and stay connected with your family, friends and the health team

Restraints

- Restraint is defined as any restriction or reduction of the resident's voluntary movement or freedom, implemented to ensure the safety of self or others.
- Types of restraints:
 - Physical or Mechanical - A device that the resident cannot remove that limits movement. Examples: chairs that prevent rising, chair trays, seat and lap belts, bed rails.
 - Chemical - Medication is given to reduce a behaviour or movement (e.g. pacing, wandering, restlessness, agitation, aggressive behaviour) that is not required to treat the resident's health. A Physician's order is needed.
 - Environmental - Limiting movement to specific areas. Examples: removal of a cane or walker, restricted to a room with the door closed
- If a restraint is being considered, staff will complete an assessment, and consent is needed before the restraint is used. One exception is if an emergency restraint is required. In this situation, consent is not obtained, but we will notify you or your alternate decision-maker. If a restraint is being used, you will be monitored to make sure you are safe.
- Physical restraints are removed at least every 2 hours for 10 minutes.

Facts about Restraints

- Restraints are used:
 - Only when necessary to prevent harm to residents, staff or others
 - After all other measures have been tried, as determined by the care team
 - In response to an order by a nurse or physician, and
 - With the consent of the resident or alternate decision-maker.
- Restraints do not prevent falls or stop challenging behaviors.
- Injuries can occur as a result of restraints. Examples:
 - Injury from trying to go over the bed rails causing a fall with greater injury
 - Becoming entrapped in the bedrails
 - Tipping over in the chair
 - Becoming entrapped in the seatbelt or chair
 - Developing a wound from the restraint

Safety checks

- Hourly safety checks are completed for each resident (at minimum).

Emergency Preparedness

- Your care home has plans in place to address any emergency (e.g. fire, tornado, severe heat, evacuations)
- Staff practice the plans each month, including fire drills, to prepare and know how to respond to the emergency and help keep you safe.
- If you hear a fire alarm, wait where you are until staff give you instructions.
- In case your care home needs to evacuate, we will notify your alternate decision-maker/primary contact person as soon as possible.

Pets

- If you would like to have a family pet visit, check with the Nursing Supervisor.
- We know the valuable relationship that residents can have with animals and pets. Homes have different ways of including pets in their programming, such as therapy dog visits and allowing a family pet to visit.
- Pets must be gentle and kept under control (i.e. on a short leash or in a pet carrier), cared for and cleaned up after by the handler while visiting.
- Pets are not allowed in areas where food and beverages are being served.
- Some homes own a pet. Discuss any concerns you may have about living in a care home with a pet with the Nursing Supervisor before admission.
- Resident-owned pets are not permitted.



Ask your Nursing Supervisor about immunization requirements for visiting pets as well as a list of animals that are restricted from visiting.

Bella, Fairview Home



Country Meadows Personal Care Home, Neepawa

Ensuring Quality Care

Compliments, Query and Concerns

- *Did someone go above and beyond? How was your time with us? Do you have a concern?* Let us know... start by talking to the Nursing Supervisor. If your issue is not addressed, please contact a Patient Relations Representative at:
 - Phone: 1-800-735-6596 (toll-free message system) - you will be asked to leave a message, but your call will be returned. Please leave your name and contact information so we can get back to you.
 - Email: PatientRelations@pmh-mb.ca
 - Fax: 1-204-759-3127
 - www.prairiemountainhealth.ca
 - Mail: Patient Relations - Prairie Mountain Health, P.O. Box 310, Shoal Lake, MB R0J 1Z0
- Prairie Mountain Health encourages feedback on health care experiences. Every two years, a Client Experience Questionnaire is sent to residents and families. This survey is also found on the Prairie Mountain Health website: www.prairiemountainhealth.ca/client-experience-surveys and can be filled out at any time.

Respectful Environments

- Prairie Mountain Health supports the principle that all persons are entitled to a work and living environment free from any form of disrespectful behavior. This includes yourself, other residents, as well as the staff you will come in contact with. Types of behaviour considered disrespectful include (but are not limited to):
 - Discrimination
 - Harassment
 - Sexual harassment
 - Protected characteristics (e.g. Ancestry, national origin, ethnic background, religion or creed, age, sex, marital or family status, political belief, physical or mental disability, etc.).

Resource Available:

If you would like more information on the Provincial Respectful Workplace policy, please ask a staff member and they will be happy to discuss and/or share it with you.

Freedom from Abuse/Neglect

- Every resident, staff member, and visitor has the right to be free from all forms of abuse. To ensure resident safety, Prairie Mountain Health has a process for receiving reports of alleged abuse against a resident. Please contact the Nursing Supervisor if you have concerns or complaints regarding any abuse so that appropriate action can be taken.
- You may also notify the Province of Manitoba's Protection for Persons in Care Office. The Protection for Persons in Care Act is an extra safeguard built into Manitoba's health care system.

The Protection for Persons in Care office can be accessed by calling **1-866-440-6366**

Personal Care Home Standards

All personal care homes in Manitoba are required to follow Personal Care Home Standards. These standards are legislated and are part of the Personal Care Home Standards Regulations 2005, Health Services Insurance Act. Personal Care Home Standards apply to all aspects of living in a personal care home, including personal care, meals, recreation activities, the cleanliness of the facility, and the maintenance of the facility. Personal Care Homes follow these minimum standards of care every day. Manitoba Health visits every care home every two years (minimum) to ensure the home is meeting these standards. In addition, unannounced reviews occur in a select number of care homes in the year between the scheduled reviews.

Accreditation

Accreditation is a process to evaluate the care provided by Prairie Mountain Health programs/services against national standards developed and implemented by Accreditation Canada. Participating in Accreditation identifies processes that work well and those that need improvement. It is a journey to demonstrate that Prairie Mountain Health is dedicated to providing safe, quality care. It involves all staff working within our region. Accreditation follows a four-year cycle, many teams across Prairie Mountain Health work on quality improvement throughout this cycle.



Appendix A

Resident Bill of Rights

Prairie Mountain Health is committed to putting residents first by providing quality, resident and family-centered care. Our goal is the best possible resident experience. The Bill of Rights reflects the Declaration of Patient/Resident Values of:

- Dignity, Respect and Trust
- Accessibility and Responsiveness
- Quality
- Information Sharing
- Participation

1. **Every resident has the right to be treated with respect, dignity, and courtesy.**

What does this mean to the resident?

- *Staff wear their name tags, identify themselves and the role they serve.*
- *You will be addressed by the name you wish to be addressed by.*
- *Staff will knock on the door before entering your room.*
- *The staff will recognize you as an individual and respect your individual needs and rights as a person.*
- *Staff will treat you with care, kindness and compassion.*
- *Staff will take time to listen and talk with you*

2. **Every resident has the right to be sheltered, fed, dressed, groomed, and cared for in a manner consistent with their needs.**

What does this mean to the resident?

- *You will be involved in your care, as you are able*
- *Staff will assist you with your care based on your assessed needs.*
- *Your care should include:*
 - *a proper place to live*
 - *nutritious food served in an appropriate manner*
 - *help with looking neat, tidy and maintaining your hygiene.*
- *You will be kept safe while receiving care.*

3. **Every resident or their alternate decision-maker has the right to appropriate medical care and the right to give or refuse consent to treatment, including medication, in accordance with the law.**

What does this mean to the resident?

- *You have the right to have someone with you while having the information provided to you.*
- *You will have the information needed to make good decisions about your health.*
- *You and the family/support system (if desired) will be able to take part in decisions about your care.*
- *Staff will talk to you about your healthcare options, medications and tests, using words you will understand. It is safe to ask your health care provider:*
 - *what is my health problem?*
 - *what are my test results?*
 - *what do I need to do?*
 - *why do I need to do this?*
- *Your concerns will be taken seriously.*
- *You will be cared for in a timely manner.*
- *You will be assisted with the coordination of your healthcare journey*
- *For residents being considered for restraints: you and/or your alternate decision-maker have the right to be informed about the procedures, the consequences of receiving or refusing restraints, and the right to give or not give consent.*

Note: An alternate decision-maker is given decision-making abilities (legally authorized or designated) only for a resident that does not have the capacity to make a decision.

Note: When the resident is not competent and is refusing medications or treatment, nursing staff will approach the resident many different times to attempt to provide the treatments as ordered by the physician. If ongoing refusals are a concern and impact the health and safety of the resident or other individuals in the home, the nursing staff will discuss options with the resident's alternate decision-maker.

4. Every resident has the right to exercise their freedom of choice of religion, culture and language.

What does this mean to the resident?

- *The personal care home will make every effort to accommodate your needs concerning religion, culture and language.*
- *You have the right to refuse to attend religious and spiritual events.*
- *Your choices will be heard and respected.*

5. Every resident has the right to communicate with, have contact with, and have visits with friends, family, legal representatives and others, in private if desired.

What does this mean to the resident?

- *You have the right to meet and talk with any person as you wish.*
- *You have the right to meet with legal representatives in private.*
- *You can send and receive mail, phone calls and emails.*
- *You have the right to have your family engaged in your care.*

6. Every resident has the right to choose their recreation activities.

What does this mean to the resident?

- *You may participate in things of interest to you.*
- *You have the right to refuse any event.*

7. Every resident has the right to choose the personal items to be kept in their rooms when space permits, adhering to fire codes and safety considerations.

What does this mean to the resident?

- *You have the right to have personal items in your room; however, it is important to ensure these items are safe for you and do not put you or others at risk for accidents.*

8. Every resident has the right to select the clothing to be worn each day.

9. Every resident has the right to be provided with reasonable privacy while being treated and cared for.

What does this mean to the resident?

- *Medical exams and nursing treatments should happen in private.*
- *The door should be closed or the curtain pulled while personal care is being provided.*

10. Every resident has the right to be provided with a safe and clean environment.

What does this mean to the resident?

- *You will be informed of changes that affect your environment (e.g. policy changes)*
- *Staff will ensure your home is kept clean, sanitary and free from anything that may place you at risk of injury.*
- *Staff will work with you and your family to promote your safety and well-being.*

11. Every resident has the right to die with peace, dignity and comfort with family or others present as desired.

What does this mean to the resident?

- *Family can be with you day and night as you wish.*
- *We will strive to keep you as comfortable as possible in your final days and to treat you and your family with the utmost compassion.*

12. Every resident has the right to be free from mental, physical, sexual and financial abuse.

What does this mean for the resident?

- *No one is allowed to abuse you mentally, physically, sexually or financially.*
 - *Examples of mental abuse: being yelled at or belittling you*
 - *Examples of physical abuse: being punched, slapped or hit*
 - *Example of financial abuse: someone misuses/abuses your money or assets*
 - *Example of sexual abuse: having your private body parts touched inappropriately, being spoken to in a suggestive or lewd manner, being exposed to sexually explicit material or inappropriate behaviour*
- *Prairie Mountain Health (PMH) is committed to promoting an environment that is free from abuse. Abuse towards residents will not be tolerated.*



Appendix B:

Patient Declaration of Values/Expectations

Prairie Mountain Health is committed to putting patients first by providing quality, patient, and family centred care. Our goal is the best possible patient experience. We depend on patients and families to be our partners in achieving this.

Together We Value:

DIGNITY, RESPECT, AND TRUST

- Treating me with care and kindness
- Taking time to listen and talk with me
- Considering my choices, values and beliefs
- Showing kindness

ACCESSIBILITY AND RESPONSIVENESS

- Having access to care
- Having my concerns taken seriously
- Being cared for in a timely manner
- Assistance with the coordination of my health care journey

QUALITY

- Using my feedback to improve care and services
- Providing me with care that is based on evidence
- Providing me with care that is appropriate for my needs
- Keeping me safe while receiving care

INFORMATION SHARING

- Keeping my information confidential and secure
- Talking to me about my healthcare options, medications or tests
- Having my health care provider use words I can understand.
- Having the information needed to make good decisions about my health

PARTICIPATION

- Being as involved in my care as I am able
- Taking part in decisions about my care
- Involving of my family / support system
- Knowing that my choices are heard and respected



Tip: Keep all medical expense claims for income tax purposes.

What is covered, and what is not?

Personal Care Home (PCH) Responsibility	Resident Responsibility
<p>Clothing:</p> <ul style="list-style-type: none"> • Laundering and minor repairs (e.g. button replacement, seam repairs) • Applying labels 	<ul style="list-style-type: none"> • Purchase, replacement, one-time cost of labels • Major repairs and alterations • Dry cleaning
<p>Room Set-Up</p> <ul style="list-style-type: none"> • Cleaning • Paint touch up • Clean linen • Window coverings • Clothing hangers 	<ul style="list-style-type: none"> • Television and cable hook-up and monthly charges • Telephone • Phone/internet hook-up and monthly charges • Charges for moving phone, cable or internet service to a preferred room • Cleaning of resident-owned cloth chairs • Dry cleaning/repair of resident-owned items (e.g. Blankets)
<p>Personal Consumption/Use</p> <ul style="list-style-type: none"> • General personal hygiene and skincare products (PMH contract brand) (e.g. body lotion, denture cups, toothettes, shampoo, body cleanser including soap, perineal cleanser and barrier products, sanitary pads/products) 	<ul style="list-style-type: none"> • Cosmetics • Deodorant • Brushes and combs • Mouthwash, toothbrush and paste • Denture cleaner/adhesive • Facial tissue • Non-prescription lotions and creams (if wanting products other than the PMH contract brand) • Sunscreen • Electric shavers and shaving cream • Hairspray • Nail care kits • Support hose, compression stockings, compression garments • Alcoholic beverages • Tobacco products
<p>Equipment</p> <ul style="list-style-type: none"> • Mechanical lifts • Commodes • Transfer belts • Overhead trapeze bars • Foot cradle • Raised toilet seats • Bed and chair alarm systems (excluding the sensor mats) • Preventative maintenance of all facility-owned equipment 	<ul style="list-style-type: none"> • Two slings for mechanical lifts • Sliders • Wheelchairs • Sensor mats for bed and chair alarm • Transfer devices (transfer poles, overarm toilet bars, assist rails) • Therapeutic sleep surfaces (mattress/cover that has had both pressure reduction and pressure relief capability) • Wheelchair cushions/seating for pressure relief or reduction • Positional aids (e.g. thigh belt; lap belt, wedge Pillows, posey boots) • Fall mats • Walkers or other mobility aids • Repair and annual preventative maintenance on resident-owned equipment

<p>Medical/Nursing Supplies</p> <ul style="list-style-type: none"> • Dressings and wound management supplies • Compression dressings • Treatment for venous ulcers • Catheters, needles, syringes, lancets • Supplies and monitors for assessing blood glucose levels • Routine diagnostic and testing materials • Ostomy supplies • Disinfectant and antiseptic preparations • Oxygen concentrators and supplies used in the facility • Catheters • Drainage bags • Tube feeding supplies • Incontinence care products (PMH contract brand) • Portable oxygen for PCH organized recreational activities as required 	<ul style="list-style-type: none"> • Portable oxygen for leaves of absences from the PCH • Incontinence care products (if wanting products other than the PMH contract brand)
<p>Dietary Supplies</p> <ul style="list-style-type: none"> • Food, including special and therapeutic diets • Dietary supplies, thickeners, nutritional supplements (approved by Nutrition Services/Registered Dietitian) • Basic aides (nosey cup, two-handled cup/basic lid, plate guard, demi-tasse spoon). 	<ul style="list-style-type: none"> • Special food/products not approved by Nutrition Services/Registered Dietitian • Specialized aids and utensils for personal use (e.g. weighted dishes, cups, utensils, specialized dishes; non-slip placemat). • Heat protector aprons
<p>Drugs, Biologicals, and Related Preparations</p> <ul style="list-style-type: none"> • Prescribed drugs and over the counter products covered by the PCH Drug Program 	<ul style="list-style-type: none"> • Products (including herbal and other alternative therapies) not covered by the PCH Drug Program • Throat lozenges • Health food products • Non-prescription eye drops
<p>Supportive Aids</p>	<ul style="list-style-type: none"> • Dentures • Eyes glasses • Hearing aids and batteries • Repair and replacement of these items
<p>Personal Services</p> <ul style="list-style-type: none"> • Dietitian, Nursing services, Pharmacy, Medical Services, Recreation Services, Religion and Spiritual Care • Assessments by PMH Physiotherapy, Occupational Therapy, Speech-Language Therapy, Mental Health, Gerontology as required 	<ul style="list-style-type: none"> • Hiring of additional private services such as hairdressing, manicures, pedicures, massage therapy, chiropractor, escorts, companion care, private duty nursing, dentists, foot care, optometry, podiatry, private therapy (physiotherapy, occupational therapy, speech-language therapy)
<p>Other</p> <ul style="list-style-type: none"> • Electronic monitoring system • Transportation costs covered by the Inter-facility Transport Policy (Personal Care Home Resident Transportation HCS 205.6) 	<ul style="list-style-type: none"> • Insurance for repair or loss of personal belongings • PCH Recreation Department social outings • Handi-van • Electronic monitoring transponder device • Newspapers • Personal electronics (e.g. Computer, laptop, tablet) • Smoking aprons • Transportation costs not covered by the Inter-facility Transport Policy (based on Personal Care Home Resident Transportation HCS 205.6)

* Based on Manitoba Health Insured and Non-Insured Personal Care Services for Personal Care Home Residents HCS 205.5

Reference: PMH Insured/Non-Insured Personal Care Goods and Services in Personal Care Home PPG-0055

Appendix D

Resident's Personal Equipment List

This chart is to assist you in keeping track of the equipment/items brought to the Personal Care Home.

Date item brought to care home:	Personal Item (include a serial number or other identifier if available):	Item labelled:	Date item removed from care home:
<i>Example:</i> <i>April 5, 2015</i>	<i>Wheelchair #123456789</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>December 15, 2019</i>
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

Appendix E

Frequently Asked Questions

Outings – How much notice do I have to give for outings?

Please let one of the nurses know at your earliest convenience; that way, any medications or supplies can be ready for you if needed.

If I go out for the day, what time am I expected back for the night?

You can return to the facility at any time. Please let the nursing staff know the approximate time you plan to return. When you return to the home, check-in at the nurses' desk so we know you have returned.

Is there a set "bedtime"?

No, staff will find out what your bedtime routine is and work with you to incorporate it into your care plan.

Can I sleep in?

Yes, you can sleep in if you would like.

How often can I have a bath?

Assisted baths are scheduled once a week. You are encouraged to speak to Nursing Supervisor to discuss options. Independent residents have the option to shower daily.

What do I do if I do not like what is served at mealtime?

If you are served a meal (one or more of the main entrée, vegetable, dessert) that is not to your liking, please tell the dietary staff or nursing staff working in the dining room at that time.

How frequently is my laundry picked up?

Personal laundry is placed in designated laundry hampers and is sent to laundry daily.

On average, how long does laundry take to be returned to my room?

On average, it can take 2 to 3 days for laundry to be delivered to your room. There is no laundry delivery on weekends.

What if an item is lost?

If clothing items are missing, please inform the unit staff as soon as possible, and the staff will make every effort to find the item.

If I have a roommate, can we both have a TV?

Each resident can have a TV in his/her room. Some residents choose to purchase earphones for their TV so that they can watch at any time, especially if they have a roommate.

Can I bring a television?

Yes, before buying a television, talk to the Nursing Supervisor about the size and if a wall mount is needed.

What furniture can I move into my room?

Before moving any furniture, talk to the Nursing Supervisor.

Can I bring a mini-fridge?

Before buying a mini-fridge, talk to the Nursing Supervisor.

Can any resident attend the outings that include food?

Residents who eat independently and are on a regular diet are welcome to attend.

Is there a place to keep valuables/cash?

No, you are responsible for your cash and valuables. Keeping cash and valuables in your room is discouraged.

May I keep medications in my room?

No, all prescribed and over the counter medications are kept in the medication room. The nursing staff will bring you your medications according to the order written by the doctor or Nurse Practitioner.

Are scented products allowed?

No, we ask that you avoid or reduce the use of any scented products such as perfume, cologne, hair and body spray, certain flowers, essential oils and other strong scented items.

Do I have to use the hairdresser or foot care nurse that already comes to the home, or can I choose someone else?

No, you have the choice of who you will hire, as long as the hairdresser or foot care nurse speaks to the Nursing Supervisor before providing care.

Can I drink alcohol at the home?

It depends. Talk to the Nursing Supervisor. Alcohol cannot be kept in your room.

Can I use an aerosol hairspray?

We ask that personal hygiene products purchased are in non-combustible containers (e.g. pump style hairspray). Feel free to talk to the Nursing Supervisor for more clarification.

Who pays for the slings needed for transfers?

The type of sling is determined by the health care team and will order the right size for you. You will be responsible for the purchase of the slings.

What equipment will I need?

Before purchasing any wheelchairs, walkers or mobility aides, therapy services staff will assess your needs and make recommendations for the type of equipment you need.

How do I get the equipment needed?

Therapy services staff will help you find equipment that will fit properly and meet your needs.

Can I buy used equipment?

Before buying any used equipment, talk to the therapy services staff. They will assist you in determining if the used equipment is safe/suitable for your needs.

What if I can't afford to buy the needed equipment?

Therapy services can help find resources that may help.



Appendix F

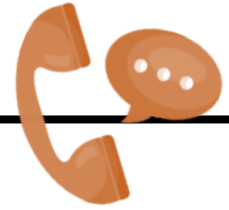
Personal Care Home Directory

Baldur, MB <i>Baldur Health Centre</i> 531 Elizabeth Ave E. Box 128 Baldur, MB R0K 0B0 Ph: 204-535-2922	Benito, MB <i>Benito Health Centre</i> Box 490 Benito, MB R0L 0C0 Ph: 204-539-2815	Birtle, MB <i>Sunnyside Manor</i> 843 Gertrude Street Box 2000 Birtle, MB R0M 0C0 Ph: 204-842-3323	Brandon, MB <i>Dinsdale PCH</i> 510 6 th Street Brandon, MB R7A 3N9 Ph: 204-727-3636
Brandon, MB <i>Fairview Home</i> 1351 13th St Brandon, MB R7A 4S6 Ph: 204-578-2600	Brandon, MB <i>Hillcrest Place PCH</i> 903-26 th Street Brandon, MB R7B 2B8 Ph: 204-728-6690	Brandon, MB <i>Rideau Park PCH</i> 525 Victoria Avenue E Brandon, MB R7A 5Z5 Ph: 204-578-2670	Brandon, MB <i>Valleyview Care Centre</i> 3015 Victoria Avenue Brandon, MB R7B 2K2 Ph: 204-728-2030
Boissevain, MB <i>Evergreen Place</i> 305 Mill Road Box 899 Boissevain, MB R0K 0E0 Ph: 204-534-3337	Boissevain, MB <i>Westview Lodge</i> 200 Struthers Street Box 819 Boissevain, MB R0K 0E0 Ph: 204-534-2455	Carberry, MB <i>Carberry PCH</i> 340 Toronto Street Box 2000 Carberry, MB R0K 0A0 Ph: 204-834-2076	Dauphin, MB <i>Dauphin PCH</i> 625-3 rd Street SW Dauphin, MB R7N 1R7 Ph: 204-638-3010
Dauphin, MB <i>St. Paul's Home</i> 703 Jackson Street Dauphin, MB R7A 2N2 Ph: 204-638-3129	Deloraine, MB <i>Bren-Del-Win Lodge</i> 103 Kellett Street Box 447 Deloraine, MB R0M 0M0 Ph: 204-747-1826	Deloraine, MB <i>Delwynda Court PCH</i> 109 Kellett Street Box 447 Deloraine, MB R0M 0M0 Ph: 204-747-1816	Elkhorn, MB <i>Elkwood Manor</i> 12 Antrim Street Box 70 Elkhorn, MB R0M 0N0 Ph: 204-845-2575
Erickson, MB <i>Erickson & District HC</i> 60 Queen Elizabeth Rd Box 250 Erickson, MB R0J 0P0 Ph: 204-636-7777	Gilbert Plains, MB <i>Gilbert Plains HC</i> 100 Cutforth St. N Box 368 Gilbert Plains, MB R0L 0X0 Ph: 204-548-2161	Glenboro, MB <i>Glenboro PCH</i> 219 Murray Avenue Box 310 Glenboro, MB R0K 0X0 Ph: 204-827-5304	Grandview, MB <i>Grandview PCH</i> 308 Jackson St Box 130 Grandview, MB R0L 0Y0 Ph: 204-546-2769
Hamiota, MB <i>Birch Lodge PCH</i> 177 Birch Avenue Hamiota, MB R0M 0T0 Ph: 204-764-4217	Hartney, MB <i>Hartney Community HC</i> 617 River Avenue Box 280 Hartney, MB R0M 0X0 Ph: 204-858-2054	Killarney, MB <i>Bayside PCH</i> 86 Ellis Drive Box 5000 Killarney, MB R0K 1G0 Ph: 204-523-4661 Station 1: 204-523-3208 Station 2: 204-523-3203	McCreary, MB <i>McCreary/Alonsa PCH</i> 613 PTH 50 Box 250 McCreary, MB R0J 1B0 Ph: 204-835-2482

<p>Melita, MB Melita PCH 147 Summit Street Box 459 Melita, MB R0M 1L0 Ph: 204-522-4304</p>	<p>Minnedosa, MB Minnedosa PCH 138-3rd Avenue SW Box 960 Minnedosa, MB R0J 1E0 Ph: 204-867-2569</p>	<p>Neepawa, MB Country Meadows PCH 500 Veterans Way Box 1240 Neepawa, MB R0J 1H0 Ph: 204-476-2383</p>	<p>Reston, MB Willowview PCH 523-1st Street N Box 250 Reston, MB R0M 1X0 Ph: 204-877-3921</p>
<p>Rivers, MB Riverdale PCH 512 Quebec Street Box 428 Rivers, MB R0K 1X0 Ph: 204-328-6207</p>	<p>Roblin, MB Crocus Court PCH 15 Hospital Street Box 940 Roblin, MB R0L 1P0 Ph: 204-937-2149</p>	<p>Rosburn, MB Rosburn & District HC 116 Parkview Drive Box 40 Rosburn, MB R0J 1V0 Ph: 204-859-2413</p>	<p>Russell, MB Russell PCH 113 Arsini Street E Bag Service #2 Russell, MB R0J 1W0 Ph: 204-773-3117</p>
<p>Sandy Lake, MB Sandy Lake PCH 106-1st Street W Box 7 Sandy Lake, MB R0J 1X0 Ph: 204-585-2107</p>	<p>Shoal Lake, MB Morley House PCH 526 Mary Street Box 490 Shoal Lake, MB R0J 1Z0 Ph: 204-759-2336</p>	<p>Souris, MB Souris PCH 155 Brindle Avenue E Box 10 Souris, MB R0K 2C0 Ph: 204-483-6216</p>	<p>Ste. Rose, MB Dr. Gendreau PCH 515 Mission St. Box 420 Ste. Rose, MB R0L 1S0 Ph: 204-447-2019</p>
<p>Swan River, MB Swan Valley Lodge 1013 Main Street Box 1450 Swan River, MB R0L 1Z0 Ph: 204-734-3441</p>	<p>Swan River, MB Swan Valley PCH 334-8th Avenue S Box 1390 Swan River, MB R0L 1Z0 Ph: 204-734-4521</p>	<p>Treherne, MB Tiger Hills Manor 64 Clark Street Box 130 Treherne, MB R0G 2V0 Ph: 204-723-2133</p>	<p>Virден, MB Sherwood Nursing Home 223 Hargrave Street E Box 2000 Virден, MB R0M 2C0 Ph: 204-748-1546</p>
<p>Virден, MB West-Man Nursing Home 427 Frame Street E Box 1630 Virден, MB R0M 2C0 Ph: 204-748-4335</p>	<p>Wawanesa, MB Wawanesa HC 506 George Street Box 309 Wawanesa, MB R0K 2G0 Ph: 204-824-233</p>	<p>Winnipegosis, MB Winnipegosis & District PCH 230 Bridge Street Box 280 Winnipegosis, MB R0L 2G0 Ph: 204-656-4881</p>	

Portions of this handbook have been adapted with permission courtesy of Island Health and Northern Health:

1. *Island Health. (March 2019) Long Term Care Resident and Family Handbook.* Island Health. Retrieved from <https://www.islandhealth.ca/sites/default/files/2019-03/long-term-care-resident-family-handbook.pdf>
2. *Northern Health. (August 2019) Resident and Family Handbook Long Term Care Home.* Retrieved from https://www.northernhealth.ca/sites/northern_health/files/services/home-community-care/documents/long-term-care-facilities-resident-and-family-handbook.pdf



Important Contacts

Business Office Phone # _____

Nurses Desk Phone # _____

Nursing Supervisor Name & Phone # _____

Care Team Manager Name & Phone # _____

Physician/Nurse Practitioner/Physician Assistant (Medical Services),

Name & Clinic Phone # _____

Recreation Name & Phone # _____